

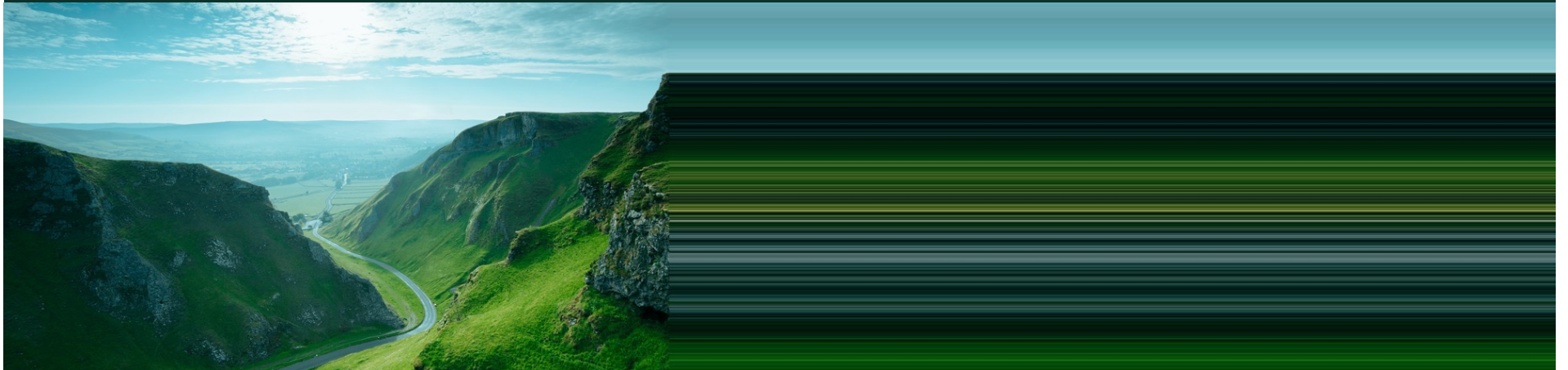


JUNE 2022

# What's new for SAP Applications

ASUG Houston Summer Meeting

The Industry's Only  
Adaptable Linux  
Operating System



Digital transformation is  
powered by innovation.

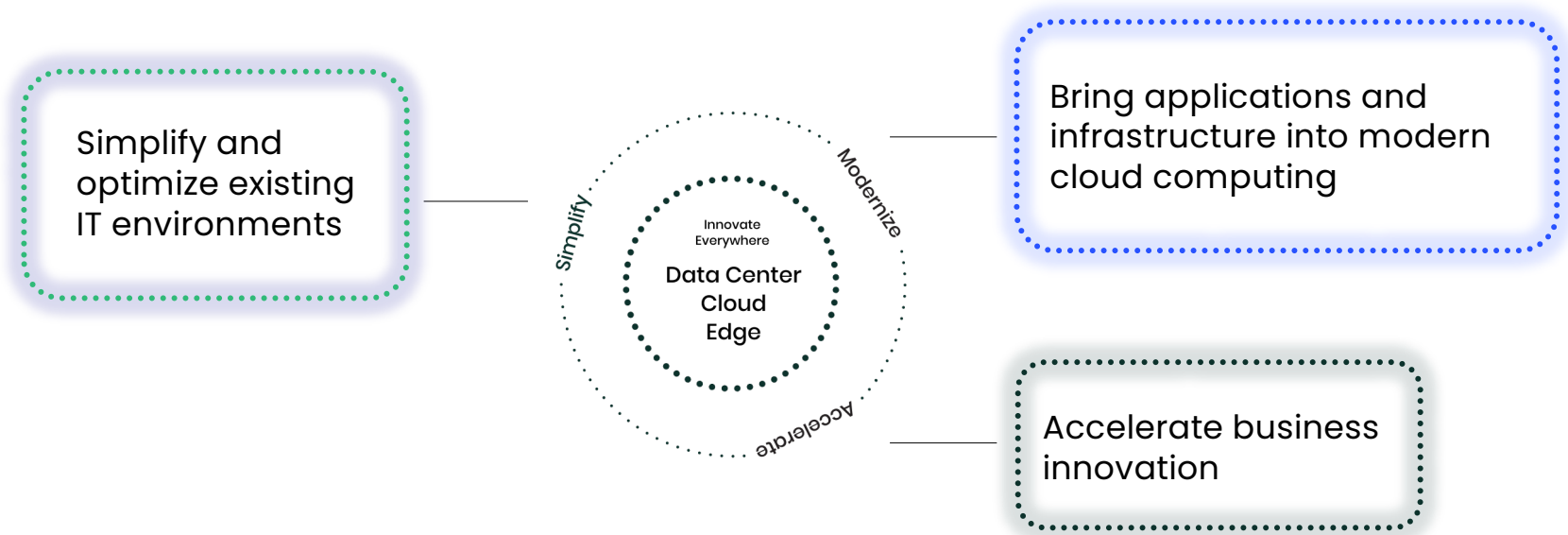
Islands of innovation are  
not sufficient any longer.

Customers are looking to...



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# Innovate everywhere



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# Customer expectations are high; barriers to switch are low

## Technology enables instant access

- Internet everywhere
- Mobile devices
- Cloud services

## Customers increasing expectations

- 24 / 7 access
- Personalized experience
- Easy access to new services

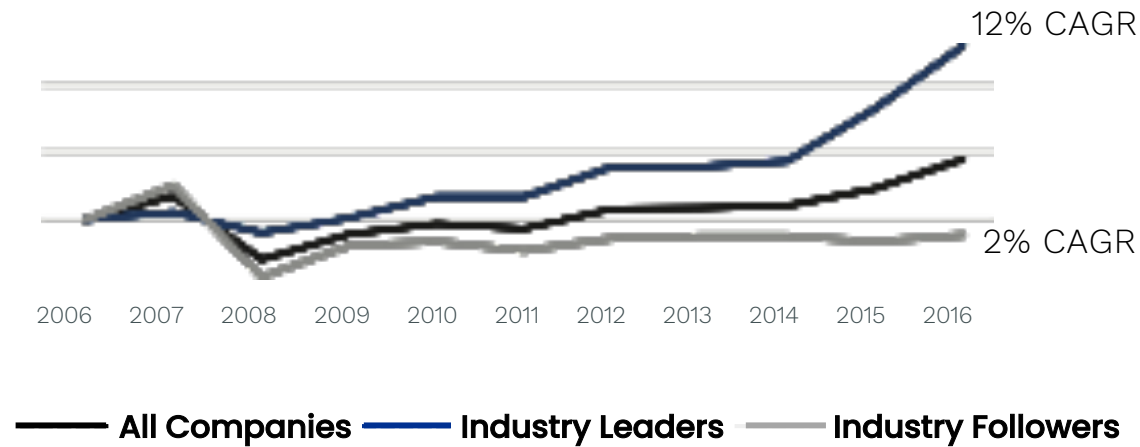
## Businesses are transforming

- Combine data sources
- Turn data into insight



# Industry leaders dominate productivity

The difference between winners and losers is tied to their ability to embrace digital technologies



Average Productivity Trend – Industry Leaders vs Followers (2006-2016)  
Source: World Economic Forum



# Organizations cannot risk ignoring market changes



Entertainment



Transportation



Lodging



Retail



# SAP's Intelligent Enterprise strategy turns data into action

## Improve products and services

- Real-time insight
- Customer sentiment
- Operational data

## Anticipate new requirements

- Faster product and services delivery
- Satisfy existing customers
- Attract new customers

## Lead your industry

- AI, ML, IoT, predictive analytics
- Automation



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# Enterprises face roadblocks to the value of SAP solutions

## Slow delivery of new services

- Missed revenue opportunities
- Customer turnover

## Late or missing data

- Production stoppages
- Increased costs

## Service outages

- Lost productivity
- Lost customers, reputation





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# Infrastructure challenges add risk to business operations

- Missed financial targets
- Lost consumer confidence
- Disruptive crisis management
- Competitive displacement
- Lack of innovation, differentiation



# Deliver services faster, efficiently and with less risk



## IMPROVE SERVICE RELIABILITY

- Automated system recovery
- OS security updates with no downtime
- System monitoring to proactively fix problems



## DEPLOY SAP SERVICES FASTER

- Automated SAP service deployment
- Automated system migration to SAP S/4HANA
- Built-in best practices to speed up provisioning and reduce errors



## STRENGTHEN OPERATIONS

- Performance optimization for real-time insights
- Deploy and manage consolidated business data
- Enhanced security prevents unauthorized data access



## MANAGE COMPLEX SYSTEMS

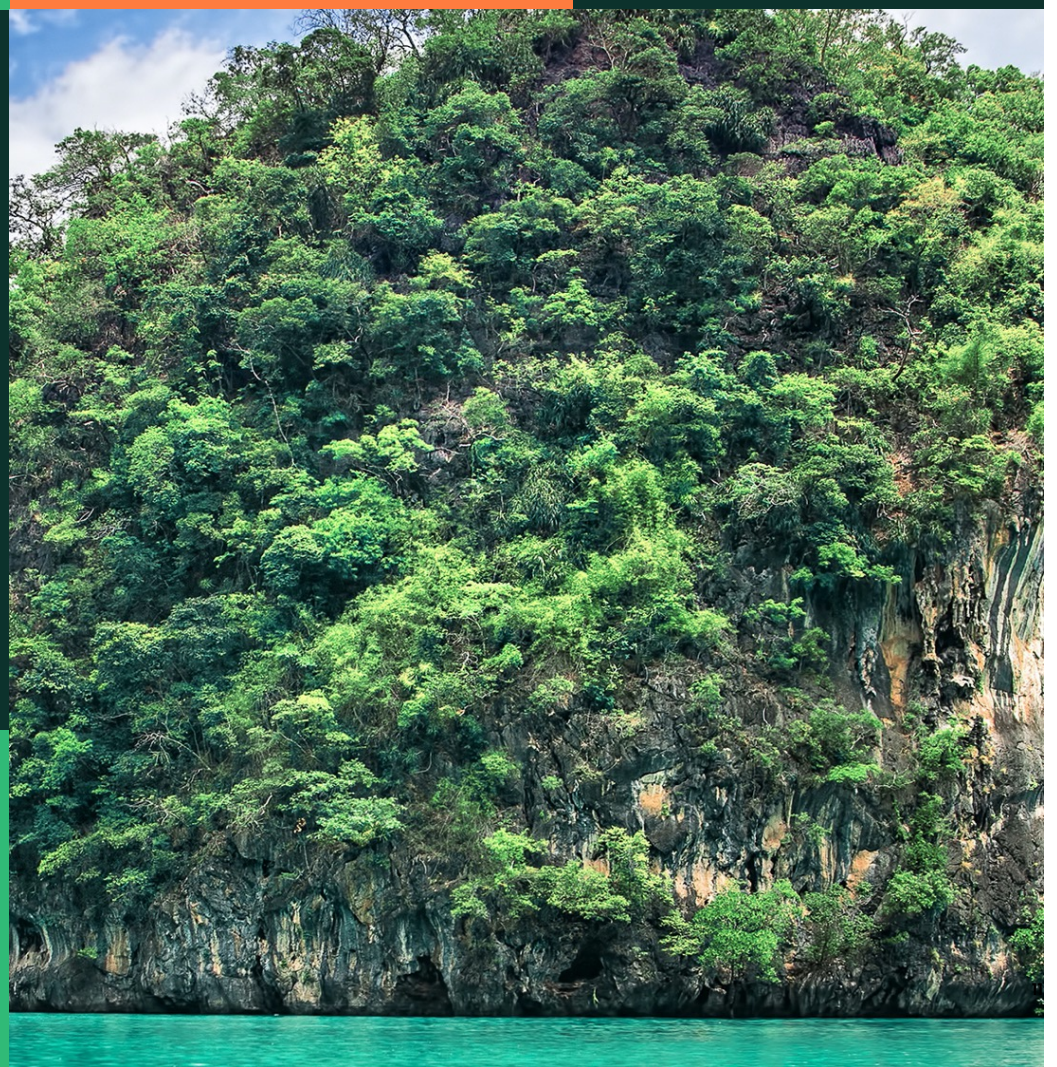
- Automated configuration management
- Automated and guided set-up and update tools
- SUSE expertise to speed up troubleshooting and avoid pitfalls in service delivery



# What's New For SAP Applications



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 SAP Endorsed App  
Premium Certified



## SUSE Linux Enterprise Server for SAP Applications

- Reduce risk from outages
- Faster innovation for new service delivery
- Minimize the time & effort to transition to SAP S/4HANA



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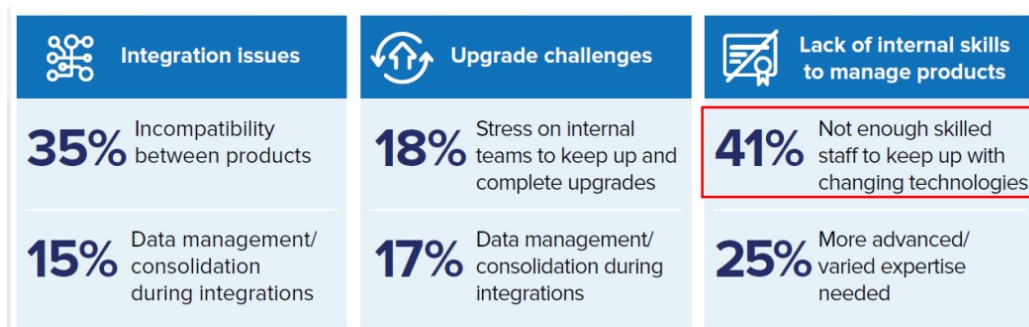
## SAP HANA and S4/HANA migration introduces new technologies.

- Additional skills for operations
- New vendor relationships
- New processes



# Biggest Challenges

- Managing the complexity
- Mission – critical, even a brief unplanned downtime period can cause productivity, financial, and reputational damage to a business or business segment.
- Top issues that are raised to SUSE Support: **Clustering and High availability.**





## Enterprise High Availability

- Flexible, policy-driven clustering and continuous data replication
- Centralized setup, administration, management and monitoring
- Continuous data replication
- Cluster-aware file system and volume management
- Virtualization aware



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# U.S.E.R Perspective: Highly Available SAP applications





# Why do you need High Availability?

- Production breakdown (delays and penalties)
- Lost revenue from missed sales (retail stores, online stores)
- Breakdown of logistic chains (you can't ship goods without data from ERP)
- Keep up SLA (fines)
- Loss of reputation

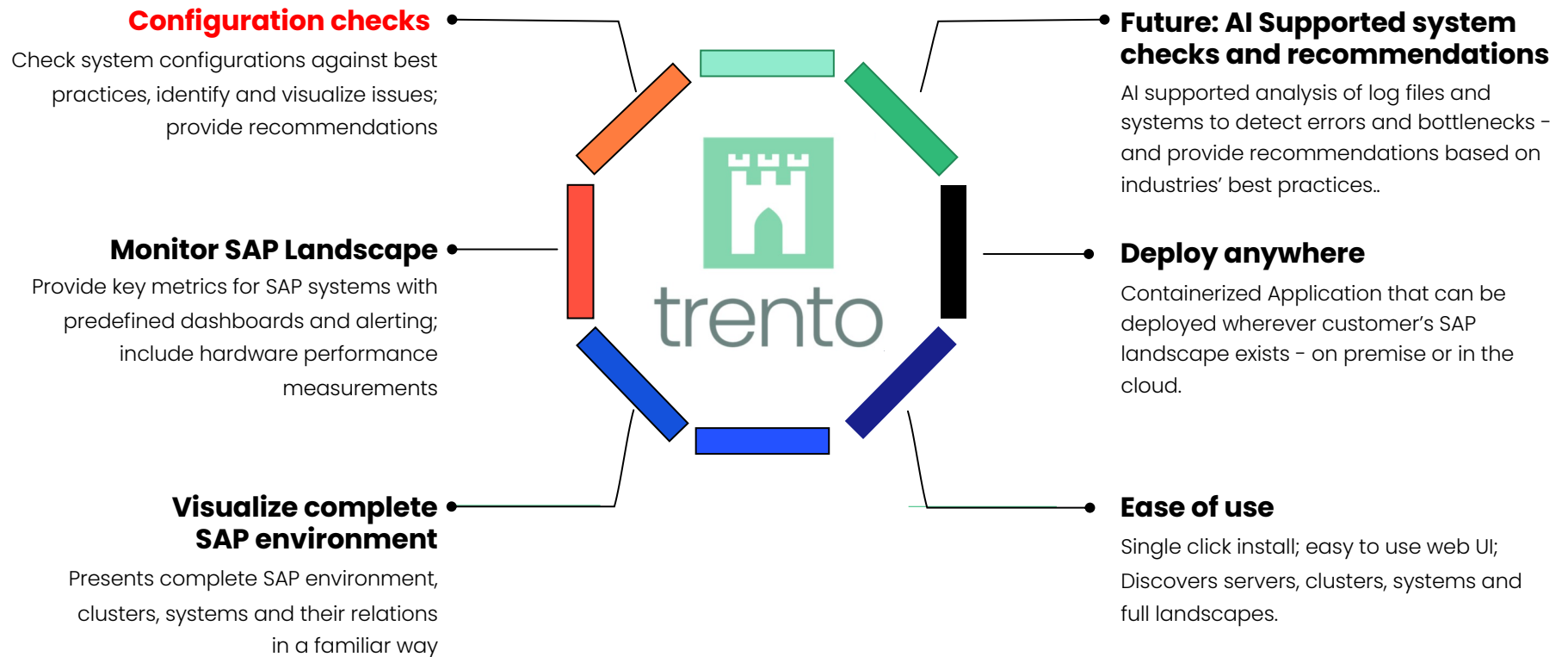


# Find & Fix Hidden Errors for Higher SAP Availability



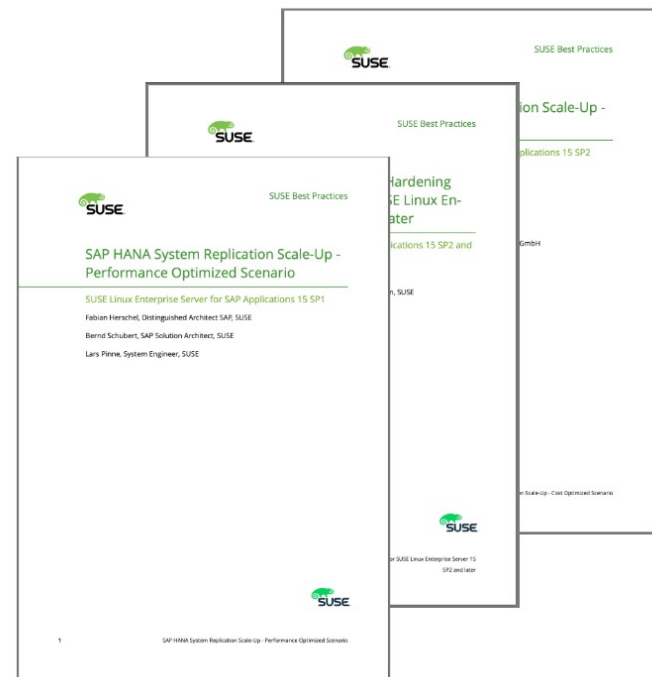
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# Trento Vision



# Trento turns SUSE best practice guides into code

- Aims to provide best practices for SAP workloads.
- Extensive SAP related scenarios from HANA and Hardware / Hyperscaler perspective
- Still – during implementation and configuration errors happen to lead to unstable failures due to inconsistent configurations



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## Two SUSE customer examples

In the last year SUSEs SAP experts were pulled into several situations where the mis-configured environments lead to downtime

### Deployment to Hyperscaler

- SAP S/4 HANA deployment on a hyperscaler with small deviation from their best practice – only one synchronization ring
- High Availability setup not thoroughly tested and severe issues were experienced during takeover operations
- Our experts had to troubleshoot the system on short notice to resolve issue

### Outsourced System Operation

- SAP Focus customer with high requirements on S/4HANA system availability and resiliency
- Several service providers worked together to setup and install an unsupported High Availability configuration
- Lengthy work stream (with all partners involved) to stabilize the system, including unplanned additional costs



# First Testimonials



## US Retailer

*"Trento even on early stage (alpha 1) already helped me to find problems on our cluster configuration. I have requested multiple changes to our provider and I can monitor if they become effective via Trento"*

**Sr. Manager Cloud Delivery**

## Food Company

*"Our current corporate monitoring solution doesn't provide any specialized SAP or Cluster capabilities, leaving a gap on our operations. We are excited to test Trento as it will help us to cover such gap"*

**Cloud Architect Lead**

## Automotive

*"Our current operation is out-sourced and we lack visibility about the system status and their actions. We are eager to use Trento (even on early stage) to give us more visibility and if needed I can provide special authorization to run into a production system"*

**Automotive CTO**



# We Innovate everywhere through the power of many



Innovate Everywhere





Thank you

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