

R/3® System

SAP EarlyWatch is a proactive service offered by SAP®. It features regular analysis of customer R/3 Systems by teams of experts, so that potential problems can be recognized and remedied at an early stage. This guarantees optimal system availability and performance.

SAP EarlyWatch®

SAP EarlyWatch guarantees High Availability and Performance - Worldwide

The EarlyWatch Service provides remote diagnosis for R/3 installations worldwide. It carries out detailed analyses of SAP applications and configurations as well as of database, operating system, and network components. Through extensive monitoring of the entire system environment, it provides the foundation for a high level of system availability and performance. The underlying concept of SAP EarlyWatch is prevention: taking appropriate action *before* a problem situation develops. SAP EarlyWatch provides regular performance and error analyses by evaluating statistical data on the different system components.

applications who provide support tailored to your individual needs. Your specific problems are analyzed and appropriate solutions developed. A high standard of comprehensive technical support is available through close cooperation between SAP and its partners. At your request, we carry out regular checks, which ensure trouble-free operation of your R/3 installation. EarlyWatch provides a favorable cost/benefit ratio by helping to prevent downtimes through remote diagnosis.

Scope of EarlyWatch Service

Conventional system maintenance typically only covers single system components. EarlyWatch provides you with a complete maintenance service for the entire R/3 System, including preventative analysis of both SAP applications and your system configuration, workloads, application servers, and databases.

The following checks are made for each system component:

SAP Application Analysis

- Serious system errors on SAP system log
- Activity in the SAP kernel
- Abnormal termination of ABAPs

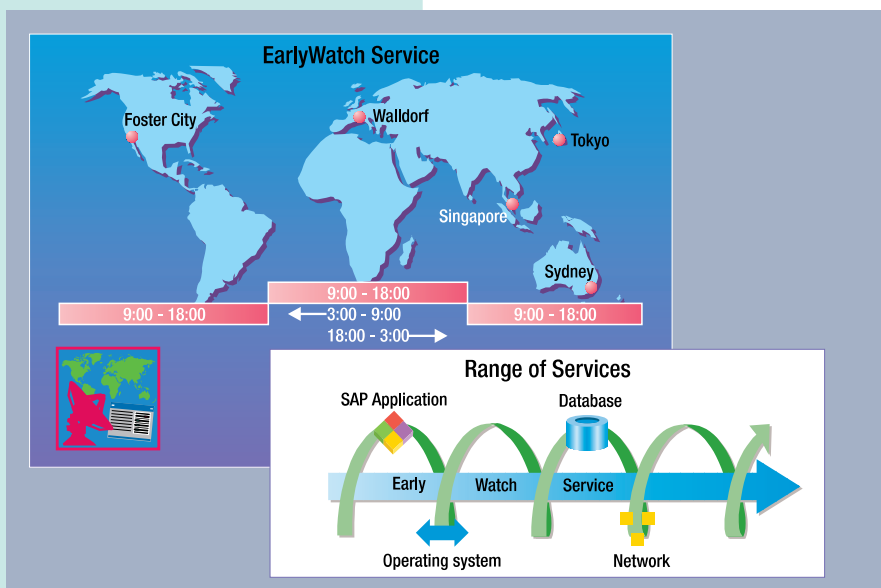
SAP Configuration Analysis

- Efficiency of the various SAP buffers
- Memory requirement compared to hardware configurations
- Recommendations regarding SAP configuration modification

SAP's Computing Center Management System (CCMS), which works with your R/3 software, provides this statistical data.

Customer Benefits

Through EarlyWatch, you have access to teams of specialists with a thorough knowledge of the relevant platforms, databases, networks, and



Workload Analysis

- Average response times per SAP task type
- Workload distribution among the various SAP services
- Compressed workload by days, weeks, and months

Server Analysis

- CPU utilization
- Memory utilization
- Size of swap space
- Recommendations regarding server configuration changes

Database Analysis

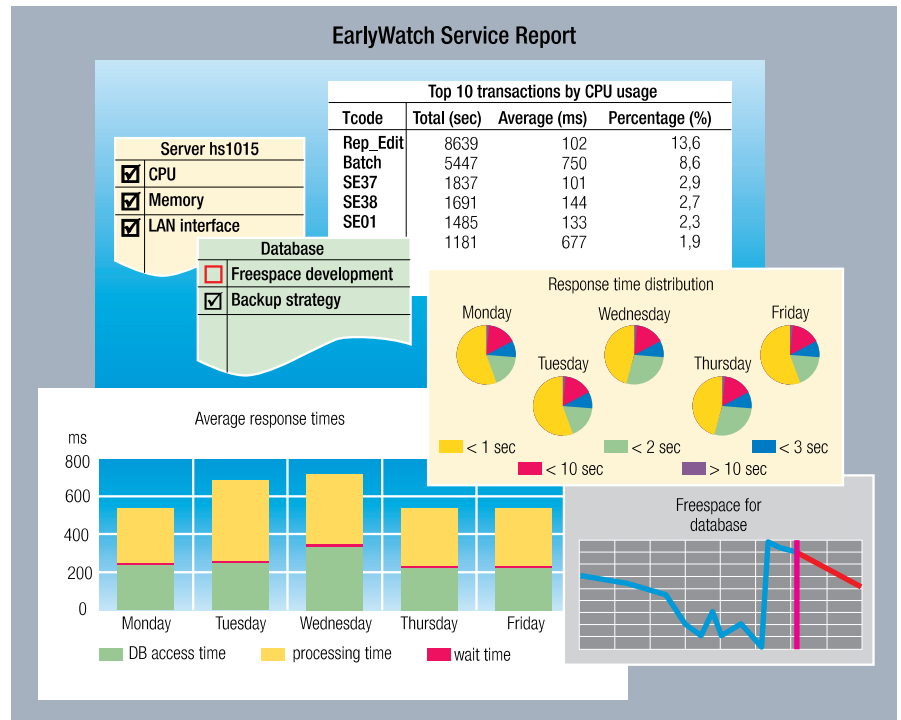
- Missing database indices
- Back up and archiving procedures, if backup utility supported by SAP

The EarlyWatch Service Report

As an EarlyWatch customer, you periodically receive a detailed status report on your productive R/3 installations containing the analysis results and recommendations for optimizing system performance. This report focuses on client/server load distribution and foreseeable bottlenecks in system components. Charts, diagrams, and tables aid in carrying out evaluations and give a quick overview of any changes. The report describes the implications of problematic aspects of your system and gives detailed suggestions for solving the problems.

Data Security

Through the integration of different security procedures, your data is protected at all times.



EarlyWatch sessions are performed using a user ID with a password, which you control. You also have full control of the data link between your R/3 installation and the SAP Service Center. Additionally, you can monitor every operation performed by an EarlyWatch specialist on-screen.

Technical Requirements

A team of experts performs the EarlyWatch session from one of the five SAP Service Centers distributed throughout the world. To benefit from this service, you must set up a data link between the EarlyWatch Service Center and your R/3 System. Possible standards for this link include X.25, ISDN, and Frame Relay. CCMS monitors your R/3 System and provides information on the system's current status and expected resource utilization. This data, provided by CCMS in graphical format, is the basis for the EarlyWatch Service.

SAP's quality management system for software development and consulting meets the international ISO 9001 standards.

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