Lenovo Management Solution for Centerity Performance Analytics

A system-level approach for optimizing service level agreements

Enterprise performance analytics that delivers true Business Service Management (BSM)

The Data Center Challenge

Business critical applications such as SAP S/4HANA® drive core business processes and transactions. In fact, over 77% of all worldwide business transactions touch an SAP system[1]. Disruption of these applications can have a significant business impact. High mean time to repair (MTTR) and no-trouble-found (NTR) can cause low service level agreements (SLA) and low customer satisfaction (CSAT). The lack of cross-domain, executive visibility to data center operations limits the ability to achieve business goals.

Multiple technology layers, applications, deployment models, and devices makes predictive analytics and preventive maintenance difficult. Every organization, business process, and system is often monitored with different metrics, which hinders management and oversight. The inability to accurately differentiate low-level alarms from service level performance alerts makes it challenging to take the right actions at the right time. Too many false alerts, alarms, and false positive notifications can distract limited IT resources from chasing the real problems that impact SLAs resulting in upset customers and unmet SLAs.

The inability to accurately identify most-likely causes of defects and to perform targeted troubleshooting that recognizes cause-effect relationships and correlations between layers, and across applications and devices slows the ability for an IT organization to respond quickly when a problem occurs. IT often cannot foresee problems before they occur because they do not have an early warning system that recognizes performance issues before they affect the customer. Rapidly evolving environments and infrastructure that is frequently patched, updated, and replaced also impacts reliability and fault identification. The failure to implement a reliable, predictive, and preventative solution that helps all system administrators to "act like an expert" regardless of experience makes it challenging for data center operators to meet their business challenges.

Highlights
- Enables oversight of systems and business services resulting in improved performance and reliability for IT SAP HANA applications and processes
- Integrates with SAP HANA, big data and other business critical applications
- Isolates faults and performance trends with a single pane of glass for immediate failure identification

Service level roll-up by business process – across all layers.
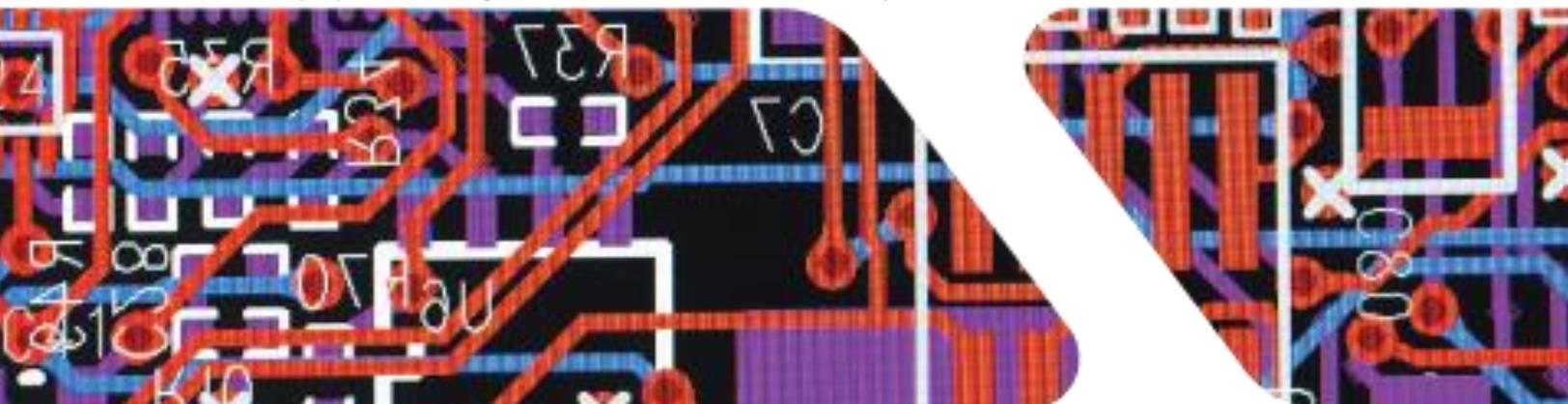
Lenovo Management Solution for Centerity Performance Analytics is based on award winning Business Service Management (BSM) software from Centerity Systems that provides a unified, enterprise class IT Operations Management (ITOM) and IT Operations Analytics (ITOA) platform that improves performance and reliability of business services and mission-critical systems including SAP S/4HANA.
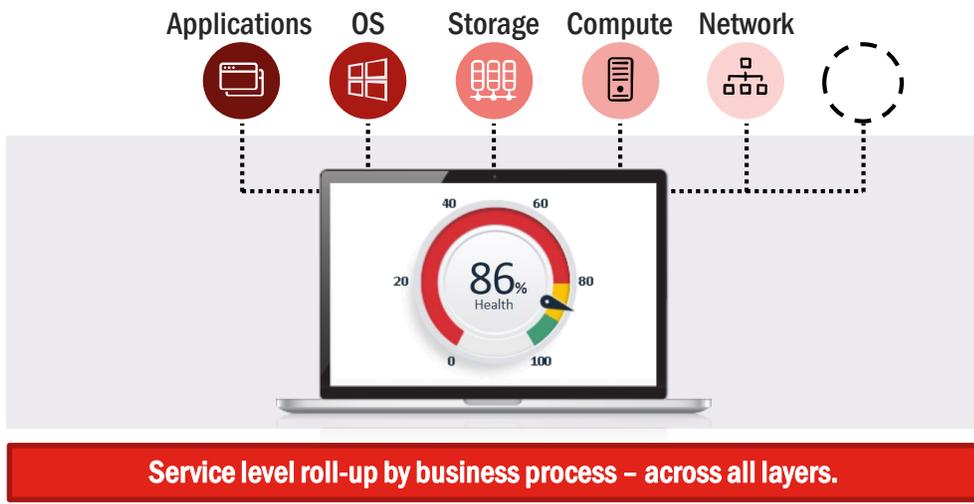
ENSURE DIGITAL TRANSFORMATION SUCCESS
AVOID THE IMPACT AND RISK OF DOING NOTHING

Lenovo Management Solution for Centerity Performance Analytics is a critical starting point to enable a successful Digital Transformation. The solution enables unified analytics of multi-layer, multi-vendor, multi-location environments (on-premises, cloud, hybrid cloud). In addition, it provides executive-level oversight of devices and applications/workloads.

It is an efficient agent/agentless solution that minimizes performance impact. The solution offers:

• Extensive set of APIs and add-ons.
• Support for applications and database layers such as: SAP HANA, Hadoop, Oracle, Microsoft, VMware, Containers
• Automated discovery of devices and applications.
• Integration with Lenovo XClarity for centralized, management of servers, storage, and networking.
• Topology and dependency maps that identify device connectivity and simplify root-cause analysis.

The Lenovo Management Solution for Centerity Performance Analytics offers:

• Unified monitoring that improves performance and reliability across IT & OT.
• Executive dashboards and reports quickly isolate faults and performance trends.
• Oversight of multiple systems and business services protects SLA, P&L, and CSAT.

BSM provides necessary insight to properly balance the business drivers of time, cost, and quality. It offers:

• One tool that isolates performance-related defects for targeted troubleshooting and preventive service.
• Prioritization of defect resolution and remediation based on business-impact
• Recognition and diagnosis of defects before they hit SLA & CSAT

Ideal scenarios and workloads include customers and manage service providers (MSP) responsible for business service SLA and CSAT. They can include:

• Medium and Large Enterprises
• Managed Service Providers (MSPs)
• Hyperscale Data Centers

The solution supports converged and hyperconverged architectures, complex, hybrid IT environments and Integrated IT and OT (IoT/IIoT) environments.

The Lenovo Management Solution for Centerity Performance Analytics provides customers with a common solution that supports a variety of device types, brands, and workloads.

It is ideal for enterprise data center workloads including:
• Private, Public and hybrid Cloud
• Virtualized
• High Performance Computing
• Big Data (SAP HANA, Hadoop)
• Performance Analytics

Lenovo Management Solution for Centerity Performance Analytics provides service level roll-up by:
- Business process
- Across all layers
- Across all deployment models
- Across all departments, organizations, geographies, customers

It can also replace silo monitoring with service level management and provide a single-pane-of-glass for end-to-end BSM making it ideal for customers running SAP applications. The solution includes integrations and touchpoints for:
- Lenovo XClarity
- SAP HANA
- SAP Data Hub
- Citrix
- Nutanix

Optimization for SAP HANA Workloads enable SAP HANA customers to have a an integrated BSM solution for the full SAP HANA stack including SAP HANA appliance and SAP HANA Tailored Data Center Integration deployments. The optimization includes:
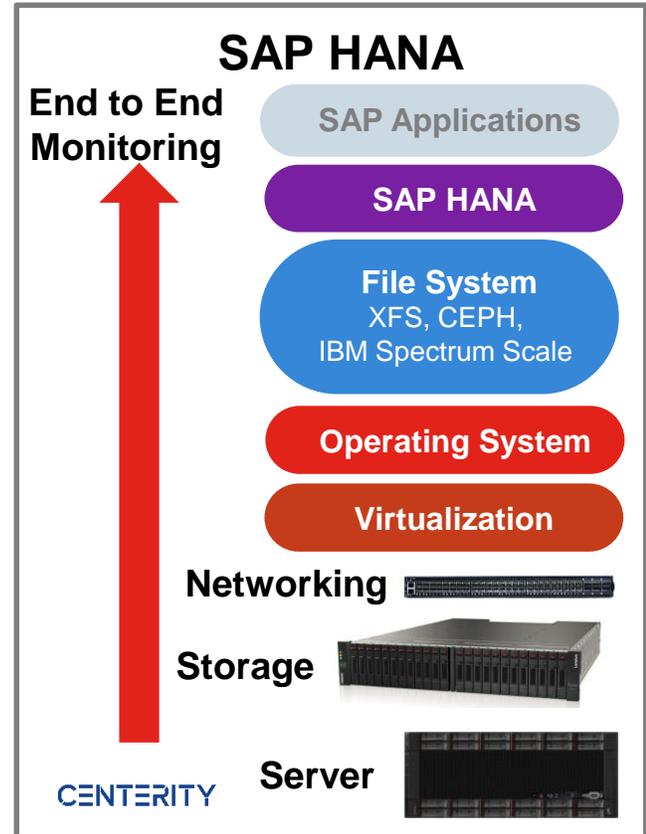- Server
- Operating system
- File system (XFS, IBM Spectrum Scale, CEPH)
- Storage
- Networking
- SAP HANA database
- SAP applications

In addition, the solution enables integrated BSM capability across on premise, cloud and hybrid cloud deployments.

Ensure Business Transformation Success, Lenovo Management Solution for Centerity Performance Analytics offers:
- Single, unified software platform for end-to-end performance analytics (physical, virtual, application, cloud).
- Customizable executive dashboards
- Configurable best practice templates.

It helps improve key performance metrics such as: SLA, CSAT, Uptime, MTTR, NTF.as well as improving the speed and accuracy of solution and problem resolution.

SAP HANA

End to End Monitoring

- SAP Applications
- SAP HANA
- File System — XFS, CEPH, IBM Spectrum Scale
- Operating System
- Virtualization
- Networking
- Storage
- Server

CENTERITY

Successful Digital Transformation with Centerity and Lenovo

ThinkSystem

Drive digital transformation with the Lenovo Management Solution for Centerity Performance Analytics

LENOVO

CENTERITY

Why Lenovo

Lenovo is a leading provider of x86 servers for the data center. Featuring rack, tower, blade, dense and converged systems, the Lenovo server portfolio provides excellent performance, reliability and security. Lenovo also offers a full range of networking, storage, software, solutions, and comprehensive services supporting business needs throughout the IT lifecycle. With options for planning, deployment, and support, Lenovo offers expertise and services needed to deliver better service-level agreements and generate greater end-user satisfaction.

Why Centerity

Centerity Systems' award winning BSM software provides a unified enterprise class IT Operations Management (ITOM) and IT Operations Analytics (ITOA) platform that improves performance and reliability of business services and mission-critical systems. By delivering a consolidated view across all layers of the technology stack, including applications, big data, databases, operating systems, storage, compute, security, networking, clouds and edge devices, Centerity provides an early warning of performance issues along with corrective action tools to quickly isolate faults and identify root causes.

For More Information

To learn more about the Lenovo Management Solution for Centerity Performance Analytics, contact your Lenovo Business Partner or visit: www.lenovo.com/systems/solutions

1. SAP at a Glance Investor Relations Fact Sheet – April 2018

10/2018