

## **Pandora FMS Monitoring SAP environments**

Pandora FMS ( acronym for "Flexible Monitoring System" ) is a monitoring software for general purpose. This means you can measure anything and represent it graphically, and is not limited to traditional network monitoring applications or systems. You can measure the workload of an application, the level of sales of a business or how long to wait for customers to buy our product in an Internet sales portal.

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Pandora FMS was born in 2002 in the IT department of a bank in the international arena and its principal creators founded the company Artica, which is now leading the software development.

The purpose of Pandora FMS is a platform adaptable to any organization, able to collect events of any type, generate alarms through a metric system and represent the events obtained in graphs, reports or maps. With its modular architecture, is able to extract data from any source without costly development. Can collect information using the resources of their existing systems (including SAP solutions) or any application of particular interest to your organization.

Pandora FMS is a tool designed for both mid-sized customers and large corporations. Among our clients are CEMAT, auditing materials firm, who uses Pandora FMS to measure humidity and temperature through sensors or, for example, one of the largest international telephony operator, which is

integrating Pandora FMS for monitoring over 5000 servers.

## **Monitoring with Pandora FMS**

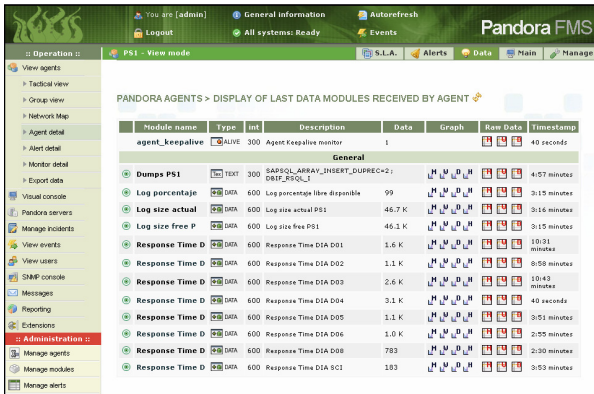
Pandora FMS has a database of hundreds of checks of different technologies. But most important is that it provides a wide range of possibilities, all very simple to integrate with all types of applications or systems, facilitating the dating of all types of environments without the need for external consultancy.

No complicated tools to configure, or install anything on our SAP systems (or transport orders, or Operating System scripts ).

Basically, you upload a Pandora Pandora Server Plugin and configure it to manage SAP environments: R/3, WAS NetWeaver, XI/PI, BW, etc. Immediately, the SAP Pandora Deset Monitors Plugin is connected (in the intervals of time that suits us) via RFC to the "CCMS interface" or "BAPIs" standard SAP to retrieve the information relevant to control. The rest of the "dirty work" happens in Pandora Server. From there you control whether a particular value has passed a dangerous threshold, save it in your database to generate Reporting to the Information Systems Management, generate a Tactical Balanced Scorecard screen of the global status of the entire SAP infrastructure .

The wealth of possibilities is very high, potentially leading to:

- Alarms when the data obtained or a correlation of various data has exceeded a threshold.
- Simple Graphics or in combination with all the figures. These graphs can draw data from several months, since everything is stored in a relational database.
- Reports, user-customizable, where you can see the breach of an SLA, the events recorded in a service or a combination of various data. This report will be sent via email on a regular interval in PDF format.
- Monitoring Views user customizable. These views allow visually represent different states of a service, add graphics, dynamic data that are reflected in the hearing and, of course, relate the different views among themselves.



## Monitoring SAP

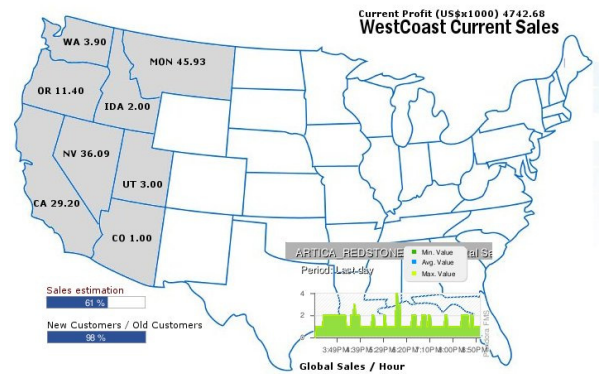
Pandora FMS for SAP is a solution designed to help the team of SAP Systems Administration when conducting a "checklist" of systems in a fast and reliable, allowing, similarly, monitor performance and response times.

The tool provides the information necessary to, at a glance, have controlled everything that happened in SAP at the beginning of each day and can monitor, among other things, the state of the DB, "dumps" the system "jobs" unsuccessful, update failures, failure "IDOCs", errors in SAPconnect sending emails, etc..

Besides all these possibilities, in Pandora FMS can find the usual tools that you can ask any monitoring software systems, and other features based on the ITIL standard, such as Incident Management ("tickets" tool), Problem Management (alerts), Change Management (Agent for the recognition of new hardware).

Pandora's flexibility is amazing. The fact that is based on an open platform, the source code is available to users, greatly facilitates adaptation to any new system to monitor that may arise in the future. Also, is important the constant development and updating being carried out by Pandora FMS team, with a range of new monitors that facilitate administrative tasks and daily work with SAP.

The colors of the icons that we place in our "maps" in real time will reflect the proper status of the SAP servers (in green) or who are considering or incidents that require intervention (in red)



## SAP Monitoring Case in Gestamp Automoción

Gestamp Automoción ([www.gestamp.com](http://www.gestamp.com)) is an international group dedicated to developing and manufacturing metal components and assemblies for the automobile.

Gestamp Automoción currently has presence in 18 countries, has 57 production sites and 13 R&D centers that occupy a total of more than 13,500 people.

Carlos García de la Noceda, Production Manager of Gestamp Automoción:

*" We have a lot of experience using Pandora as a tool for monitoring our network infrastructure, but we wanted to test its monitoring capabilities of our SAP environments. The result is very positive: The plugin access to our SAP environments and without any incident retrieves important indicators for us. We found that in case of miss certain monitors (for example, when our database SQL Server) have been added it without complications. In the coming months will move to further exploit the retrieved information in Pandora and the possibility of including Business Data Monitoring. The cost savings has been significant compared to other equivalent tools".*

The Pandora FMS server implementation need a duration of two days, plus another two for installation Deset SAP for Pandora FMS Plugin. During the following days were included successively monitoring availability and performance of about 900 network devices, but also on monitoring the SAP servers (among other indicators) Average Response for each instance, growth of the Database , warnings about the amount and type of system Dumps, and on the Jobs canceled.