

Rimini Street®

Engineered for Support™

Rimini Street Watch™ for SAP

Monitoring SAP applications and the SAP technology stack as a managed service



Solution Overview

Monolithic ERP applications have evolved over decades, adding third-party products and technologies to the architecture to keep the solution relevant to IT trends. Clients who find they are unable to use SAP Solution Manager's Technical Monitoring or are on a release that predated the technical monitoring in Solution Manager can now get monitoring functionality as a managed service and avoid the learning curve of implementing a new monitoring platform with Rimini Street Watch™ for SAP.

This subscription service guides clients to identify and mitigate issues before they become critical — based on common operations challenges, including:

- How do I ensure that core services and architectural components are running and performing well?
- Are there potential performance or capacity issues?
- There are too many alerts; what errors are occurring in the system that I need to address?
- How can I simplify and reduce the time spent on troubleshooting?

Rimini Street Watch sets up, maintains and updates the monitoring for you — as an internal deployment or in the cloud. You get real-time identification of errors and issues causing application availability and performance issues, reducing the incidence of high-severity cases.

Designed for the systems administrator and database administrator's productivity gains — Rimini Street Watch™ for SAP combines our SAP ERP expertise with proactive diagnostics, and web-based dashboards to help you identify issues and performance events faster. There are many choices and alternatives in the APM market to SAP Technical Monitoring provided in Solutions Manager or "Solman," including point monitoring tools. But only Rimini Street Watch combines the most common alerts and monitors for SAP applications with an affordable, turnkey implementation as a managed service to maintain and administer the monitoring solution for a yearly subscription price. Monitoring for SAP applications as a managed service is available on internally-deployed and on cloud-based platforms.

Solution Benefits

Know exactly where to focus for performance issues, faster

- Proactive notification of critical issues and better control
- Reduce alert fatigue through AI and machine learning
- Reduce the incidence of top priority cases
- Monitors available across development, test, and production environments

No learning curve for employees

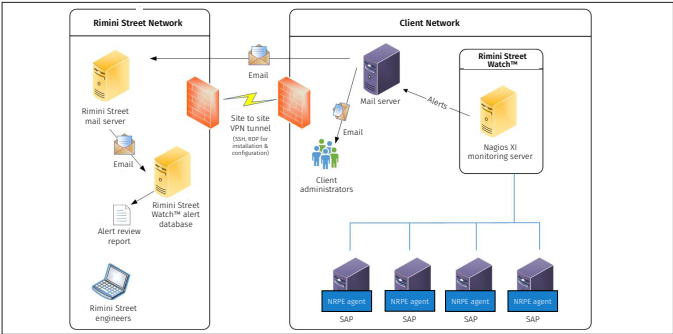
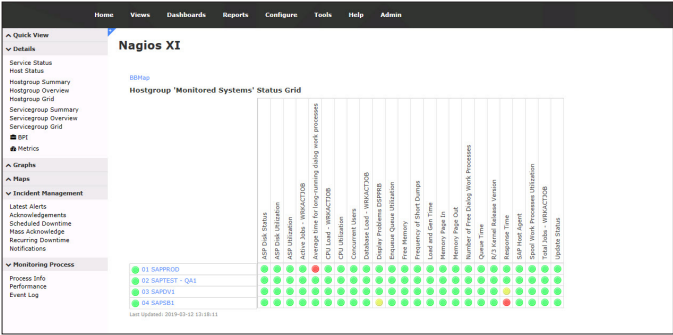
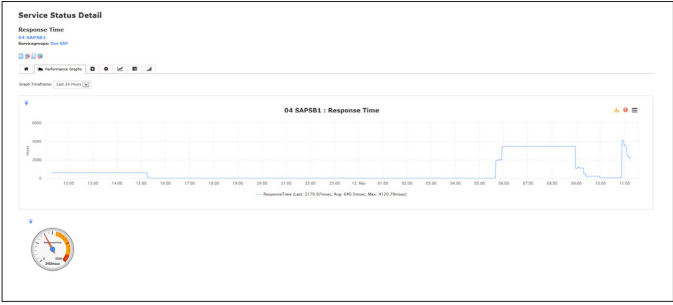
- One-stop solution with highly responsive ERP experts for ongoing support of your SAP system
- Specialized skills provided by Rimini Street for the duration of the subscription
- Monitoring updates and changes applied and managed by Rimini Street
- Custom monitor development available

Rimini Street Watch™ for SAP combines the most common alerts and monitors for SAP applications with award-winning maintenance and third-party support services for SAP software — internally-deployed and cloud-based platforms:

- | | |
|-------------------------|---------------------------|
| – Performance | – Exceptions |
| – Configuration | – Database administration |
| – Informational updates | – System overview |
| – Availability | |

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Key Capabilities

Monitoring SAP Applications as a Managed Service

- Email and SMS Alerts — more than 168 prebuilt monitors for SAP, web server, database, and hardware
- Turnkey implementation
- Quarterly threshold analysis and management
- Future infrastructure monitoring changes
- Integration with ServiceNow software

Web-Based Console

- Real-time graphical data for troubleshooting alerts
- Historical data for trending and capacity planning
- Customizable dashboards for your SAP applications and infrastructure
- Heat maps for visualizing alert clusters

Secure Solution

- Built on your licensed Nagios XI software, the commercial version of Nagios Core, which has a solid reputation for reliability after 17 years and 7.5 million downloads
- Monitoring resides on your network
- Minimal impact to hardware resources
- Secure connectivity for implementation and administration
- Leverages client email server for notifications

“We are always looking for ways to make sure our SAP systems are stable. With Rimini Street Watch™ for SAP, we can monitor, trend capacity, and identify application and performance issues faster, and in some cases before they happen. This service helps us determine server, services, and application availability. For us, this means fast detection of issues within the complete technology stack, not just the application. Combined with Rimini Street’s SAP ERP expertise, these proactive diagnostics and web-based dashboards help improve our support experience.”

Rich Santoriello
 Director, Data Center & Shared
 Butterball, LLC

Why Rimini Street

We deliver unparalleled support because our people are highly-skilled engineers dedicated to ensuring that you receive exceptional value and customer service every day. Our premium third-party support services enable you to optimize existing enterprise software investments, extend current capabilities to leverage hybrid IT, and transform your business to a digital enterprise with help from intelligent and agile technology roadmaps.

Worldwide Headquarters

3993 Howard Hughes Parkway, Suite 500, Las Vegas, NV 89169, USA Phone: 702.839.9671 Toll-Free 888.870.9692
 riministreet.com | linkedin.com/company/rimini-street | twitter.com/riministreet

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