CONTINUOUS QUALITY CHECK
SAP BUSINESS PROCESS PERFORMANCE OPTIMIZATION
INFORMATION SHEET FOR 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 Business Process Performance Optimization within the continuous quality checks can help you. It analyzes performance-critical process steps and recommends how to optimize them technically.

AT A GLANCE

Key Features
The SAP Business Process Performance Optimization continuous quality check service analyzes and optimizes the performance of business processes. The SAP Business Process Performance Optimization is applicable in the operation phase of a solution, and also in the test phase of an implementation project.

Benefits
With the SAP Business Process Performance Optimization service, you use SAP’s experience to save time, reduce costs, and keep your SAP solution running optimally.

The SAP Business Process Performance Optimization service provides the following advantages for your company:

- Optimized response times and throughput:
  SAP Business Process Performance Optimization accelerates business process steps so you can meet internal business requirements and external deadlines (for example, mandatory external reporting).  
- Increased productivity:
  SAP Business Process Performance Optimization increases throughput of inefficient process steps and leverages the productivity of your users.
- Optimal use of hardware resources:
  Optimal performing transactions generate less load on the system. Existing hardware resources are able to process higher data volumes. Planned investments could be postponed.
- Increase in end-user satisfaction:
  SAP Business Process Performance Optimization increases end-user satisfaction, as your staff spends less time on non-value-added activities.

When to Use
If one or more of the issues below apply to you, then the SAP Business Process Performance Optimization as part of the continuous quality checks will assist you:

- Response times of specific process steps (SAP standard and customer-specific) are too long
- Deadlines and time windows for specific processes cannot be met
- Extremely high resource consumption during specific processes or times
- Performance problem with normally well-performing transactions while a specific process is running
DELIVERY IN DETAIL

Preparation
Your SAP support advisor will contact you to discuss the performance problems and your expectations.

Delivery
The SAP Business Process Performance Optimization service analyzes and optimizes performance issues for specific business process steps.

The service takes place in three stages: preparation, remote analysis, and follow-up. SAP Solution Manager is used for the service delivery. To get ready for the delivery of this service, please refer to SAP Note 1323405 - Technical Preparation of a Going Live Optimization, Business Process Performance Optimazation and Integration Validation service.

Remote Analysis
During the analysis, the SAP service engineer works closely with your experts. Based on the information gathered during the preparation phase, the SAP service engineer:
- Obtains an understanding of the process steps and reported issues
- Carries out a detailed technical analysis of critical process steps
- Evaluates and identifies potential improvement areas

Follow-up
After the remote analysis, you receive a report that summarizes the topics analyzed, names the issues, and provides recommendations and an action plan. Based on this report, a conference call is scheduled between you and SAP to discuss the results of the service delivery, and possible next steps, with your application support team.

DURATION
The normal duration of this service is five days. From the beginning of the preparation to the end of the follow-up conference call, approximately two weeks’ time can be expected. The SAP Business Process Performance Optimization service for SAP Enterprise Support is delivered by one SAP service engineer.

PREREQUISITES

General
The following list provides general requirements for the delivery of a SAP Business Process Performance Optimization service. Detailed information is provided in SAP Note 1323405 - Technical Preparation of a Going Live Optimization, Business Process Performance Optimazation and Integration Validation service.

- Contact person
  The contact person coordinates the service delivery and communication between the SAP service engineer and the experts in the customer’s organization.

- Expert team
  Involvement of your application and technical experts during the remote analysis is essential. They help SAP understand the critical business process steps and recognize critical issues. Your expert team has to be able to provide all the necessary information relevant to the business process steps to be analyzed. All members should meet the following requirements:
  - Experienced in their specific work area
  - Capable of providing all necessary information, test cases, and documents
• Fully authorized to make decisions for their respective area

• Remote connections:
  Remote connections to all systems involved in the business process steps and to the SAP Solution Manager are required.

• SAP Solution Manager
  SAP Solution Manager, enterprise edition, has to be available, and the latest add-on versions and support packages should be installed. If possible, the content update for add-on ST-SER should be activated. To ensure an efficient remote service delivery, the scope and architecture of your business processes should be documented within SAP Solution Manager according to the “minimum documentation” standard. For more information, refer to the SAP Service Marketplace at http://service.sap.com/supportstandards.

• SAP Solution Manager Diagnostics
  If Java or new UI technologies (for example, CRM Web UI) are involved in the steps to be analyzed, SAP Solution Manager diagnostics has to be set up and configured. The systems used in the business process have to be connected to SAP Solution Manager diagnostics. End-to-end workload analysis and end-to-end root cause analysis must be configured and tested. The SAP Business Process Performance Optimization service uses end-to-end trace analysis as important tool for technical validation and detailed analysis.
  If a SAP Solution Manager diagnostic is required but could not be used, a delivery might still be possible, but with reduced scope and quality of the analysis.