



Your Link to System Integration.

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

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

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



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?

Save up to 50-60% of your Operating Costs

Many companies keep on running their labor-intensive, expensive, and often reactively managed SAP environments. They are not aware of having the opportunity to **substantially save their operating costs**. You, too?

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

Savings can be expected in the following areas:

- Relieving your SAP Basis staff from repetitive, error-prone and manual system management tasks
- Reduction of ongoing education and training tasks
- Improved level of service.

Return on Investment (ROI)

Some syslink Xandria customers have even reported a rate of return of almost 100% within a year. The avoidance of system failures and breakdowns is the major contributor to these results.

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.

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

RealTime Monitoring with Team Support Functions

Syslink Xandria provides *RealTime Monitoring* 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.

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

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.

Checks						
Customer	System	Type	Check Name	Status	Duration	Last Checked
DC Demo	sys01sm_SM4_01	SAP Instance	J2EEAppIThreadsPool	OK	0d 23h 55mn	2007-02-08 16:34:24
DC Demo	sys01sm_SM4_01	SAP Instance	J2EECONNECT	OK	0d 23h 55mn	2007-02-08 16:34:24

SAP Web AS Java Monitoring

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 whole day providing a comprehensive documentation and monitoring history.

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, pre-defined 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. Naturally syslink Xandria integrates seamlessly with the SAP CCMS.

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 Patrol, 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.

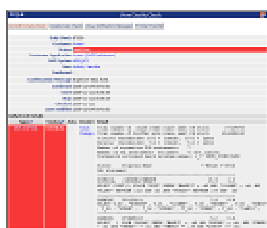
Full coverage of Java-based SAP products

syslink Xandria supports the SAP Web AS Java and all SAP products built on top of it (like SAP 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 components. Finally, support for JNDI, GRMG and JCo complete the arsenal of monitoring technologies for SAP Java.

Managing stand-alone Databases

In addition to all the management functions provided for SAP environments, syslink Xandria also manages



Automated Daily Checks



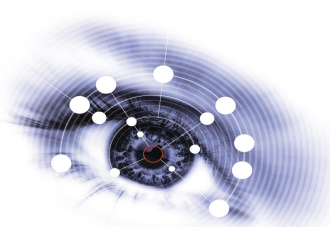
Automated Change Control



HA-Cluster Support



RealTime Monitoring



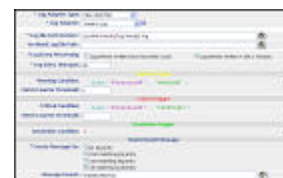
Integrated Ticketing

Check Name	Status	Result
Server CPU	OK	Server CPU: 6.7 % (10) of max available threads (150) used
Server Memory	OK	Successfully connected instance on http://sap50000/monitoring/Systems/
Server Threads	OK	QueueSize: 0 (0) % (10) of max available threads (10) used
Server Load	OK	Server CPU: 16.0 % (16) of max available threads (100) used
Average response time	OK	Average response time: 0.7 ms in last 5:00 minutes
Number of requests	OK	Number of requests: 1443
Server Memory (2GB)	OK	QueueSize: 0 (0) % (10) of max available memory (100 MB) used
Server Memory (4GB)	OK	Server CPU: 46.4 % (46) of max available memory (2048 MB) used

Integrated Java Monitoring



Notification Management



Versatile Custom Checks

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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, failover cluster and virtual server support and a lot more.

Service Level Reporting (SLR)

SLRs display the key performance indicators 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.

Issue Management / Ticketing

syslink Xandria provides an easy to use and tightly integrated ticketing solution. Tickets get opened by users or are the result of the automated daily system checks. If needed, an open interface allows you to exchange data with third-party ticketing systems.

Service Provider Transparency

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 (Microsoft Windows, Linux, AIX). 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 (SAP Application Servers, stand-alone databases, and the server itself). The resource consumption is negligible.

Supported Platforms:

syslink Xandria supports platforms certified by SAP

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, a spin-off of PriceWaterhouseCoopers, is a leading Swiss-based SAP Outsourcer & Service Provider, and an independent software developer.

syslink was founded in 2000 and started developing syslink Xandria based on its rich experience and expert knowledge as an SAP Hosting Partner.

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

syslink Xandria is successfully installed by an ever increasing number of customers in all industries located all over the world.

Check Name	Status	Duration	Last Checked	Result
AV	AV	AV	AV	
PI_AdapterFramework	OK	19d 19h 46mn	2008-10-07 17:33:33	domain.02.adam-Adapter Engine XS1 ping test returned OK. domain.02.adam-Adapter Engine XS1 reported OK self test.
PI_BusinessProcessEngine	WARNING	19d 19h 46mn	2008-10-07 17:33:33	domain.02.adam-Business Process Engine XS1 ping test returned OK. domain.02.adam-Business Process Engine XS1 reported OK with warning self test. domain.02.adam-Business Process Engine XS1 feature Maintain Prefix Numbers reported OK with warning message: ... ❗
PI_Cache	CRITICAL	19d 20h 37mn	2008-10-07 17:33:40	Cache contents are obsolete.
PI_IntegrationDirectory	OK	19d 19h 46mn	2008-10-07 17:33:33	domain.02.adam-Integration Directory XS1 ping test returned OK. domain.02.adam-Integration Directory XS1 reported OK self test.
PI_IntegrationEngine	CRITICAL	19d 19h 50mn	2008-10-07 17:33:33	domain.02.adam-Integration Engine XS1 ping test returned OK. domain.02.adam-Integration Engine XS1 reported not OK self test.

Special native checks for SAP PI

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