

# Unlocking full-stack observability for your SAP landscape with New Relic

In today's complex IT environments, gaining a clear and comprehensive view of your SAP systems and their interaction with non-SAP applications is crucial for business success. New Relic provides a powerful, unified observability platform that empowers you to monitor the performance of your entire SAP ecosystem in real time. This allows you to proactively identify and resolve issues, optimize business processes, and drive your digital transformation with confidence.

## Gain complete visibility with a single pane of glass

New Relic offers end-to-end monitoring for your SAP and non-SAP systems—providing a single, unified view across your entire IT landscape. This holistic perspective breaks down data silos, enabling you to correlate performance metrics from your infrastructure to the application and business-process layers. Whether you are running legacy ECC systems, migrating to S/4HANA, or leveraging cloud solutions like RISE with SAP and BTP, New Relic provides the visibility you need.

## Key benefits include:

**Centralized visibility:** Monitor business processes and data flows in one place.

**Out-of-the-box dashboards:** Immediately gain insights with pre-built visualizations for your SAP systems.

**Automated alerting:** Proactively detect and resolve issues with automated alerts on key performance indicators (KPIs) and process bottlenecks.

## Industry-unique agentless architecture

Innovative New Relic agentless architecture sets it apart. A single, SAP-native certified add-on is installed on a central SAP server—eliminating the need to deploy agents on your production systems.

## The lightweight approach with advantages

**Fast and lightweight deployment:** A one-step installation process gets you up and running quickly.

**Reduced risk:** Eliminate the risks associated with deploying and maintaining agents on critical production systems.

**Future proof:** Simplifies SAP upgrades and ensures compatibility.

## Full-stack coverage for deep insights

New Relic provides comprehensive, full-stack coverage, from the underlying infrastructure to the end-user experience. Drill down from a high-level business process view to the technical details needed to identify the root cause of any issue.

### Business Processes

Order to Cash, Procure-to-Pay, Supply chain, Finance, HR

### End-to-End

PI/PO, Java, Web Services, BTP

### Experience

Fiori, BTP Apps, Distributed Traces

### Applications

Transactions, IDOCs, RFCs, Background Jobs, Transports, Logs

### Infra and Cloud

SIDs, Application Server Instances, Databases, Hosts, Logs

## Tailored views for every user

New Relic provides customized views for different user personas within your organization—ensuring that everyone from IT executives to SAP developers has access to the information they need in a way that is meaningful to them.

**Executives:** Get “bird’s eye” views of system availability and overall health to understand the business impact of IT performance.

**Non-SAP practitioners:** Utilize “Level 1” views for high-level understanding of system status and performance without deep SAP expertise.

**SAP practitioners:** Access dashboards and distributed traces to perform in-depth analysis and troubleshoot complex issues.

New Relic key capabilities

**Agentless monitoring:** Unique agentless architecture for ABAP systems reduces security vulnerabilities and simplifies implementation.

**Broad SAP system support:** Supports SAP RISE, ECC, S/4HANA, BTP, CALM, Fiori, Ariba, PI/PO, BW—and more—to ensure all critical components are observable and to eliminate data silos.

**175+ monitoring points:** Insights into CPU usage, HANA/non-HANA database metrics, RFC details, background jobs, IDoc status, and more provide advanced root cause analysis for faster MTTR.

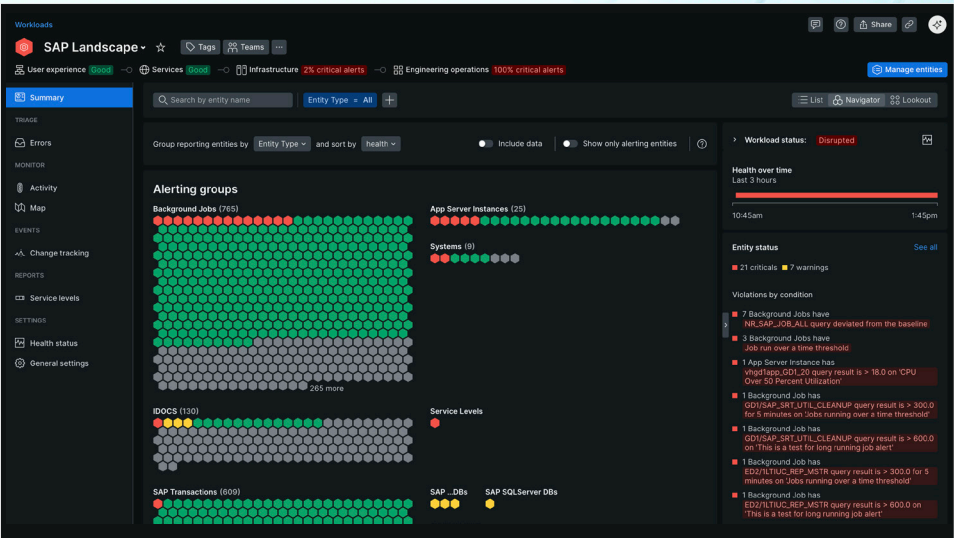
**Proactive AI-driven alerting:** Combines threshold-based and AI-driven baseline alerts with pre-configured policies specifically for SAP BASIS to proactively identify issues before they escalate.

**Intuitive visualizations:** Informative, interactive, and customizable dashboards tailored for SAP and non-SAP practitioners provides immediate clarity on system performance enabling data-driven decisions.

**Centralized business process visibility:** Five-layer monitoring (infrastructure, application, user experience, integration, business processes) provides end-to-end visibility for advanced troubleshooting.

Challenges associated with SAP monitoring

- Move to RISE ends visibility
- Complex configurations
- Lack of visibility into application process
- Manual root cause analysis is difficult
- Continuous SAP system changes
- Business-process interruptions impact revenue



New Relic Monitoring for SAP

Planning your move to RISE with SAP?

As you transition to a modern cloud ERP, your monitoring strategy must also evolve. With SAP Solution Manager being replaced by SAP CloudALM, you may be concerned about losing visibility and control over your complex SAP ecosystem. New Relic is the answer. We provide a solution that not only complements SAP’s roadmap but significantly enhances it:

**Superior RISE support:** Our agentless architecture is ideal for RISE with SAP environments, offering a fast, lightweight, and non-invasive way to gain full-stack visibility.

**Beyond the basics:** While we embrace and use SAP CloudALM as a data source, our platform provides what it doesn’t: A unified, full-stack view across your entire landscape—including SAP and non-SAP systems.

**A true single pane of glass:** Don’t settle for siloed tools. Get best-in-class visualizations and a single source of truth to monitor business processes, application performance, and user experience seamlessly.

To unlock the full potential of your SAP investment, [contact us](#) for a personalized demo.



Next Steps

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