SAP CQC Business Process Performance Optimization for SAP Commerce
(On-Premise / Cloud / SAP Private Cloud / SAP Public Cloud)
INFORMATION SHEET FOR REMOTE SERVICE DELIVERY

SAP wants to make sure you are getting the most out of your SAP solution. When response times are not meeting your business needs—sometimes despite extensive hardware—the SAP Continuous Quality Check for Business Process Performance Optimization can help you to improve your system. It analyzes performance-critical process steps and recommends how to optimize them technically.

AT A GLANCE

Key Features and Benefits

The SAP CQC Business Process Performance Optimization for SAP Commerce helps you to improve response times for end users in cloud and on premise for accessing and navigating SAP Commerce web pages and thus, saving time, reducing costs, and keeping your SAP solution running optimally. The benefits of this service are:

- Optimized response times and throughput;
- Increased productivity;
- Increase in end-user satisfaction.

When to Use

The SAP CQC Business Process Performance Optimization as part of the Continuous Quality Checks will assist you if one or more of the issues below apply:

- Response times of business processes are too long;
- Hardware of the system is not performing well;
- Performance problem with periodical tasks and indexing batch jobs;
- Issues with database connectivity;
- If a critical process such as order fulfillment is exhibiting performance problems that need to be analyzed and optimized;
- Integration issues with SAP and non-SAP systems.

DELIVERY IN DETAIL

Preparation

A service engineer will contact you to discuss the performance problems and your expectations. The SAP CQC Business Process Performance Optimization is only available for production systems. Please complete the SAP CQC Business Process Performance Optimization questionnaire (attached to the end of this Infosheet) with the high-level project details and return to SAP. It is required that an APM monitoring tool is in place and accessible to the service engineer. A minimum of two weeks prior to the service delivery, your system administrator is responsible for ensuring that all technical prerequisites are fulfilled.
Delivery

The SAP CQC Business Process Performance Optimization service analyses and optimizes performance issues for specific business process steps. The analysis comprises the following:

- Provide recommendations on possible changes in hardware for customer environment or cloud network scenarios;
- Single user measurements for critical business process causing issues;
- Review technical architecture setup, configuration and connectivity;
- Identify performance improvement potential for customers specific enhancements and configurations;
- Optimization and recommendation for critical business processes which are causing issues;

SAP Commerce system administrator and functional representatives should be available to the service engineer during the delivery to answer any queries or provide more detailed information. After the remote analysis is complete, you will receive a report that summarizes the topics analyzed, names the issues, and provides recommendations and an action plan on performance improvement areas.

DURATION

The normal duration of this service is five days. Please allow 2 weeks from the beginning of preparation to the end of follow-up.

QUESTIONNAIRE

Please complete the SAP CQC Business Process Performance Optimization questionnaire below with the high-level project details and return to SAP.

If your Commerce System is hosted in SAP Public Cloud, Section 1. “Products and Components in current Landscape” can be skipped.