INDUSTRY CONTEXT

SAP- FORMS THE OPERATIONS BACKBONE FOR ENTERPRISES

SCALE, DIVERSITY AND COMPLEXITY

KNOWLEDGE AND OPERATIONAL SILOS

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CUSTOMER CHALLENGES

01

Performance delays, compliance breaches, reactive response that hampers business and result in poor customer experience

02

Lack of business assurance caused by low enterprise-wide visibility and improper data handling

Being reactive, unable to anticipate problems

03

04

Heavy reliance on tacit knowledge of subject matter experts and support teams.

Capital intensive and high MTTR.

05

OUR PRODUCT

ignio
AI.ERPOps

An insight driven Cognitive automation product for smooth SAP operations

Automation product that covers Technical and Functional areas. It improves

business outcomes by detecting anomalies, providing analysis with recommendations and taking actions.

Learns Context

Analyzes and resolves

- Enterprise SAP Blueprint

- Profiling

- BASIS Administration

- IDoc Monitoring and Auto-recovery

Handles Incidents and SR's

Proactive Actions

- Functional Incident Management

- Standard Functional Changes

- User Management

- SAP System Health checks

- Solution Manager Alert Integration

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BUSINESS BENEFITS

Improved Business Stability and Assurance

- System Health check, Self-heal and Blueprinting.
- Maintains security and compliance.
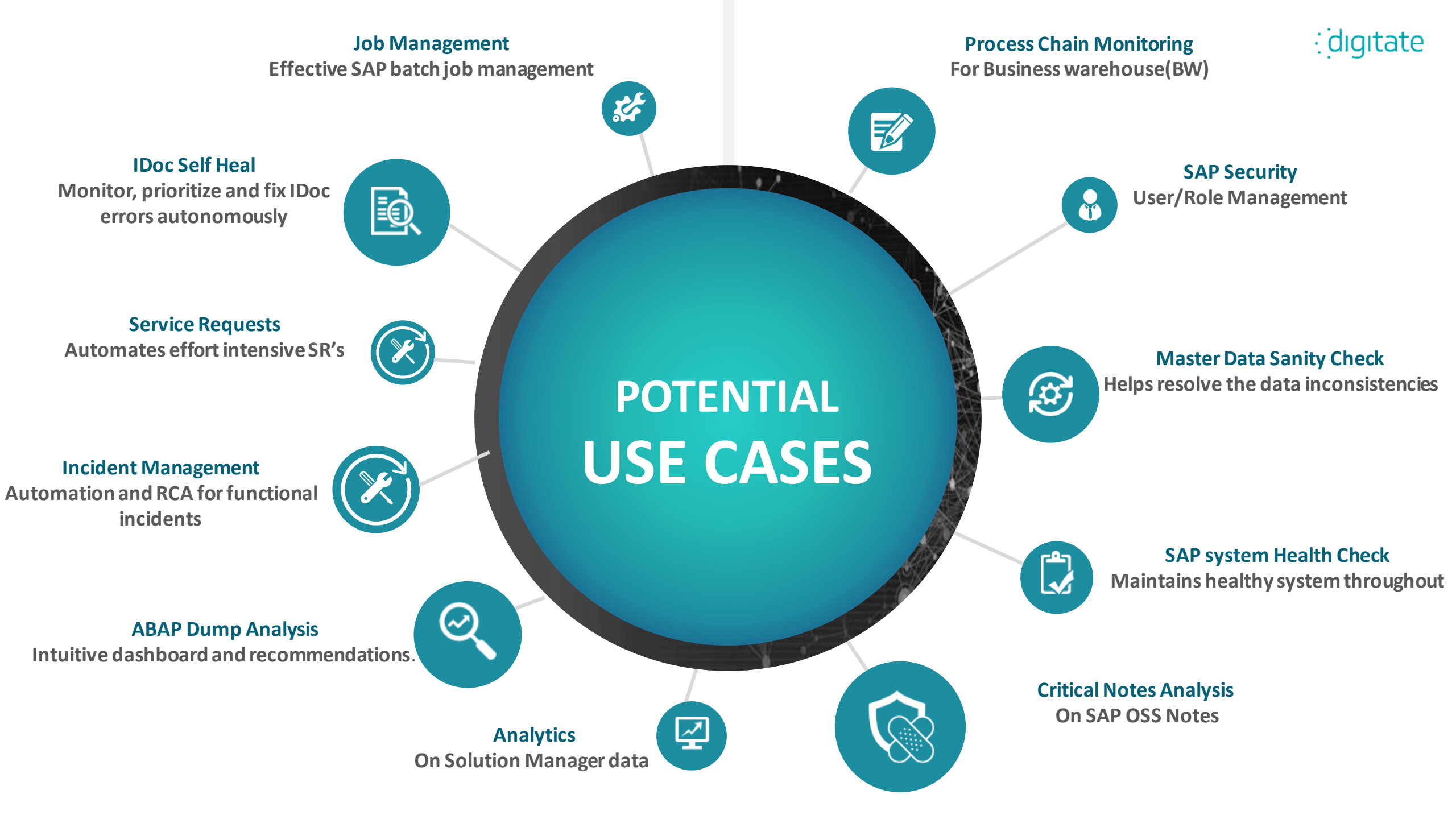- Improved business outcomes.

Intelligent and Agile Enterprise

- Alerts management, lower MTTR.
- Proactive detection and autonomous resolution of incidents.
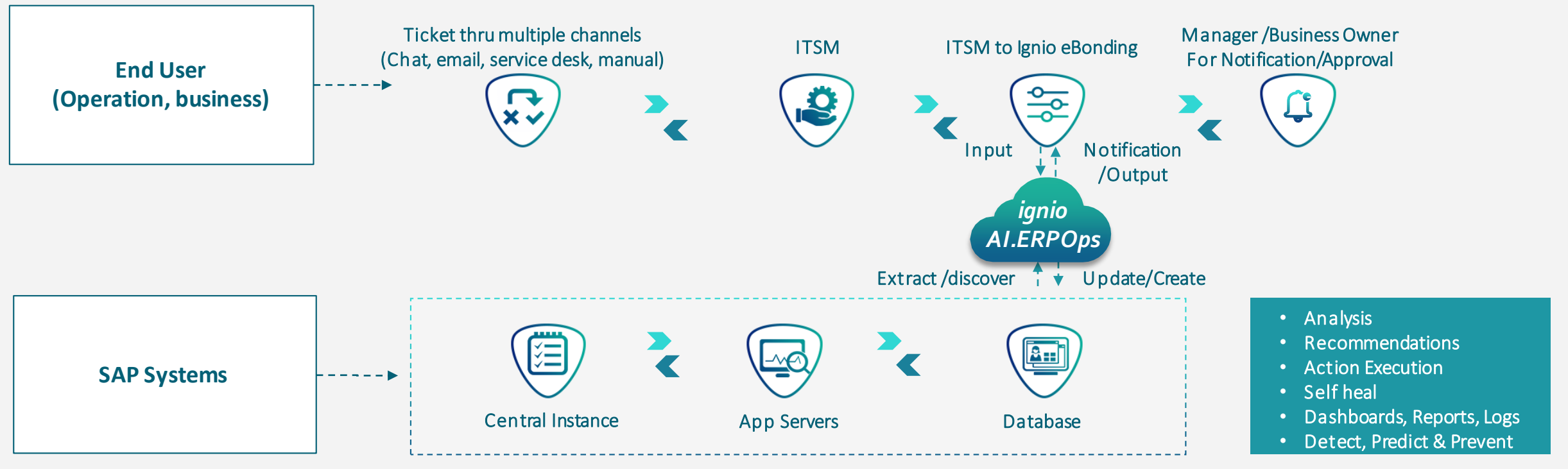- Faster root-cause analysis and improved business agility.

Enhanced Customer Experience

- Reduced outages, improved availability.
- Reduction in manual intervention and efforts.
- Reduced dependency on SAP experts.

Job Management
Effective SAP batch job management

Process Chain Monitoring
For Business warehouse(BW)

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IDoc Self Heal
Monitor, prioritize and fix IDoc errors autonomously

SAP Security
User/Role Management

Service Requests
Automates effort intensive SR's

Master Data Sanity Check
Helps resolve the data inconsistencies

POTENTIAL USE CASES

Incident Management
Automation and RCA for functional incidents

SAP system Health Check
Maintains healthy system throughout

ABAP Dump Analysis
Intuitive dashboard and recommendations.

Critical Notes Analysis
On SAP OSS Notes

Analytics
On Solution Manager data

HOW IT
WORKS

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**End User
(Operation, business)**

Ticket thru multiple channels
(Chat, email, service desk, manual)

ITSM

ITSM to Ignio eBonding

Manager /Business Owner
For Notification/Approval

Input

Notification
/Output

**ignio
AI.ERPOps**

Extract /discover

Update/Create

SAP Systems

Central Instance

App Servers

Database

- Analysis
- Recommendations
- Action Execution
- Self heal
- Dashboards, Reports, Logs
- Detect, Predict & Prevent

HOW IT WORKS

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Faster issue resolution with minimal human intervention and improved efficiency

- Detail analysis of the issue/request
- Minimal human intervention
- Provides report of root cause analysis
- Self explanatory dashboards and reports out of the analysis

01
Analyze

- Based on the Analysis, finds out the bottle necks
- Suggests corrective actions based on it's knowledge

02
Recommend

- Auto resolution of typical issues
- Notification based approval before resolution
- Email notification to configured person

03
Resolve

CASE STUDIES

Canadian Retail Company

Oil field Services

Pharmaceutical and CPG

Iron and steel company

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Canadian Retail Company

Solution Implemented
- ignio™ simplifies and eliminates the document lock by performing proactive Health Check followed by incident management.
- Model based incident management along with self-heal capabilities and a report on root cause analysis help in resolving the issue quickly and effectively.

350+ Tickets Resolved by Ignio per month

4000+ Tickets Eliminated from L1 support queue yearly

Problems Faced
- The store logistics operation is delayed and impacted due to frequent document lock.
- Goods receiving, Binning, the Cycle Count process is delayed across multiple Loblaw stores in Canada.
- Real-time data get stored on some custom tables due to lack of standard operating procedures.

Value Delivered

90% MTTR Improvement

Proactive identification of locks help in maintaining uninterrupted store logistics operations.

720+ hrs of effort saving for SAP BASIS team yearly

Oil field Services

Solution Implemented
- ignio™ simplified and streamlined the user access and password management
- Drastic reduction in manual activities and dependency with OOB use cases such as SAP system health check, Job Management, Notes criticality, compliance, etc.
- Ignio's capabilities were extended to help resolve the month end activities

6000+ Tickets eliminated by ignio™ till date.

STUDY

Problems Faced
- Painful User Access Management- There was a severe delay in onboarding of users. Other issues such as password management, frequent account locks, which was leading to delayed bid management process.
- Another major issue was due to the monotonous activity of system health check.
- Month end activities were also impacted due to heavy dependency on support teams

Value Delivered

Enhanced end user experience.

95% MTTR improvement

Proactive Health Check leading to reduction of risk in SAP operations

Reduction in Effort (Person Hours) for SOD (Start of Business) checks by **By 1 hour Daily**

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Solution Implemented
- ignio integrated with data sources like ServiceNow CMDB, Control-M, Tivoli & SCOM monitoring tools, and other custom applications to create a single source of truth about enterprise IT.
- It manifested business hierarchy, batch jobs, and SAP landscape for an effective digital transformation journey.
- ignio automatically resolved end-to-end user management requests such as SAP User Management and IDOC Monitoring

STUD

8400+
User Management
requests handled manually.

Shift from Reactive to Proactive IT operations

80%
Improvement in IDOC monitoring

98%
MTTR improvement

Problems Faced
- Lack of enterprise-wide view, a reactive and complex IT were major challenges faced during the digital transformation journey
- Regular processes such as SAP User Management had multiple teams involved for security and authorization, resulting in high turnaround times owing to multiple checks
- Small errors led to creation of loopholes, resulting in data breaches, unauthorized issues and fraud.

Value Delivered

Iron and steel company

100%
Automated health checks

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WHY
ignio ™ AI.ERPOps?

Future Ready
Works with both ECC and variety of net weaver-based SAP products as well as S4 HANA.

Covers Technical as well as Functional aspects
Caters to BASIS Admin, User Role Management, Integrates with Solution Manager, GRC and works well within core functional module FI, MM,SD, etc.

Convenient and Flexible
With focus on Analytics and trending technologies , brings out of the box catalog and provides ability to write custom use cases as well.

Easy to Deploy
Cloud Ready- both on-prem and SaaS versions available. OS , DB agnostic. Irrespective of SI Partner.