SAP CQC EarlyWatch Check for SAP Commerce
(On-Premise / Cloud / SAP Private Cloud)
INFORMATION SHEET FOR REMOTE SERVICE DELIVERY

The SAP Continuous Quality Check (CQC) for EarlyWatch Check for SAP Commerce is designed to provide a detailed analysis of your SAP Commerce instance and your connected technical interfaces. During this service, the SAP Commerce solution is reviewed for potential risks and recommendations are given in alignment with SAP best practices, ensuring optimal performance and system availability for the core modules.

AT A GLANCE

Key Features and Benefits

The SAP CQC EarlyWatch for SAP Commerce performs a complete review of your solution and provides an analysis of configuration. The underlying concept of the SAP CQC EarlyWatch Check is to ensure smooth operation of your SAP solution by taking action proactively, before severe technical problems occur. The benefits of this service are:

- Analysis of the system configuration, any open issues and reviews performance of your production system;
- Functional configuration review of the core SAP Commerce components;

When to Use

Delivery of the SAP CQC EarlyWatch for SAP Commerce is most applicable soon after the Go Live of a new SAP Commerce implementation or additional components to your existing SAP Commerce suite. The service can also be used to analyze specific issues or as a health check to verify system performance and configuration - when you have noticed less than optimal performance or availability from one or more of the components within your solution.

When not to use

- If you are not live with a production system;
- If you have specific issues with business processes;
- The system has only just gone live in the last few days.

DELIVERY IN DETAIL

Preparation

Please complete the SAP CQC EarlyWatch Check 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. The SAP CQC EarlyWatch Check is only available for production systems. A minimum of two weeks prior to the service delivery, your system administrator is responsible for ensuring that all technical prerequisites are fulfilled.
Delivery

SAP EarlyWatch Check analyses the performance and any errors in the SAP Commerce components including the database queries. It provides performance and error analysis by evaluating statistical data gathered from the components, the analysis comprises the following:

- Current status;
- Hardware utilization;
- SAP Commerce setup and configuration.

The 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 project information.

After the analysis is complete, you will receive a final report. It focuses on client/server load distribution and foreseeable bottlenecks. It describes the implications of problematic areas discovered during the check and gives detailed suggestions for solving the problems. Charts, diagrams, and tables aid in carrying out the suggestions made in the report.

DURATION

The SAP CQC EarlyWatch Check is delivered remotely with duration of three days.

QUESTIONNAIRE

Please complete the SAP CQC EarlyWatch Check service questionnaire below with the high-level project details and return to SAP.

Landscape_Questionnaire.docx