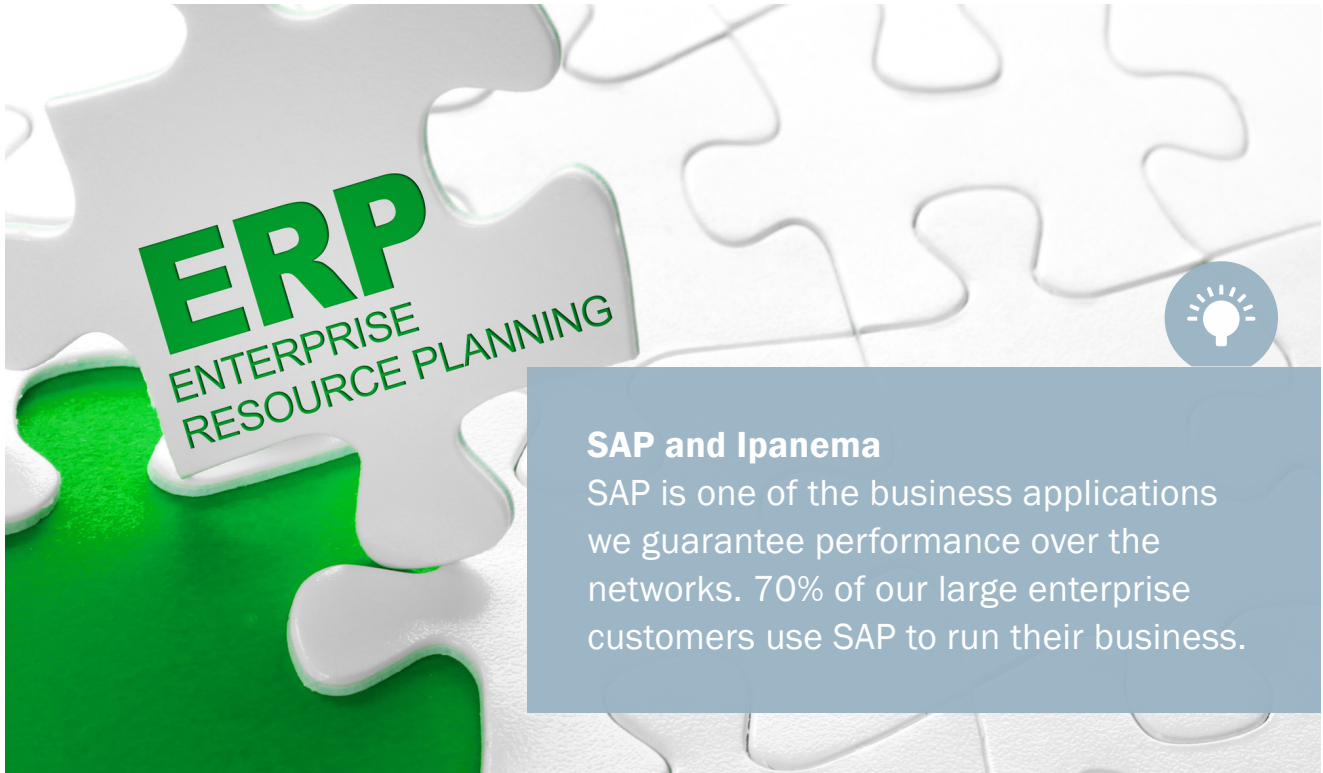


GUARANTEE SAP END-USER EXPERIENCE & MAXIMIZE YOUR BUSINESS PRODUCTIVITY



EXECUTIVE OVERVIEW

Many enterprises take advantage of SAP Enterprise Resource Planning (ERP) to run their business. SAP ERP consists of several modules, including utilities for marketing and sales, field service, product design and development, production and inventory control, human resources, and finance and accounting. SAP applications are as ubiquitous as they are mission critical. With over 33,000 customers

across more than 26 industries around the world, SAP is the world's largest business software company, and the third largest independent software provider.

Capable of coordinating resources, information, and the activities needed to complete a range of business processes, it's not hard to understand the appeal of SAP ERP. The tools are powerful and can help improve a business's efficiency and performance.

Enterprises must be prepared to protect the powerful capabilities

of SAP ERP and guarantee the end-user's experience to maximize business productivity.

By using Ipanema, this is possible. You can ensure your SAP ERP as well as other business critical applications work the way you need them to and obtain an excellent ROI (the yearly average cost of SAP is \$4K per user) regardless of where they are hosted.

With Ipanema you can:

- **Protect and maximize your productivity** by guaranteeing SAP and other business applications performance regardless of the network conditions;
- **Control and communicate SLAs achievement** by having a global visibility on application performance and usage;
- **Accelerate and secure SAP deployment** by anticipating SAP impacts on network and other applications performance.



WHAT IF YOU COULD

Protect SAP and business applications against recreational and non-business applications?

All these things result in tangible benefits, such as business-wide cost savings and happier end-users.

SAP CHARACTERISTICS

SAP was historically deployed as a 3-tier architecture (client, server, database), with the server and the database deployed on a consolidated private datacenter. End-users traditionally access SAP through a heavy client (SAPGui), a web browser, or a java client. Certain medium-sized enterprises use the SaaS version of SAP: SAP BusinessByDesign.

SAP is composed of three solutions:

- **SAP ERP Financials:** Accounting and Financial Reporting, Risk Management, Regulatory Compliance, Cash Flow Monitoring, Travel Management;
- **SAP ERP Human Capital Management:** End-user Maintenance, HR and Payroll, HR Process Management Software, Talent Management;
- **SAP ERP Operations:** Procurement and Logistics, Product Development and Manufacturing.



WHAT IF YOU COULD

Differentiate and manage each SAP user session according to its criticality and technical characteristics (for example, protect accounting and financials applications against printing)?



WHAT IF YOU COULD

Monitor usage and performance for each application in real-time, globally and per site?

SAP is a costly resource and deployment has a risk of project failure.

It is estimated that “for a Fortune 500 company, software, hardware, and consulting costs can easily exceed \$100 million (around \$50 million to \$500 million). Large enterprises can also spend \$50 million to \$100 million on upgrades. Full implementation of all modules can take years,” which also adds to the end price (Source: Wikipedia).

SLOW SAP RESPONSE TIME CAN PUT YOUR BUSINESS AT RISK

The most common negative end-user experience is related to very slow response times. A response time of two seconds is a common requirement to ensure SAP user productivity, and user tolerance for long response times is low. If SAP performance suffers, so does the

business; therefore, performance expectations and requirements for SAP are more stringent than for other business applications. SAP is always in the business limelight, so it simply must perform well over the WAN.

Slow response times are mainly due to other hungry low-critical applications using the same network resources, cannibalizing and stressing SAP performance. Without successful protection, SAP can readily be starved of essential bandwidth, and as the above response time formula shows, when SAP bandwidth is squeezed, end-user response times rise.



WHAT IF YOU COULD

Get historical reports using color-coded KPIs to communicate indisputable SAP SLA results to business units?

This can result in thousands of dollars of lost productivity, unsatisfied end-users, overloaded IT service desks, employees not using the system, and more. Simultaneously, the business runs the risk of being directly impacted with things like disturbances in invoice printings or order-form issues in the supply chain.

ENSURE SAP SUCCESS WITH IPANEMA

Protect and maximize your productivity by guaranteeing **SAP and other business applications performance regardless of the network conditions**

Ipanema gives you all the solutions you need to guarantee the performance of SAP and other business applications over your network.

By using Ipanema you can:

- **Identify flows** for all SAP clients (such as heavy-client, browser or java), their usage and how they are performing;
- **Protect SAP and other business applications** against bandwidth hungry applications (like file sharing and internet browsing);
- **Differentiate all flows and manage competition** between SAP users according to their business criticality;
- **Dynamically and efficiently** use all available network resources by ensuring each SAP user flow will always receive the needed bandwidth capacity (up to 100kbps for web client, 20-50kbps for heavy client).

As a result, your employees are happy; they can easily and successfully use SAP. Your business productivity is protected.

Control and communicate SLAs achievement by having global visibility on application performance and usage

It is difficult to manage application performance without visibility. Being able to identify all the applications over the network, their usages, and how they are performing is crucial.

With Ipanema's unique visibility on application usage and performance you regain control:

- Get simple KPIs to easily manage SAP and business application SLAs and communicate them with business managers;
- Manage application performance according to their business criticality. This ensures SAP and business applications will not be impacted by recreational or non-critical applications;
- Prevent problems and reduce 'Mean Time to Innocence' thanks to proactive alerting.



Accelerate and secure SAP deployment by anticipating SAP impacts on network and other applications performance

Using Ipanema allows you to anticipate the impact of SAP on the network and on existing applications. You can accelerate and secure the rollout of SAP across your enterprise without long, costly network reconfigurations. As a results, SAP is implemented faster and more productively and the end-users' Quality of Experience (QoE) is guaranteed.

By protecting your SAP performances over the network with one mouse click instead of a six-month network reconfiguration and troubleshooting, you dramatically reduce SAP deployment time and cost.

With Ipanema you align application performance with business objectives and can use WAN 'rightsizing' recommendations to set

the appropriate bandwidth for each application SLA at each network site. When issues occur, you can quickly identify if it's a network or server problem. Using Ipanema is important to control growing IT complexity that puts the corporate network infrastructure under continuous stress.

CONCLUSION

To ensure that your SAP users are fully productive and are not plagued by performance related frustrations, it is recommended you implement solutions that can protect your SAP-GUI and SAP-Web application performance across the WAN.

Ipanema's dynamic, intelligent technology allows you to efficiently use SAP and deliver excellent experience to all users. This is regardless of where they are located, and if they are using SAP-GUI or

SAP-WEB. You get control on SAP performance results and ensure that Quality of Service levels are aligned with end-users expectations and business goals whatever the network conditions.

CASE STUDY: CHEMICAL MULTINATIONAL COMPANY WITH REGIONAL ERP

Ipanema worked with a chemical multinational company that had over 45,000 employees across 2,000 sites in over 80 countries. Here's how we helped the company ensure their SAP ERP worked.

Their main challenges:

- A single financial application to consolidate monthly reporting;
- A single email solution and internet secure gateway, hosted across three regional

datacenters;

- Five vertical applications (across engineering, supply chain, and device tracking) used globally;
- Involvement with more than 20 telecommunication providers with 90% MPLS, 10% IPsec links.

Why they chose Ipanema:

- To protect their vertical applications, regional ERP (SAP but also JDEdward and Oracle), and group financial reporting performances;
- To guarantee business applications performance in a very complex network environment including several telcos, huge number of network links and several size of sites;
- To manage centralized applications, giving comfortable but controlled usage of the internet;

- To deliver undisputable reporting to internal customers on application performance and usage;
- To take advantage of a managed service by the enterprise's global telecom provider.
- Business efficiency and productivity is maximized by guaranteeing ERP and others business applications performance.

Business benefits:

- Non justified yearly network upgrades and costly over-provisioned networks have been avoided during 3 years and telecom costs reduced by 30%;
- Network operations 'Mean Time to Innocence', have been divided by 3 allowing to solve 98% of business applications slowness incidents before impacting end-users;
- Strong IT governance has been implemented by dynamically aligning changing business requirements and IT strategy;

ABOUT IPANEMA TECHNOLOGIES

Ipanema provides enterprises with a direct connection between application performance and their business requirements. With Ipanema Technologies, enterprises understand which applications use the network and automatically deliver guaranteed performance to each user. Enterprises can support their strategic IT transformations (like cloud computing and Unified Communications) and control Internet growth while reducing their IT expenses. Ipanema's customers range from mid-sized companies to enterprises with 1,000s of sites. Enterprises can use Ipanema as a product through an international network of certified channel partners, and as a service through Managed Service Providers and telecom operators' managed services. For SMBs, Ipanema is available as a service through Ipanema's AppsWork™ authorized partner network.

For more information, visit: www.ipanematech.com

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