

Optimize business processes with a comprehensive SAP observability solution

Kyndryl and Elastic provide AI-driven, real-time observability of SAP using Kyndryl's ERP Performance Metrics Collector

Highlights

- Deploy a single platform for enterprise search, cybersecurity, and observability
- Expand SAP observability with advanced analytics and AI services from Kyndryl
- Co-innovation and teamwork accelerate SAP observability solution deployment

Enterprises from nearly all industries use SAP for enterprise resource planning (ERP). However, individual SAP applications often operate in silos and may not integrate with other proprietary tools and external data sources. This creates a barrier for enterprises to access and analyze their data in a holistic and consistent way. Without integrated and correlated data, enterprises cannot perform effective root cause analysis (RCA) or implement AI solutions that can enhance their business performance and outcomes.

Other challenges include:

- **Customization limitations:** Traditional observability solutions lack extensive customization options necessary to meet specific organizational needs.
- **Inefficient data filtering:** Inadequate machine learning-based data filtering can inundate staff with false alerts, reducing business efficiency.
- **Correlation challenges:** Lack of correlation between different layers of SAP solution (Infra, Database, and transaction) result in longer MTTI (Mean Time to Identify) and MTTR (Mean Time to Resolve).



Kyndryl SAP Observability Services with the Elastic platform

Kyndryl's SAP Observability Services with the Elasticsearch platform can provide organizations with transformative insights and observability into their SAP systems. Elasticsearch, a highly scalable search and analytics engine, is at the heart of the **Elastic Stack**. It enables fast and relevant search as well as powerful analytics by centrally storing an organization's data.

Kyndryl's SAP Observability services include:

- The deployment and configuration of the Elasticsearch platform.
- The deployment of Kyndryl's unique observability solution, called the ERP Performance Metrics Collector, which connects all an organization's observability data sources and empowers operational excellence.
- Post-deployment services such as hassle-free platform and solution management, timely issue resolution, and continuous operational improvement.
- Custom development of advanced SAP observability use cases.

Deploy a single platform for enterprise search, cybersecurity, and observability

The Elasticsearch platform, augmented by Kyndryl's ERP Performance Metrics Collector, delivers full-stack observability, including:

- **Enterprise search**—convert observability and business process metadata into intelligent action using smart assistants and generative AI.
- **Security information and event management (SIEM)**—identify issues and resolution contextually in a unified view with a wide-range of data sources.
- **Democratized AI and analytics for custom insights**—use trend forecasting and predictive AI models to anticipate how events, application changes, supply chain disruptions and more will impact the business.
- **Robust, open architecture**—easily expand and integrate new technologies and data sources without vendor lock-in.



Kyndryl's advanced log analytics and machine learning services take SAP observability to the next level

Kyndryl's SAP observability solution can leverage machine learning to deliver an unprecedented level of visibility into an organization's data and metadata. Key capabilities include:

- **Application issue identification through dependency mapping**—powerful visualization capabilities enable speedy identification of application problems. Visualizations encompass application dependencies, including cloud, messaging, data store, and third-party services and their performance data. It's possible to drill down into anomalies, transaction specifics, and performance metrics for in-depth analysis.
- **Accelerated RCA with machine learning**—automatic anomaly detection powered by machine learning can correlate latency, error, and failure data. The system can accurately pinpoint issues—even the elusive intermittent ones—much faster than traditional monitoring techniques, enabling effective and rapid problem-solving.
- **Enhanced performance**—end-to-end distributed tracing helps to improve application code quality and minimize downtime. The solution enables investigation of each layer of the SAP solution, from client device to application to cloud services. Transactions are annotated with valuable metadata and tags such as deployment markers, which enable rapid analysis.

Co-innovation and teamwork accelerate SAP observability solution deployment

Kyndryl and Elastic have formed a strong alliance that can help customers transform their business processes. Working with Elastic, Kyndryl has access to over 350 unique integrations and connectors for systems, servers, network appliances, and applications and has been granted nearly a dozen patents relating to Elastic deployments. Kyndryl's automation expertise helps accelerate Elastic Stack development across on-premises, public, and hybrid cloud environments.

The combination of Kyndryl's patented solutions and the open and scalable Elasticsearch platform helps connect the right people with the right data and optimize application and system performance. Customers can rely on Kyndryl's trusted processes and skills in modernization and management to implement mission-critical systems and deliver exceptional digital experiences.

Elastic was recognized as a Visionary in the Gartner Magic Quadrant for Application Performance Monitoring (APM) and Observability, 2023.1 Together, Kyndryl and Elastic help customers' businesses become resilient to digital disruption.

Conclusion

This innovative solution offers Kyndryl's customers comprehensive SAP observability. The powerful Elasticsearch platform, augmented by Kyndryl's ERP Performance Metrics Collector, helps customers connect all their data and achieve operational excellence. Automation and AIOps-driven intelligent insights deliver end-to-end observability for customers across their SAP environments in the data centers and the cloud. Additionally, Kyndryl offers solution deployment, configuration, and platform management services. Real-time SAP observability helps prevent system failures, illuminates business processes, improves end-customer experiences, and helps enhance business resilience.



Why Kyndryl?

Kyndryl has deep expertise in designing, running, and managing the most modern, efficient, and reliable technology infrastructure that the world depends on every day. We are deeply committed to advancing the critical infrastructure that powers human progress. We're building on our foundation of excellence by creating systems in new ways: bringing in the right partners, investing in our business, and working side by side with our customers to unlock potential.

For more information

For more information about how Kyndryl and Elastic can help your organization achieve end-to-end business observability, visit kyndryl.com or [book a consultation](#).



© Copyright Kyndryl, Inc. 2024.

Kyndryl is a trademark or registered trademark of Kyndryl, Inc. in the United States and/or other countries. Other product and service names may be trademarks of Kyndryl, Inc. or other companies.

This document is current as of the initial date of publication and may be changed by Kyndryl at any time without notice. Not all offerings are available in every country in which Kyndryl operates. Kyndryl products and services are warranted according to the terms and conditions of the agreements under which they are provided.

1 Elastic named a Visionary in the 2023 Gartner® Magic Quadrant™ for APM and Observability, Elastic, 2023.