

IBM Intelligent Process Chain Monitor for SAP Solutions

Resolve SAP BW process chain failures with GenAI



Highlights

Proactively detects process chain failures integrating with BW instances

Analyzes issues using generative AI to identify the root cause and recommend a resolution.

Implements human-in-the-loop (HITL) capabilities to obtain user confirmation on recommended resolution actions as needed.

Notifies the actions to business and monitors the responses from the business to resolve the issues.

Frequent SAP BW process chain failures often stem from persistent data and system problems, causing significant bottlenecks in business operations. These disruptions can lead to substantial financial and reputational damage if unaddressed promptly. Manual monitoring across numerous SAP BW production instances is not only inefficient but also prolongs the time taken to identify and resolve these issues, thereby escalating IT operational costs.

Moreover, the need for business responses to provide necessary details exacerbates the resolution cycle, often resulting in failed transactions remaining unresolved for extended durations. The consequences of these delays extend beyond operational disruptions; they adversely affect revenue, cash flow, and customer satisfaction. Ultimately, the cumulative effect is an increase in both IT and business costs due to the inefficiencies in the monitoring and resolution processes.

The solution reduces eyeball monitoring and provides real time dashboard. It detects process chain failures, analyzes the root cause using Generative AI to provide resolution recommendations, collaborates with users for confirmation on recommended actions as needed, and then remediates the issues automatically.

IBM Intelligent Process Chain Monitor for SAP Solutions is an intelligent automation solution to streamline the monitoring and resolution of BW process failures across multiple SAP BW instances. It proactively detects process failures in real-time and leverages Generative AI to identify root causes and recommend appropriate resolutions. The Digital Worker engages support analysts to confirm recommended actions as required and executes remediation to resolve the issues automatically.

The solution ensures minimal disruption in business operations by proactively detecting the process chain failures and resolving them faster.

Why IBM

IBM Consulting's more than 21,000 data and AI professionals are ready to help accelerate clients' business transformations with enterprise-grade AI, including technology from SAP, IBM and other partners through a collaborative and open ecosystem approach. IBM Consulting works with a diverse AI partner ecosystem that embraces multiple models on multiple clouds from industry leaders. This helps clients choose the right models and the right architecture best for them. We accelerate business transformation for our clients through hybrid cloud and AI technologies. With deep industry expertise spanning strategy, experience design, technology, and operations, we have become the trusted partner to many of the world's most innovative and valuable companies, helping modernize and secured their most complex systems. Our 160,000 consultants embrace an open way of working and apply our proven co-creation methodology, IBM Garage, to scale ideas into outcomes.

For more information

To learn more about IBM Intelligent Process Chain Monitor for SAP Solutions contact your IBM representative or IBM Business Partner, or visit <https://ibm.biz/IBM-SAP-Value-Generation>

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