



Foglight®

SAP Management

Service-Level Monitoring and Diagnostics for Netweaver and R3

An under-performing application can harm revenues, cost containment, customer service and goodwill. Optimizing the performance and availability of SAP applications from end-to-end is critical for meeting business objectives and for keeping stakeholders happy.

As part of Quest's Application and Service Management solution, Foglight complements SAP performance tools to manage the entire SAP application – from end users to the application servers to the databases. Foglight delivers a shared set of performance information that all application stakeholders can use regardless of their SAP skill level. By viewing data on the entire application stack in context, Foglight prioritizes corrective actions and prevents them impacting end users. Foglight also provides unattended monitoring, real-time diagnostics, rule-based alerting, correlation with end user and database management and customizable, role-based dashboards.

Comprehensive Performance Management

Continuously monitor the availability and the performance of the SAP application infrastructure (servers, network and OS), as well as the application components (end users, rich and thin client, web server/SAP Enterprise Portal, SAP application server, database);, easily manage performance and capacity of SAP components.

Intelligent Recording

Record key and routine transactions accessed by SAP end users -- both rich and thin client; measure and improve application SLAs by monitoring the end user's actual application experience.

Business Service Grouping

Logically organize different activities or services into service groups to understand end-user activities for performance, availability and service level management.

Proactive Alerting

Leverage out-of-the-box alarm configuration tools to manage SLAs for SAP infrastructure and application components.

SLA Tracking

Establish historical, realistic and manageable SLAs at application, geographical and enterprise levels - for higher levels of service to end users.

- Delivers critical SAP performance measurements
- Provides shared set of monitoring data that all application stakeholders can use, regardless of technical skill level
- Helps prioritize investments in service improvements by showing you which problems specifically contributed to service breaches
- Offers historical information for planning upgrades and reducing the risk of unplanned outages
- Reduces total cost of ownership (TCO) for SAP systems through proactive monitoring and real-time diagnostics tailored to each user or role
- Minimizes service delivery risks by providing service level compliance and reporting
- Facilitates compliance to regulations and service level agreements (SLAs)

System Requirements:**SAP Versions Supported:**

- R/3 3.3x – 4.6c
- R/3 4.7.2
- NetWeaver 2004
- NetWeaver 2004s

Operating systems supported:

- Solaris 5.7, 5.8, 5.9
- HP-UX 11.0, 11i, 11.23
- AIX 4.3, 5.1, 5.2, 5.3
- Windows 2000 and 2003

Equipment requirements:

- Foglight Server

About Quest Software, Inc.

Quest Software, Inc. delivers innovative products that help organizations get more performance and productivity from their applications, databases and Windows infrastructure. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 50,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at www.quest.com.



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