**syslink Xandria** is the leading system management solution primarily focused on the SAP world.

It provides a smart and innovative management approach out-of-the-box, it is thoroughly customized and easy to start with. Tailored to suit large-scale as well as medium-sized enterprises needs, **syslink Xandria** pays special attention to SAP service providers.

A solid predefined rule set, combined with a simple software setup, allows you to experience the benefits of **syslink Xandria** in an instant.

## syslink Xandria®

**Do you know your SAP Systems are in bad shape before your customers call?**

**Are you tired of spending months introducing a monitoring application for your SAP Enterprise environment?**

**Are you looking for a smart management solution to cope with the constantly increasing complexity of your SAP landscape?**

## SAP Certified
Integration with SAP NetWeaver

### Increase the Quality of your SAP Services

Many companies keep on running their business-critical SAP environments in a labor-intensive, error-prone and re-actively managed way. They are not aware of having the opportunity to **tremendously ease their every day SAP operating business**.

syslink Xandria enables your operations team to early detect (potential) problems and to react in time, delivering an improved availability, quality, and security to your customers. Therefore it **effectively avoids system failures and breakdowns**.

On the other hand **running syslink Xandria is so simple**, it is brilliant. The initial installation and configuration or a major release upgrade of the application itself can be done within a couple of hours. A new system is included in the management process within 15 minutes, and applying patches is blindingly easy. This is the Xandria way of doing things!

The combination of ease-of-use on the one hand and prevention of system break-downs on the other hand generates a **rate of return close to 100% within a single year**.

With syslink Xandria you gain a high-quality system management solution especially developed for the use in large-scale SAP environments. **Best practices, innovative and rule-based** management functions guarantee **optimal SAP System performance**. This in turn guarantees optimal performance of the business processes driven by your SAP Systems.

### RealTime Monitoring with End-to-End Support

syslink Xandria provides RealTime Monitoring exactly as it should be! It permanently verifies connectivity and periodically checks the most important system health conditions. Critical incidents are reported to an administrator immediately.

The extremely easy to set up End-to-End Application Monitoring provides system availability and response time views from a user perspective.

syslink Xandria incorporates intelligent monitoring objects that watch for critical trends more than for single events, and an intrinsic root cause analysis helps to eliminate false alerts.



*Check Result displayed by XanMobile*

Powerful filtering engines and multi-level escalation paths allow a fine grained adaptation of the alerting process to your notification policies. In addition, confirmation options allow you to keep track of alerts ensuring a profound follow up.

All events, system states, and their histories are clearly displayed on the central web-based console that allows dedicated views for service providers and

customers.

Mobile access is provided by Xan-Mobile, the perfect tool for your stand-by duty, exclusively available for the Apple iPhone.

## Automated Daily Checks

syslink Xandria automates the repetitive administrative work of performing daily system health checks. As a thorough, reliable team member it frees the hands of your SAP Basis team. All checks are performed automatically, at a defined point in time and in consistent quality. Automated Daily Checks also comprise a summary of the RealTime Monitoring of the previous day providing a comprehensive documentation and monitoring history.

## Managing Solutions

You can include your operating procedures or problem resolution guidelines by defining them using the built-in HTML-Editor, or by attaching external documents, or by providing URLs to existing document repositories. Keyword and category tagging allow syslink Xandria to automatically select context sensitive best-fit Solution Documents. Whenever you face an issue, your solution will be only a single click away.

## Automated Change Control

Change Control simplifies the documentation of every change on a particular system. Human mistakes can be avoided as significant changes are detected and documented automatically. And obviously it saves time. Included in the Service Level Report (SLR) auto-generated changes support auditing processes at all times and contribute to regulatory compliance, such as SOX processes.
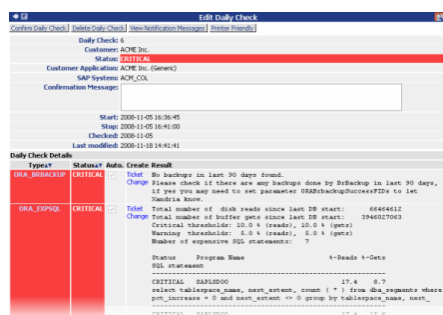
## Breezing Expandability

syslink Xandria delivers a large number of down-to-earth, predefined standard checks. But RealTime Monitoring can be extended blindingly easy through so called Custom Checks. These Custom Checks allow you to monitor your web sites, log files, SAP transactions, SAP jobs, processes or to include any customized script you may have in place already. And of course syslink Xandria integrates seamlessly with the SAP CCMS and Solution Manager. Custom Checks may also record and report availability of the monitored service.
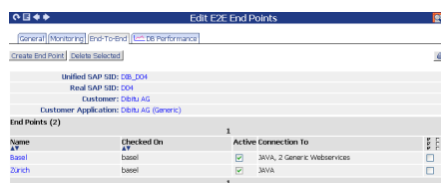
## Full coverage of Java-based SAP products

syslink Xandria supports the SAP Web AS Java and all SAP products built on top of it, like SAP Process Integration (XI/PI), without the need to install any additional software.
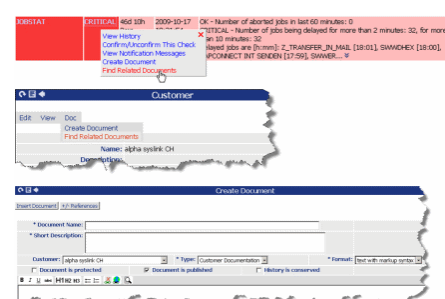
The built-in interface to JMX (Java Management eXtension) allows you to extend monitoring easily to other Java



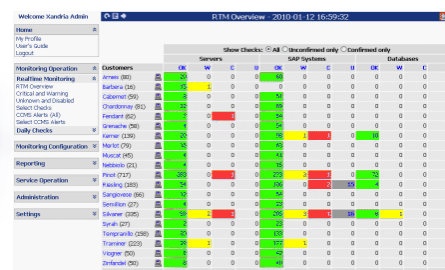*Automated Daily Checks*



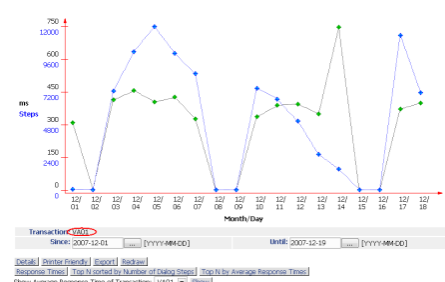*End-to-End Application Monitoring*



*Solution Documents*



*Versatile Custom Checks*



*Automatically generated Changes*



*RealTime Monitoring Overview*



*Transaction Performance Reporting*

components.

## Managing stand-alone Databases as well

In addition to all the management functions provided for SAP environments, syslink Xandria also manages your Oracle, IBM DB2, MaxDB and Microsoft SQL Server stand-alone databases. Database management is consistently integrated into the product! It covers fault monitoring, performance and service level reporting, fail-over cluster and virtual server support and a whole lot more.

## Notification Management

The built-in escalation function is extremely customizable and incorporates powerful filtering rules. Notifications into third-party systems, like other system management applications (IBM Tivoli, BMC Performance Manager, HP Systems Insight Manager, etc.), are supported. Various output channels are available including SMTP Mail and text messages.

## Monitoring Policy Enforcement

The so called Monitoring Parameter Sets allow you to set up rule-based monitoring policies and apply them to multiple systems, like e.g. all productive systems. So you can enforce your monitoring policies consistently to a certain category of existing and to-be managed systems.

## Service Level Reporting (SLR)

SLRs display the key performance in-

dicators like availability on server and application level, dialog and transaction response times, database and CPU usage, etc. The achieved availability rate is automatically compared with the configured Service Level Agreements in order to illustrate your service level instantly. Reports are issued in due time and made available in PDF or XML format or on request, applying your customers visual identity.

## Providing Transparent Access

System access can be managed easily using fine-grained, role-based access control schemes. In conjunction with the 100% web-based GUI solution you can provide your customers a plain and transparent view to their managed system. Consequently, you assure a mutual trust relationship between customer and service provider.

## Last but not least

syslink Xandria is delivered entirely pre-configured ensuring best-practice monitoring policies right from the beginning. Standard rules and a simple software setup allow you to experience the benefits in short time. All you need is a standard server. There is no configuration of the SAP CCMS required.

syslink Xandria uses state-of-the-art technologies, including self-updating functions in order to adapt to and support future releases.

A single agent is required per managed server in charge of managing all hosted target systems.

Supported Platforms:

syslink Xandria supports SAP Basis Releases from 3.1I to 7.11

syslink Xandria Agent:

- UNIX (IBM AIX, HP-UX, Linux, SUN Solaris, Tru64)
- Microsoft Windows

syslink Xandria Server

- UNIX (IBM AIX, Linux)
- Microsoft Windows

Databases (SAP/stand-alone DBs)

- Oracle
- IBM DB2
- Microsoft SQL Server
- MaxDB (SAP DB)

Support for high-availability solutions from major hardware and software vendors.
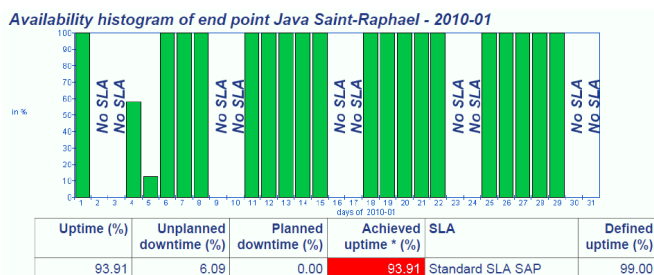
About syslink:

The privately held company, founded in the year 2000 as a spin-off of PriceWaterhouseCoopers, is a leading Swiss-based SAP Service Provider, as well as an independent software developer.

Specialized in Remote Operation and Full Outsourcing, syslink takes care of more than 100 customer systems in two shared data centers located in Basel, Switzerland.

The company started developing the system management solution syslink Xandria based on its rich experience and expert knowledge in SAP operation services. syslink Xandria today successfully manages thousands of SAP systems of customers in all industries located all over the world.

syslink is a certified SAP Hosting and Software Partner.

**Published: March 2010**



*Availability histogram of end point Java Saint-Raphael - 2010-01*

| Uptime (%) | Unplanned downtime (%) | Planned downtime (%) | Achieved uptime * (%) | SLA | Defined uptime (%) |
|---|---|---|---|---|---|
| 93.91 | 6.09 | 0.00 | 93.91 | Standard SLA SAP | 99.00 |

* Achieved uptime = 100% - unplanned downtime

*End-to-End Availability Data in SLR for a Java SAP System*

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