IBM Intelligent Interface Monitor for SAP Solutions

Detects interface failures and analyzes the root cause using generative AI to provide resolution recommendations

Highlights

Proactively detects interface failures integrating with SAP instances and middleware and analyses the issues using Generative AI

Implements human-in-the-loop (HITL) capabilities to obtain user confirmation on recommended resolution actions as needed.
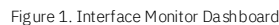
Notifies the actions to business and monitors the responses from the business to resolve the issues.

Frequent SAP interface 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 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.

IBM Intelligent Interface Monitor for SAP Solutions is an intelligent automation solution to streamline the monitoring and resolution of interface failures across multiple SAP instances. It proactively detects interface failures in real-time and leverages Generative AI to identify root causes and recommends appropriate resolutions. The Digital Worker engages business users 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 interface failures and resolving them faster.

Figure 1. Interface Monitor Dashboard

Proactively detects interface failures integrating with SAP instances and middleware and analyses the issues using Generative AI to identify the root cause and recommend a resolution

The solution proactively monitors SAP instances and middleware systems, detecting interface failures in a real time manner to ensure smooth data flow and minimize business disruptions. It analyzes the failure logs to identify the root cause and provides resolution recommendation based on error analysis using gen AI capabilities. The root cause analysis and recommended resolution actions for interface failures are accessible from live Dashboard and conversational AI interface.

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

This provides the issue details and recommended resolution actions through live Dashboard or notifies over email. Support analysts and business users provide response to recommended resolution actions through live Dashboard using conversational AI interface or over email.

Implements dynamic orchestration capabilities that **d**ynamically detects and executes the runbook automation based on confirmed resolution actions for the failed issues. If runbook automation is not available, it provides the recommended steps to resolve the issues based on curated knowledge or error log analysis.

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

This provides summary status report provides summary status report of interface failures resolution through email or real time status through live Dashboard..

Summary

IBM Intelligent Interface Monitor for SAP Solutions implements proactive and intelligent process of SAP interface failures resolution — facilitating real time analysis, communication, and resolution across 50+ use cases. This helps to achieve faster response time from business to resolve the issues, increased efficiency in business operations, enhanced productivity, increased customer satisfaction, cost optimization, and uninterrupted business operations.

AI-driven root cause analysis swiftly identifies the underlying causes of interface failures and recommends resolutions using generative AI. This process is complemented by "human-in-the-loop validation," which involves business or IT users for confirmation before executing critical resolution actions, ensuring accuracy and control.

The system further optimizes operations with "automated resolution execution," leveraging dynamic orchestration and runbook automation for faster issue resolution. "Proactive business engagement" notifies stakeholders of required actions and tracks their responses for timely issue closure.

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.

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