

INTELLIGENT MONITORING SOLUTIONS FOR SAP

Win the **monitoring race**



GENERAL BROCHURE 2024

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Redpeaks' journey

For more than a decade, our teams have stood out for their commitment to evolution and continuous improvement, to stay at the forefront of SAP ecosystem monitoring and meet changing user needs.

15 years ago...

AGENTIL Software was created in 2009 with a clear mission: to meet the complex SAP monitoring needs of businesses by offering innovative, customized solutions.

Founded on the conviction that operational performance and systems visibility are essential elements of success, our team is committed to providing advanced tools that enable companies to monitor and optimize their SAP environments.

With over 250 clients and 5,000+ installations deployed worldwide, our monitoring solution has evolved with the feedback of our users around the world, enabling Agentil Software to stay at the forefront of technological trends and anticipate future developments.

...to nowadays!

In 2024, AGENTIL Software and the Pro. Monitor solution have been renamed under the banner « ***One company, one product*** ». We may have transformed, but our DNA, our dedication to our clients and partners, remains steadfast.

This rebranding marks a new chapter in our story.

Redpeaks embodies our commitment to innovation, the exploration of new horizons, and our determination to deliver ever more powerful solutions to meet the ever-evolving needs of our customers.



Reach new heights with **Redpeaks**

Redpeaks is an all-in-one solution to monitor SAP systems and applications within hybrid/ cloud environments and to automate most of the manual operations.



Our monitoring software is configured out of the box to cover the most relevant modules and transactions of your SAP systems: connections, services, reports, schedules, audit warnings, etc.

INCREASE YOUR PRODUCTIVITY

Redpeaks Monitoring enables your team to **quickly optimize processes and operational efficiency**.

With a real-time monitoring of your SAP environment, downtime is reduced and your team can concentrate on higher-value tasks.

OPTIMIZE YOUR MONITORING PROCESS

Redpeaks infrastructure has been designed to handle the complexities and demands of multiple SAP systems at the same time. Our SAP monitoring automation **instantly detect anomalies or deviations** from predefined thresholds in the most complex SAP environments.

CUSTOMIZE YOUR DASHBOARDS

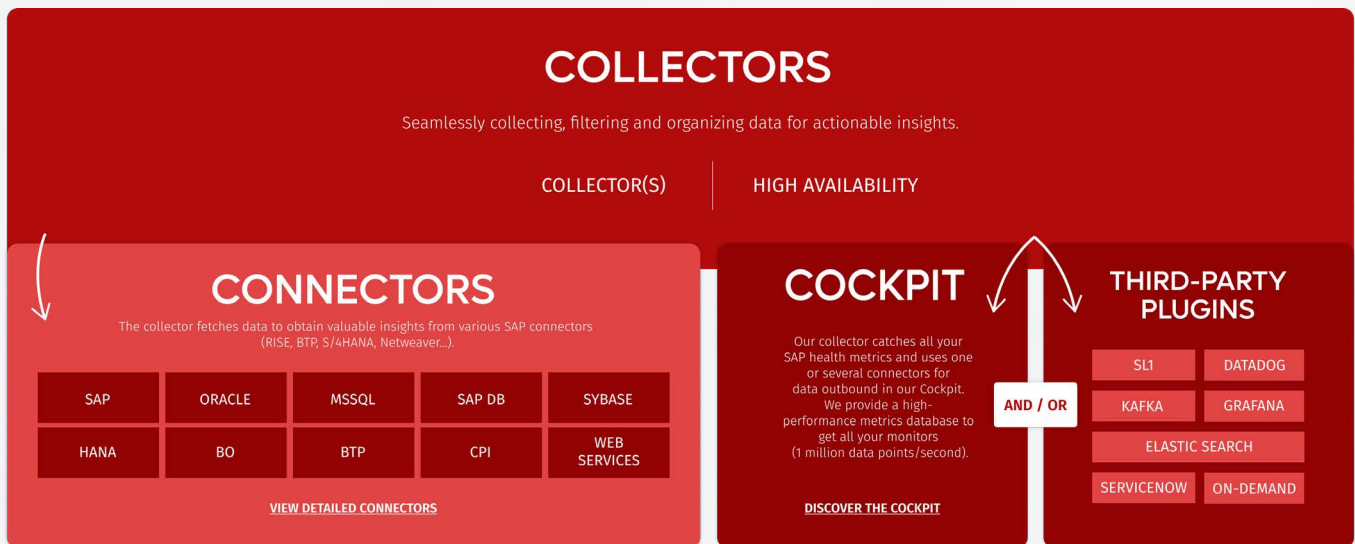
Benefit from the key advantages of SAP ecosystem monitoring : **intuitive and user-friendly** interface, easy integration and simplified configuration, customizable notifications and reports and a full document support.
Finely tune the alerts by configuring Redpeaks and create monitors directly on the metrics.

Over **5000+** installations worldwide



How does it **work** ?

Redpeaks Monitoring's *robust collector efficiently gathers data*, integrating seamlessly with SAP technologies. Customers can then visualize this data through our *Redpeaks Cockpit or third-party applications*.



The **Redpeaks** spirit

With more than 15 years of expertise, we have strongly focused our monitoring software on simplicity and ergonomics. We deliver SAP expertise inside with efficiency, but without any complexity of management.



We have a deep understanding of SAP environments, offering monitoring solution that reflect your needs.



Redpeaks delivers consistent performance for peace of mind for our end-user customers.



We are integrating new technologies to meet the ever-changing challenges of the SAP landscape.



With a dedicated team, we guarantee support to ensure our customers' an effective use of Redpeaks.



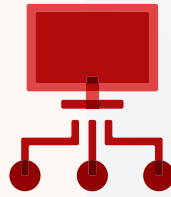
We guarantee robust SAP monitoring, ensuring the protection of our customers' sensitive data.

For **whom?**

Centrally monitor large, multi-level SAP landscapes.

Redpeaks Monitoring enables you to guarantee the availability, performance, security and compliance of SAP systems, benefiting the whole organization, from technical administrators to business users.

Ask for a demo



MSPs

Our solution will help to reduce significantly your investment and offer a full-featured service at a competitive price.

You will be able to handle the monitoring of hundreds of systems across several customers, from a single screen

Enterprises

Optimize your team's productivity and the monitoring cost.

Maximize investments in SAP by preserving a high level of service for your applications and reduce expertise dependency on the monitoring.

Ensure SLA is respected by the service provider.



Experts & SAP Basis

Automate many repetitive tasks and reduce daily check task to a single minute per system.

Extensive monitoring configuration mechanism allowing to cover very specific use cases.

Auto-discovery of SAP components for a very fast configuration.



Redpeaks Monitoring key benefits

You are able to monitor SAP business processes from end to end across distributed SAP landscapes systems and track SAP performance with auto-generated service overviews. Get SAP alerts displayed into global centralized alerting view and also get SAP alerts integrated with Service Management tools.

DEPLOYED IN ONE HOUR

Redpeaks Monitoring is a **Plug and Play solution** with a **“Go live”** in one hour. An automatic system discovery via SLD Automation of daily tasks.

AGENTLESS

You don't need to install anything on your SAP systems: **no agent, no transport**. Our solution will connect remotely to your systems via SAP standard protocols, preserving the security set in place. We simply need a communication user with a secured authorization profile

REAL-TIME MONITORING

All components of your SAP environment will be checked 24/7. **Alerts and metrics are generated based on customizable monitoring profiles**. An advanced surveillance engine allows a very flexible and efficient configuration of the monitoring. Appropriate persons or groups will be notified automatically as soon as a problem of their concern occurs.

MULTI-PLATFORMS INTEGRATION

You can integrate **SAP monitoring to your preferred monitoring and CMDB platform** at the same time. With Redpeaks technical features, multiple connectors are available for a fast and easy integration.

INTUITIVE DASHBOARDS

Automatic generation of daily check reports to save hours of manually check per month. Generates usage analysis reports for capacity planning.

SCALABLE TO YOUR NEEDS

We have strongly focused on **simplicity and ergonomics** and we deliver SAP expertise inside with efficiency, but without any complexity of management. Whether your operations are growing, new features are needed, or specific adjustments are required, **Redpeaks offers unrivalled scalability**.

CUSTOMIZABLE

Create your finely grained alarm filter to make sure that each alarm notification finds the appropriate people by the appropriate way. Filters and recipients can be active according to a given schedule, in order to reflect time zone differences.

Detailed **monitoring technologies**

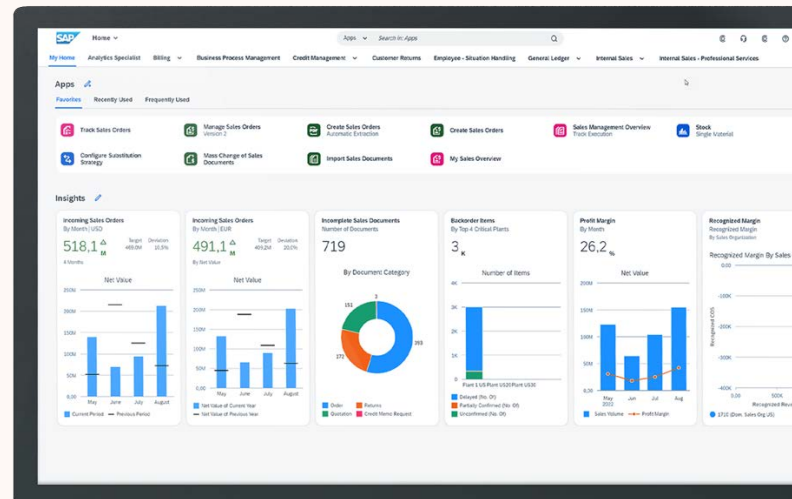
For enterprises with SAP landscape of any size, Redpeaks provide health and performance monitoring for **SAP BusinessObjects**, **SAP Netweaver**, **SAP S/4HANA**, **SAP HANA Technology**, **SAP Business Technology Platform**, **SAP RISE** and **Databases**.

► **SAP NetWeaver and SAP S/4HANA**

The SAP NetWeaver integration monitors ABAP and J2EE stacks of the SAP NetWeaver and SAP S/4HANA application platforms.

More than 30 monitored modules

ABAP instance memory, ABAP instance response time, ABAP locks, ABAP parameters, ABAP shortdumps, Application logs, Batch inputs, Certificates, Custom CCMS monitoring, Database backups, Database size...

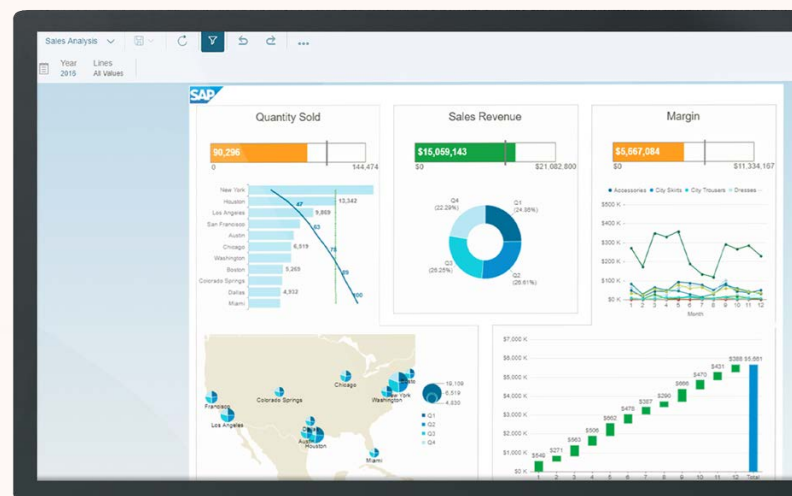


► **SAP BusinessObjects**

Redpeaks Monitoring is the Datadog backend component that integrates with SAP BusinessObjects platforms to monitor services, reports, system metrics...

More than 30 monitored modules

Server Status, Concurrent users, Server metrics, Server properties, Schedules and reports, CMC / Audit warnings...

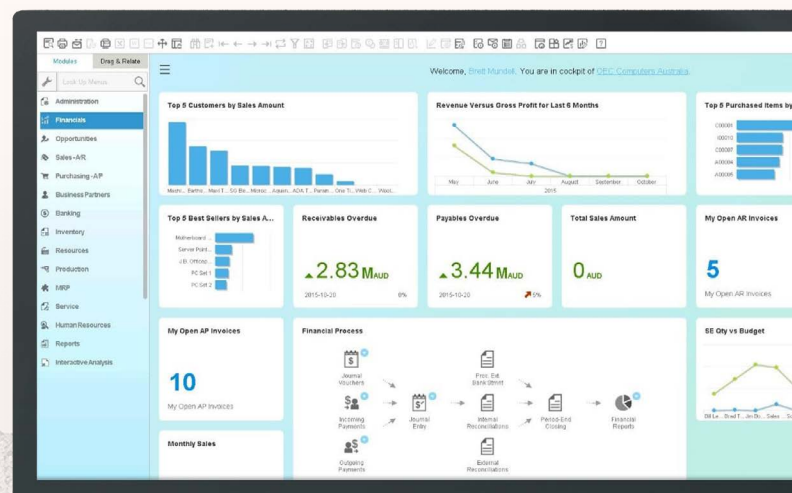


► **SAP HANA technology**

This covers DB HANA standalone or integrated into S/4HANA or SAP Business One solutions.

More than 30 monitored modules

Alerts, Database CPU utilization, Database disk usage, Database memory utilization, HANA backups, HANA connections...



Detailed **monitoring technologies**

For enterprises with SAP landscape of any size, Redpeaks provide health and performance monitoring for *SAP BusinessObjects, SAP Netweaver, SAP S/4HANA, SAP HANA Technology, SAP Business Technology Platform, SAP RISE and Databases.*

► **SAP BTP**

The SAP Business Technology Platform plays now a central role in the implementation of the SAP applications and business processes.

Redpeaks cloud applications monitoring allows to centrally control the performance of any end point and verify data consistency of your BTP integrations.

► **SAP RISE**

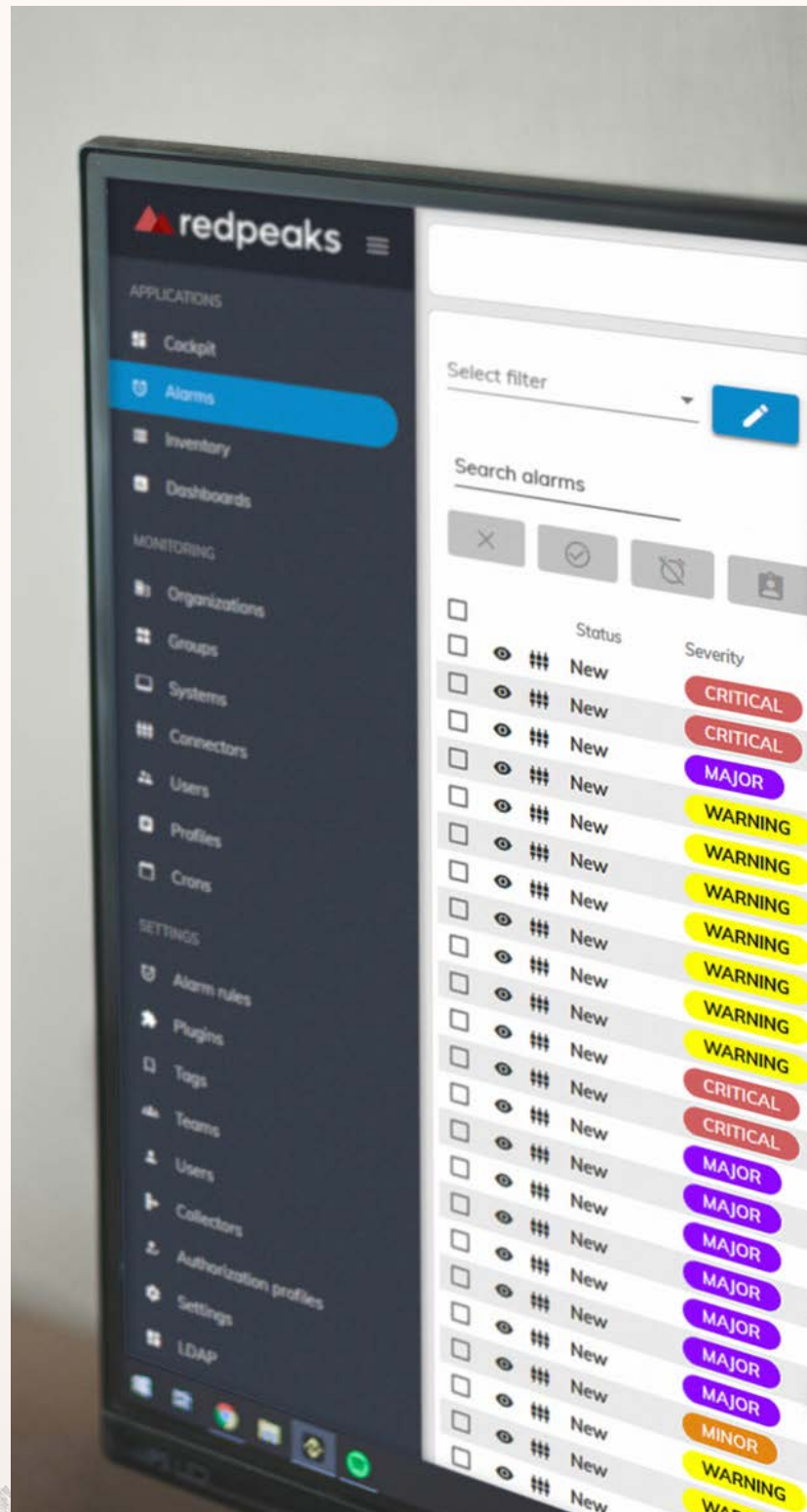
As your organization evolves and adopts SAP RISE our monitoring solution adapts to accommodate your changing needs.

Keep a pulse on your SAP RISE environment in real-time, ensuring you're always informed about critical events, performance metrics, and system health.

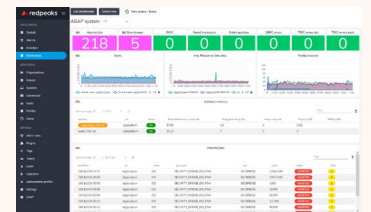
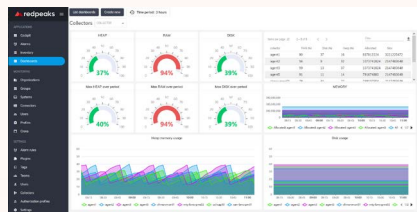
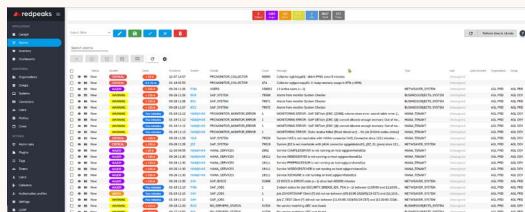
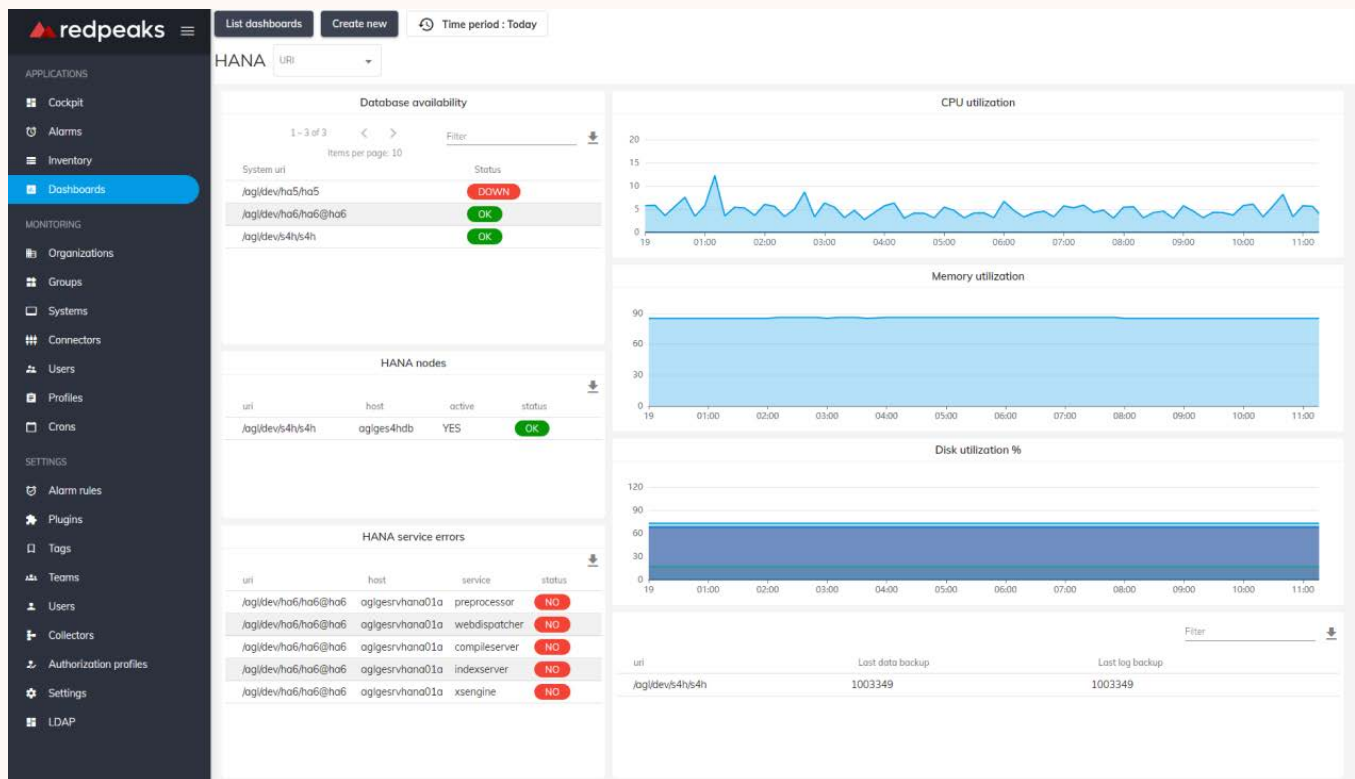
► **DATABASES**

With the ability to monitor several different databases from a single interface, you can streamline your management processes and reduce the complexity of overseeing diverse database environments. Save time and resources by eliminating the need to switch between multiple tools and interfaces.

Detect and resolve issues across all your databases before they impact critical business operations. Our monitoring solution provides real-time alerts and notifications, empowering you to take proactive action to address potential performance bottlenecks, security threats, and compliance issues.



Redpeaks Cockpit, the ultimate...



Simple to deploy

Set up the full solution in few hours with preconfigured SAP thresholds, monitors and metrics enabling your SAP monitoring for small, medium, large and very landscapes (thousands of SAP systems)

SAP observability

Get your SAP monitoring overview with dashboard, reports, automation, advanced filters capabilities, extended functions with any database, BTP, HANA specifics, Cloud components, Business Objects capabilities.

Platform Management

Less than one minute for patches and upgrades, multiple collector's capabilities, redundancy, high availability and central configuration management to ease your SAP operations with the simplest SAP observability platform on the market

Available **connectors and plugins**

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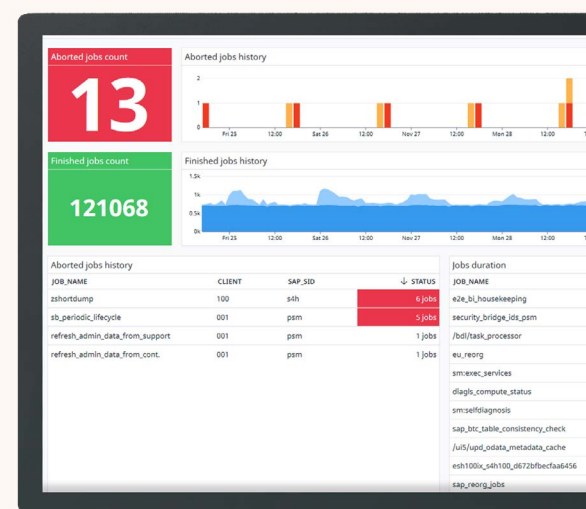
► **Datadog for SAP NetWeaver and SAP S/4HANA**

This integration monitors ABAP and J2EE stacks of the SAP NetWeaver and S/4HANA application platforms.

Using remote agentless connection and preconfigured monitoring templates, this integration can go live in just a few minutes.

Monitoring is powered by our Redpeaks monitoring platform. It is configured out of the box to cover the most relevant modules and transactions of your SAP systems: shortdumps, SAP jobs, transaction response times, work processes, etc.

This integration collects and analyzes data from systems in real time and produces metrics and actionable events. You can finely tune the alerts by configuring Redpeaks monitoring and create Datadog monitors directly on the metrics.

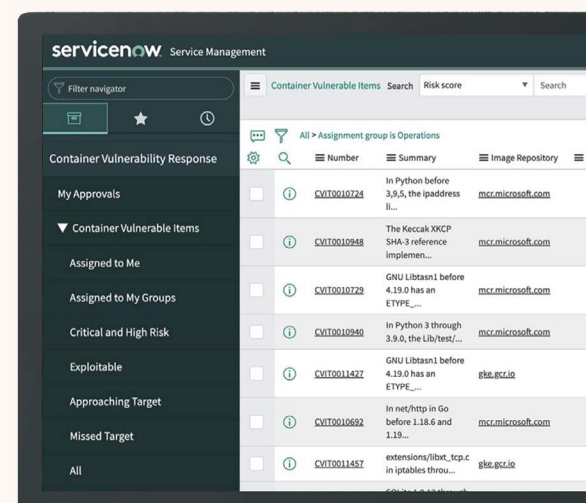


► **ServiceNow**

This complete solution helps managing the operations of any large SAP landscape. It ensures maximum performance and availability of its services.

Our ServiceNow plugin combines the power and flexibility of the ServiceNow service management platform with our SAP monitoring solution, Redpeaks.

Therefore, by working from an updated SAP context, your teams will be able to handle operations with the right priority. They can make the right decisions as well as control operations and services from the same location.

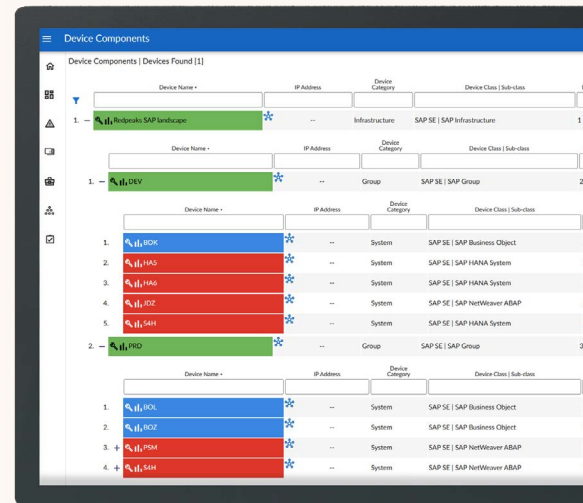


► ScienceLogic

The ScienceLogic plugin makes it possible to integrate SAP monitoring within the best in breed IT monitoring platform.

Once you get the SAP “power pack” installed in ScienceLogic, few clicks later you get your SAP context populated with live metrics, alerts and configuration data.

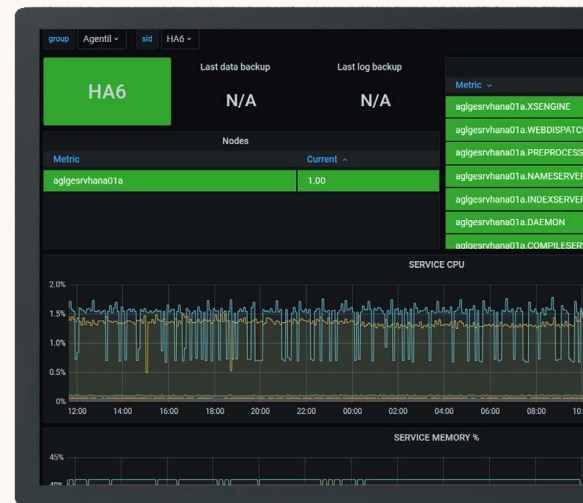
In conclusion, with ScienceLogic’s ability to detect cross technology dependencies and its clever alarm management system, you have the perfect tool for spotting and eliminating problems from your SAP systems.



► Grafana

With the Grafana plugin, you can visualize your most important SAP metrics within Grafana. We provide out of the box templates to get your dashboard ready in just few minutes. You can also very easily create your own.

Redpeaks metrics can be queried by using well known Prometheus or Graphite syntax.



Custom plugins

We offer multiple integration plugins to connect Redpeaks Monitoring to third party environments. In addition, we are working on providing integration with the most common monitoring, ESM or productivity platforms of the market :

- ZENOSS
- CENTREON
- BIG PANDA
- ZABBIX
- SPLUNK

Monitoring information generated by Redpeaks can also be propagated via standard protocols like SNMP or emails. Therefore, if you need a custom plugin, feel free to [contact us](#), we will collaborate with you to make it available.

Monitors overview

Redpeaks is designed to detect a wide range of issues before they become critical, from system alerts, service statuses, to system logs. It ensures you're always aware of potential challenges and can address them proactively.

NETWEAVER

ABAP instance memory

This monitor will check the following memory metrics:

- Extended memory usage
- Heap memory usage and peak usage
- Paging and rolling memory usage

The monitor will send an alarm if any of the memory usage exceeds the thresholds.

ABAP instance response time

ABAP response time is one of the key metric to measure system performance as experienced by the users. It is important to detect any performance drop in order to react before too many users get impacted.

This monitor will watch for the response time of DIALOG, SPOOL and UPDATE tasks. It will also focus on specific database response time and steps rate to watch for system utilization.

You can be notified with an alarm when a performance drop is detected or if system utilization increases above a limit, and constantly send those metrics to you monitoring system for dashboards or reports.

ABAP locks

This monitor will look for locks on table objects and generate alarms if too many locks are waiting since a given time.

ABAP shortdumps

A short dump is generated when a program ends unexpectedly. This is a serious indicator that something went wrong during its execution and that some business processes might be impacted. This monitor will watch for all short dumps occurred on the system.

Application logs

This monitor will focus on the application logs of the system. You can monitor log entry status, as well as the messages contained in a log. To enable the surveillance, you will have to define a list of objects and sub-objects that you want to watch.

Note: It is not possible to set filters on text messages contained in the logs, only importance and severity can be monitored.

Batch inputs

This monitor is dedicated to the monitoring of batch inputs. It will look for batch input sessions with error status occurred within a period of time.

Notifies with an alarm when a batch input session is in error.

Custom CCMS monitoring

The CCMS from SAP can contain thousands of metrics and alarm configurations. It has often been widely customized and one may want to keep using its configuration. This module has been designed to discover metrics and alarm configuration from the CCMS and to re-use it as is.

Alarms generated by the CCMS can simply be detected and propagated, or CCMS configuration can be imported in Pro.Monitor and extended from there. Generic profiles can then be created and used on many different systems, from different departments or customers, while keeping a central configuration.

Database backups

Backups are very important in case of disaster recovery and must be monitored closely. This monitor will look for backup age, size, status and duration for Oracle, MSSQL and DB2.

Database size

This monitor is dedicated to the monitoring of SAP database size.

DB Exclusive locks

If too many exclusive locks are held for a long time, performances of the whole system can be impacted. This monitor will help to watch for such situations and generate an alarm if one is detected.

Dispatcher queues

This monitor is dedicated to the surveillance of the dispatcher queues. It can monitor the number of requests waiting in the queues at a given time, and the number of requests written within a given period of time.

ICM status and usage

The ICM allows the SAP system to communicate toward other systems and must be available at all times. This monitor will check the status of the ICM as well as utilization of connections, threads and queues.

IDOC exchange monitoring

This monitor is dedicated to the monitoring of IDOC messages. It will look for ERROR or WAITING status of messages received with a given period of time. You can customize the monitoring by creating specific rules depending on the client, the message type, the partner and the direction.

Instances availability

This monitor is dedicated for surveillance of ABAP application servers (AS). It will send an alarm if an AS cannot be reached, if it is not registered on the message server or if it has been restarted.

PI/XI messages ABAP

This monitor is dedicated to the monitoring of PI/XI messages status of ABAP stack instances. It requires to be associated with an ABAP connector to the target SAP system.

Process Chains monitoring

This monitor is dedicated to surveillance of SAP process chains BI. It will watch for execution error status, duration, delay and job occurrence. You can set general rule to watch any process chain and be notified as soon as any fails. You can also configure specific rule for a given job to monitor its real schedule or duration.

Queued RFC

This monitor is dedicated to the monitoring of QRFC queues. It will watch for:

- Queue error status
- The number of current entries
- The number of entries older than a specified age.

RFC Destinations availability

This monitor will check that a destination can be reached from all application servers, using either a RFC ping or an authentication, based on RFC destination configuration.

Monitors overview

SAP buffers

This monitor will look for SAP buffers used space, hit ratio, directory used, swap rate and quality. Hit ratio, swap rate and buffer quality metrics can be computed since the startup of the instance, or within a period of time.

SAP change settings

Clients correct configuration is important to guaranty system integrity against changes. This monitor will check that system and clients change modes are matching the expected configuration.

SAPconnect (SCOT/SOST)

SAPConnect handles message sending from SAP via different media like FAX, EMAIL and PAGING. Message sending can be very important for some processes and must be monitored accordingly. This monitor will watch for messages with ERROR or WAITING status and notify when problems are found.

SAP Jobs monitoring

This monitor is dedicated to surveillance of SAP background jobs. It will watch for job error status, duration, delay and job occurrence. You can set general rule to watch any job and be notified as soon as any fails. You can also configure specific rule for a given job to monitor its real schedule or duration.

SAP transaction times

This monitor is dedicated to the monitoring of SAP transactions average execution time per step. You can define the transaction, task and period for which you want to analyze the response time.

The monitor will then generate an alarm if the response time is over a threshold.

SAP transports

Transports are used to propagate changes across systems. It is important to detect when a transport is in an error state in order to reprocess it. This monitor will watch for failed transports and notify as soon as one is detected.

SAP users

The goal of this monitor is to follow the amount of connections on each application server and to detect when the number of connected users is above a threshold. You can differentiate interactive, RFC and plugin users and apply specific threshold for a given application server.

Spools

This monitor is dedicated for the monitoring of spools and spool requests: used number and size for the spools, status and waiting time for the spool requests.

System Logs

Lots of problems can be detected by checking the system logs. This monitor gives the possibility to regularly check within a period of time if a given log pattern can be found in syslog. When a problem is detected, you will be notified by an alarm containing the line of logs itself, or a count of lines matching the pattern.

This monitor can be very useful if you know the signature of a problem in the logs, to be notified as soon as it occurs. It can also be used to detect an abnormal number critical log lines.

Transactional RFC

This monitor is dedicated to the monitoring of TRFC. It will watch for: the number of TRFC with a given error status and the TRFC entries older than a given age.

You can customize the monitoring for a specific direction, destination, function/program or user.

Update requests

This monitor is dedicated to the monitoring of SAP updates. It will look for updates with ERROR, NOT_COMPLETED or INCONSISTENT status. When an update or a group of updates with such status is discovered, the monitor will generate an alarm.

Update service

This monitor is dedicated to the monitoring of one of the key service of the NetWeaver instance: the updates service. Sends an alarm as soon as the service is not running.

Work processes

Work processes are the actual workers in SAP. It is important to check their state, availability and run time. This monitor will watch work processes of all kinds, with the ability to tune the monitoring for specific tasks or cases. It will detect long running processes, stopped or private processes, compute the usage ratio, and notify as soon as a threshold on those metrics is reached.

HANA

Alerts

This monitor will collect the current alerts from HANA statistics engine and forward them through probe alarm interface.

Database CPU utilization

Monitors the CPU usage of HANA database at the instance and service levels.

Database disk usage

HANA database uses disks for persistence. To run out of disk space is to avoid at all cost to maintain the service running. This monitor will check disk used space of the HANA database at different levels.

Database memory utilization

Memory is the main resource of HANA DB and must be watched closely. This monitor will check the memory usage of every service and notify if utilization exceeds threshold.

HANA backups

Backups are important for disaster recovery, you have to make sure that DATA and LOG are saved regularly. This monitor will look for the time elapsed between last backup as well as backup size and duration.

HANA connections

The connections are an indicator of the database load and utilization. This monitor will watch for the number of RUNNING connections and send an alarm if too many are detected.

HANA nodes status

HANA nodes status are visible in the system and this monitor will watch for them. Send an alarm when a node is in an error state.

HANA replication LOG retention statistics

Log retention is important in the replication mechanism as it defines the capacity of the primary system to absorb and store changes waiting to be sent toward the secondary system.

If logs are produced quicker than consumed for a long time, the replication will be compromised. This monitor will detect those situations and send alarms so you can react before replication stops.

HANA replication shipping statistics

Log shipping statistics is important in the replication mechanism as it defines the capacity of the primary system to send changes toward the secondary system.

Monitors overview

If logs are produced quicker than sent for a long time, the replication will be compromised. This monitor will detect those situations and send alarms so you can react before replication stops.

HANA replication status

System replication in HANA is a key component to be resilient against hardware failures or data corruption. This monitor will check that the replication system is in the expected state, during its nominal and transition phases (init, sync). It will also check for reconnects and fail overs and notifies as soon as those situations are detected.

HANA tables

To monitor table statistics is useful to detect potential performance or optimization problems. This monitor will check for the number of records and delta records as well as memory and disk usage of the column store tables.

HANA threads

Operations executed on the database occur within working threads. A long running thread can potentially indicate performance or optimization issues. This monitor will look for running threads and notify when a thread runs for too long.

HANA transactions

If too many transactions are blocked for a long time, this could indicate performance or optimization problems. This monitor will watch blocked and uncommitted transactions.

Merge statistics

Merge statistics will indicate the performance of the system in persisting changes. This monitor will check for the time taken by the merge operation applied on each table to detect any performance drop in the merge operations.

Services status

HANA services are the key components of the HANA systems and must stay available. This monitor will watch for the availability and status of all HANA services.

BUSINESSOBJECTS

CMC / Audit warnings

This monitor helps you to :

- Make sure that the CMC is available. As this monitor is doing the same actions as a user would do within his browser, you can increase the quality of the end user experience.
- Make sure there isn't any warning in the CMC's auditing dashboard. As this information is calculated by the CMC, the only way to check this is by doing it manually. Redpeaks monitoring can do this for you.

Concurrent users

This monitor helps you to :

- Make sure that there is not a lot of users connected at the same time. You can have an alert when the number of concurrent sessions in your system is breaking a threshold. Moreover, this monitor can provide metrics that will allow you to have a chart representing the user activity in your system.
- Make sure that a user isn't logged in your system too many times.

Schedules

This monitor helps you to :

- Make sure that nobody has configured a schedule to run too often. You can have an alert when a schedule is scheduled to run underneath a threshold (in minutes) you've configured.
- Make sure that you don't have too many failed schedules in your system. This allows to make sure that you are not polluted with data you won't need anymore.

- Send an alert every time a new failure is detected for a given schedule. Plus, this monitor will send metrics for you to have a chart with the execution states of a schedule.

Servers metrics

Monitor to make sure that a metric (populated by business object himself) isn't breaking a threshold you've configured here. For example, you can have an alert if the concurrent number of audit events in the queues is more than 100.

Servers properties

Monitor to make sure that some configuration properties of your server aren't configured with values you don't want. For example, you can have an alert every time the log level is set to something else than "low".

Servers status

With this monitor you will have an alert every time a server is in an unexpected state for more time than a threshold you've configured.

For example, you can have an alert when a server is in the state "stopped" for more than one minute. As it's completely customizable, you can make sure that nobody activates a server that you don't want it to be working. This monitor can also send metrics concerning the state of the servers.

SYBASE

Sybase backups

This monitor will look for the last cumulative, database and transaction dumps and send an alarm if some are too old. It will also detect and report dump errors.

Sybase database size

Disk space is a critical resource for any database, to persist database and log data. This monitor is meant to detect situations where allocated disk space is running low.

Sybase deadlocks

Deadlocks can significantly reduce the performance of the applications and the response time for the users. This is usually reflecting a blocking situation which can last a long time. It is therefore very important to detect deadlocks and act rapidly to resolve them if necessary.

Sybase error logs

Error logs are useful to detect problems and investigate their causes. This monitor will watch error logs and can report any specific or repetitive message. You will be notified as soon as a problem starts happening.

Sybase file system

File system is a critical resource for any database to persist database and log data. This monitor is meant to detect situations where file systems used by the database are running out of space.

Sybase performance

This monitor is meant to detect when the database is reaching its limits in processing capabilities. Such situations will impact response times for programs and users. It will check database CPU and threads usage.

Monitors overview

ORACLE

Tablespaces size

An Oracle database consists of one or more logical storage units called tablespaces, which collectively store all of the database's data. Each tablespace in an Oracle database consists of one or more files called datafiles, which are physical structures that conform to the operating system in which Oracle is running. This monitor is meant to watch datafiles utilization metrics.

Backups

This monitor can monitor backup status, duration, size and elapsed time since last backup. You can quickly set general failed backup monitoring rules as well as custom rules for specific types of backups.

Performance

The performance of the Oracle database is visible through several metrics. This monitor collects those metrics and allows to monitor their values: Data cache hit, Buffer cache hit, avg write time, etc...

Log switches

This monitor will check the time interval between log switches and notify if it happens too often.

DB object errors

Monitors current errors on all stored objects (views, procedures, functions, packages, and package bodies) and notify when errors are found.

MSSQL

MS-SQL Backups

Monitors all types of SQL Server database backup.

MS-SQL File size

To monitor database files size, with the ability to filter by type of file and specific filenames if necessary.

MS-SQL Used/Free space in file

Monitors used or free space - extents - in all types of SQL Server database files.

MS-SQL Performance

Monitors a large number of useful SQL Server performance counters.

MS-SQL Free disk space

Monitors free space on disks where all types of SQL Server database files are stored.

MS-SQL Configurations

Monitors useful SQL Server configurations items, checking they are set as expected.

MS-SQL Free List Stalls

Monitors IO stalls, reading and writing performances for all types of SQL Server database files.

MS-SQL Autogrowth

Monitors database files growth sizes and remaining space after grow.



redpeaks

www.redpeaks.io