CISCO
The bridge to possible

accenture

SAP Operational Intelligence with Accenture and Cisco

Benefits

- **Accelerate the business impact of existing SAP implementations and transformations** through the correlation of functional, technical, and user experience observability data, all available through a single platform.

- **Remove "eyes on glass"** through integrated full-stack monitoring that proactively alerts based on AI-generated and IT-modified thresholds and alarms. This greatly reduces mean time to identify the source of SAP errors by 25 to 60 percent and external network connectivity errors by 80 to 95 percent, while also decreasing major incidents involving SAP by 25 to 75 percent.

- **Enhance end user experiences** through application performance insights linked directly with true end user response time, creating a single view by merging and associating all connectivity points and network hops.

CISCO
accenture

The bridge to possible

Accenture and Cisco deliver SAP Operational Intelligence

Successful companies today are laser focused on delivering exceptional user experiences while exceeding business outcome objectives. To accomplish this, many are implementing cloud-first strategies and investing heavily in technology and innovation as they digitally transform their businesses.

For companies that run core business functions on SAP, Accenture—an industry leader in SAP Implementation Services—plays the vital role of strategic advisor, allowing customers to align with business imperatives and drive competitive differentiation. Accenture was named a Leader in the Gartner® Magic Quadrant™ for SAP S/4HANA® Application Services[1] for the fourth year in a row. By optimizing their technology investments, companies transform to become digital-first, bringing the intelligent enterprise to life. To this end, Accenture's SAP Operational Intelligence offering navigates the complexity and minimizes risk through the cloud expertise necessary for end-to-end services at every stage of a company's SAP transformation journey.

Delivering an SAP observability command center

With customer and employee expectations higher than ever, business success requires correlating business processes that span both SAP and non-SAP landscapes. This has become even more difficult as companies have been moved from a hub-and-spoke model with SAP at the center to a spider web model with SAP still at the center. Companies need visibility across the enterprise from the end user experience across networks and technical stacks down to individual lines of code. To address this need, Accenture's SAP Operational Intelligence offering delivers an SAP observability command center providing:

▪ **Business visibility and key performance indicators (KPIs)**: AppDynamics® Business iQ® is coupled with Accenture's industry knowledge to provide operational dashboards, visualizing in near time how business processes are meeting business outcome objectives. Uniquely, as a single platform, business performance metrics can be coupled with IT metrics to remediate issues impacting expected outcomes.

▪ **Technical observability**: Unparalleled correlation between infrastructure and applications is provided for both SAP and non-SAP applications. AppDynamics is the only application performance monitoring (APM) offering on the market with an Advanced Business Application Programming (ABAP) agent, supporting both SAP Java and ABAP stacks to provide code-level visibility, enhancing root cause analysis and reducing mean time to recovery.

▪ **Unmatched user experience monitoring**: A single view is provided from any endpoint— such as a company campus, an employee's home, or a coffee shop—to employee applications.

In summary, Accenture's SAP Operational Intelligence provides customers with visibility, insights, and actions enabled through Cisco® Full Stack Observability (FSO) solutions.

Accenture and Cisco realize the importance of supporting RISE with SAP; RISE w/ SAP private cloud edition as well as RISE x SOAR for Large Enterprises can both leverage SAP Operational Intelligence.

Learn more

Companies need to consider end user experience in every application their customers and employees rely on. SAP is a foundational application suite used by many companies. SAP Operational Intelligence combines Accenture's proven capabilities—including deep SAP experience leveraging Cisco FSO solutions—to deliver a personalized product plus services solution to help companies exceed their business objectives and realize value quickly. Visit Accenture and Cisco Joint Solutions to learn more.

[1] Accenture Named a Leader in 2022 Gartner® Magic Quadrant™ for SAP S/4HANA® Application Services for the Fourth Year, August 2022