

# Improving SAP System Optimization with Dynatrace Network Application Monitoring

## Customer Story

# Lenovo

### Industry

Hi-Tech Manufacturing

### Challenge

SAP is the core of Lenovo's business management system. Visibility of performance across the entire SAP application delivery chain and into end-user transactions is a critical part of global business operations.

### Solution

Dynatrace Network Application Monitoring (formerly DC RUM)

### Results

- Reduced time to identify and solve performance problems by 60%
- 100% application performance visualization all the way to the end-user
- Insight into performance conveniently anytime anywhere using the Dynatrace mobile app

### Business challenge

Lenovo is a \$39B technology company with over 54,000 employees and customers in over 160 countries. A highly renowned brand for laptops, desktops, tablets and servers, Lenovo is recognized as a global industry leader by Gartner, Inc. an American information technology research and advisory firm.

SAP is the core of Lenovo's business management system deployed globally with users from locations around the globe accessing servers located in Beijing, China. Maintaining optimal performance of the system is critical for daily operations.

The Lenovo IT responsible for the SAP environment were using traditional network monitoring tools to manage the overall health and performance of the system. However, these tools were siloed and were designed to access the discrete performance of the application they were monitoring and were unable to detect issues more broadly across the entire application delivery chain.

Add to this rapid business growth and the challenge was becoming significant. The monitoring teams were facing frequent complaints from users about the system being slow, but because of this incomplete view, there were blind spots into the visibility of where the issues existed. IT management was faced with data collection and analysis that spanned multiple applications and teams, and more often than not, individual teams would say that nothing looked like a problem in their area of the system. This significantly impacted the ability to determine the root cause of the problems and come up with a workable solution to the problem.

Lenovo realized they needed a more efficient monitoring solution that could provide complete visibility across the application delivery chain and into the end-user experience.

### Solution

Lenovo evaluated numerous tools to help them solve the problem and decided that Dynatrace Network Application Monitoring (formerly DC RUM) provided the best end-to-end monitoring for their SAP environment. Dynatrace delivered visibility across the entire application delivery chain down to the end-user transaction level and eliminated the blind spots across multiple systems and teams.

Lenovo deployed Dynatrace across their SAP environment and gained a complete picture of the performance and health of their SAP landscape, including integrated system performance, availability, load time, and end-user experience.

## The benefit of flexible mobile access

Today Lenovo is able to see the current state of their SAP system in real-time using the Dynatrace mobile app. With Android and iOS access to application performance data, the team can now monitor and manage SAP performance anywhere and anytime.

The Mobile APM Client enables Lenovo to proactively monitor this mission critical application in real-time. The team stays up-to-date on performance, and also easily identify reasons for blips in performance, isolates the fault domain, and hands it off to the appropriate team to analyze the root cause and resolve the issue.

“We are now able to see the overall response time and system performance conveniently and quickly. We can monitor the system performance anytime and anywhere, from the data center all the way to the user” explains Chen.

## Results

The implementation of Dynatrace has enabled Lenovo to significantly increase their efficiency. They can now quickly identify critical performance problems and pin point the source — whether it is in the network or in the application. Guesswork has been removed and time and effort to gather information from various teams, along with the need for multiple IT resources, has been greatly reduced.

“With Dynatrace, we have shortened the time to identify and solve performance problems by 60%, and have achieved 100% application performance visualization. Data collected from Dynatrace Network Application Monitoring has dramatically improved our system optimization.” Yunpeng Qiao, Senior Manager, Global Application Operation, Lenovo Group.



With Dynatrace NAM we can see how transaction requests are transmitted inside of Lenovo’s internal application systems. We can also see each step of the transmission and it’s performance. What we get is the real user data.”

— Li Chen, Engineer, Lenovo IT Monitoring Team

This improvement in mean-time-to-repair and the ability to monitor anytime and anywhere has enabled the Lenovo SAP monitoring team to become much more proactive and has also greatly enhanced the business value of IT management. Key stakeholders have embraced the team’s monitoring approach and other parts of the organization are also reaching out for help in addressing performance problems.

The insight gained with Dynatrace has created a big change across the organization and Lenovo is excited about the potential enhancements that Dynatrace can continue to make across the business.

## Dynatrace Digital Performance Platform — it’s digital business...transformed.

Successfully improve your user experiences, launch new initiatives with confidence, reduce operational complexity and go to market faster than your competition. With the world’s most complete, powerful and flexible digital performance platform for today’s digital enterprises, Dynatrace has you covered.

## Learn more at [dynatrace.com](https://dynatrace.com)

Dynatrace has redefined how you monitor today’s digital ecosystems. AI-powered, full stack and completely automated, it’s the only solution that provides answers, not just data, based on deep insight into every user, every transaction, across every application. The world’s leading brands, including, 72 of the Fortune 100, trust Dynatrace to optimize customer experiences, innovate faster and modernize IT operations with absolute confidence.

04.16.18 263\_CS\_US\_nt