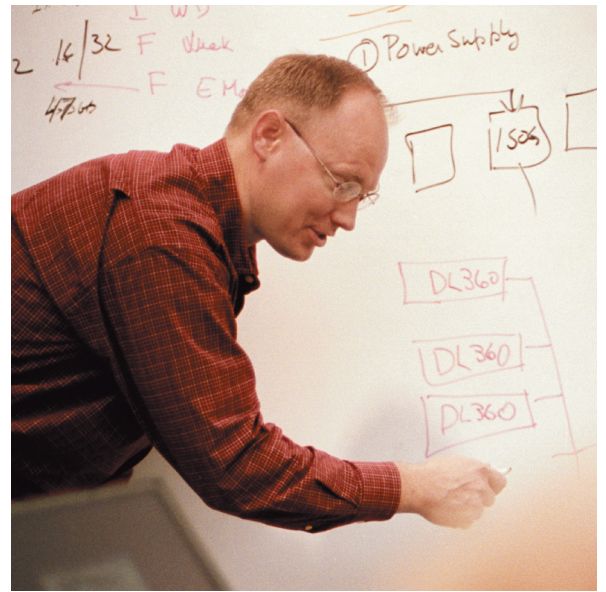# HP Trend Analysis Measurement Service (TAM-S)

HP Technical Services

The HP Trend Analysis Measurement Service (TAM-S) supports businesses by gathering and analyzing SAP key performance data against defined metrics for all actual mySAP.com versions, operating systems and hardware platforms.

SAP can be critical to boosting a company's efficiency and productivity. The prerequisites for this boost include the effective management of available resources and continuous performance optimization. The current performance of an SAP system can be measured by gathering and analyzing business transactions and workloads against key metrics. These metrics provide support in:

- decision on hardware migration

- the planning of system enhancements and upgrades

- planning for workload growth (additional users, additional modules and functionality)

- usage of current resources and capacity planning

- system tuning

The TAM-S tool collects all relevant configuration and performance data for the specified monitoring period. Key configuration and performance data is collected and tracked at all critical system levels, such as:

- **application level:** configuration, response time, workload and transaction load, etc.

- **operating system level:** configuration and utilization, etc.

- **database level:** configuration, performance metrics, etc.

Identify and proactively respond to bottlenecks and monitor the current performance behavior in order to keep your SAP system running effectively and efficiently.

An HP Performance Specialist analyzes the collected information in detail and presents the findings and recommendations in a report. The analysis of these findings indicates trends in terms of resource utilization and provides support in identifying and planning for future resource requirements.

The results of the analysis are documented in a report including intuitive charts and in-depth descriptions. Your HP Account Support Manager (ASM) presents this report and the results. Upon request, the HP Performance Specialist will present this report to your IT and SAP management department via a telephone conference and will make recommendations for the next steps.

This service enables you to identify and proactively respond to bottlenecks before vital business services are affected. This service also enables you to monitor the current performance behavior as well as to proactively plan for future developments in order to keep your SAP system running effectively and efficiently.

Delivered monthly or quarterly, this service ensures the sustained stability of your SAP system.

TAM-S provides a robust foundation for further HP Performance Services tailored to your specific needs:

• HP Performance Analysis for SAP (PASS)

• HP Transaction Volume Measurement Service (TVM-S)

• Individual Performance Consulting Services (e.g. analysis of costly SQL calls, program tuning, etc.)

Benefits

- Time and resource savings achieved through the quality gathering and analysis of SAP performance data, delivered by HP Performance Specialists and supported by automated tools

- Continuous monitoring of business and system workloads

- Identification of workload trends which can be leveraged to improve the current system performance and to plan future upgrades

- Insight into future workloads and system resource requirements through long-term analyses

- Comprehensive performance optimization and capacity planning in correlation with HP Performance Analysis for SAP (PASS), HP Transaction Volume Measurement Service (TVM-S) or other services

Service components

- Preliminary discussions

- Support during tool installation

- Continuous data collection

- In-depth analysis of the collected data

- Customer specific report with charts, comments, to-the-point descriptions and recommendations

- In-depth presentation of the results and recommendations

Service deliverables in detail
Chart 1: Service contents

Service component	Description
Preliminary discussions	An HP specialist discusses the service steps via a telephone conference and gathers all relevant information by means of a questionnaire. This is done several weeks prior tothe actual service delivery.
Support during tool installation	The TAM-S tool (mainly one ABAP transport) and the installation documentation are sent to you by e-mail. The HP Account Support Manager (ASM) or your employee(s) perform the installation. The HP Performance Specialist verifies the installation; this includes the first data gathering to verify that all functionality and infrastructure requirements for service delivery are met.
Data collection	The TAM-S tool runs in online or batch mode during the monitoring timeframe in order to gather the relevant performance data against defined metrics. If the monitoring period exceeds 3 weeks, we recommend scheduling the TAM-S tool in batch mode for continuous data gathering. The collected performance data can be sent via e-mail, FTP or ISEE infrastructure to the HP Specialist for analysis.
In-depth analysis of the collected data	The collected performance data are assessed by means of HP analysis and reporting tools. The analysis report includes the following information: • Workload volume and growth of the SAP system • Response time and growth of the SAP System • Load peak periods (hour, day, week, month) • Operating system utilization (CPU, memory usage) • Recommendations for more effective resource usage
Customer specific report with charts, comments and recommendations	The HP Performance Specialist creates a summarized report with charts, detailed comments and recommendations (e.g. improvements in resource usage or load balancing, suggestions for performance improvement) including insight into future system utilization (additional users, other modules, business growth, updates – based on information gathered during the preliminary discussion).
Presentation of the results and detailed recommendations (quarterly or on request)	The HP Account Support Manager presents the report and the results. Upon request the HP Performance Specialist will discuss the report and the recommendations via a telephone conference. During this telephone conference, the HP Performance Specialist may provide additional hints and proposals for supplementary analysis and services. Onsite presentation and visit are available at an extra charge.

Prerequisites

Delivery of the HP Trend Analysis Measurement Service (TAM-S) requires the following:

- SAP Basis 3.1 (or higher) or SAP Web Application Server 6.10 (or higher).
- The information necessary for service preparation needs to be available.
- Installation and execution of the TAM-S tool (the Installation Guide is part of the delivery package), scheduled continuous execution for analysis periods longer than 3 weeks.
- The collected data has to be sent to an HP Performance Specialist for analysis.
- Ensured remote access to the system to be analyzed. HP guarantees the confidential and secure use of the logon data.
- Access to the appropriate customer contact person (e.g. Project Manager, System Administrator, etc.).

Limitations

- TAM-S is a remote service, delivered via telephone and remote access. Upon request, the delivery can partly be performed onsite at an additional charge.
- This service is offered for one standard SAP system (mySAP.com application) on all common hardware platforms and operating systems.
- Service delivery is limited to normal working hours (exceptions are possible).
- For data gathering periods exceeding 3 weeks, data must be collected continuously on the SAP system. Data collection is done in background mode, configured during the preliminary discussion and preparation phases. Data collection shall have no detrimental impact on system performance.

Ordering information

The HP Trend Analysis Measurement Service (TAM-S) is part of every HP Proactive24 for SAP and HP Critical Service Support Agreement for SAP without any additional charge. The analysis is performed every quarter for Proactive24 for SAP Agreements and every month for Critical Service for SAP Agreements. This service can be requested directly via the HP Account Support Manager or via e-mail to: **performance.team@hp.com**

For further information

For additional information on technical services available from HP, contact your HP Sales Representative or visit:

http://h40047.www4.hp.com/service/techserv/

For further information please visit: www.hp.com

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