

Avoid SAP Hybris Omni-Channel Commerce performance problems with Application Intelligence

Digital is transforming the retail industry. Ecommerce, mobile apps and an integrated omni-channel strategy are key to success for today's retailers. SAP Hybris Omni-Channel Commerce is a leading retail solution, providing a single system for commerce management. Ensuring flawless performance of a SAP Hybris environment is critical, as any problems with this software solution can instantly impact revenue, brand and customer experience.

Performance monitoring of SAP Hybris Commerce is key to omni-channel success

The SAP Hybris software solution supports your commerce activities by providing a number of core functions including product content management, order management and marketing conversion. This means that production-centric performance monitoring is essential in order to:

- **Avoid application performance problems impacting the customer.** SAP Hybris Commerce underpins omni-channel strategy, meaning that application performance issues impact customer experience immediately. These issues are heightened during peak business periods like Black Friday and Cyber Monday.
- **Minimize time to root cause of application performance issues.** The solution is Java based and employs an open architecture approach which is highly extensible to address the business needs of retailers. But, conversely, this extensibility can make it very difficult to isolate the root cause of omni-channel performance issues.
- **Correlate application and customer experience data.** Omni-channel commerce results in a mass of data on customer behavior, buying patterns and demographics. Unfortunately, without substantial investment into building a custom analytics solution, retailers can't get real-time actionable insights.

KEY FEATURES

- Automatically visualize and map Java based SAP Hybris commerce solution dependencies
- Monitor JVM health and performance
- Automatically baseline performance to alert and address emerging issues in context of Business Transactions
- Quickly isolate and resolve production java application performance issues at code-level depth with minimal overhead
- Enhance Dev and Ops collaboration with role-based views and Virtual War Room
- End to end visibility into application environment with End-user Monitoring, APM and Infrastructure visibility modules
- Actionable insights into application performance, user experience, and business outcomes

AppDynamics Application Intelligence Platform ensures flawless SAP Hybris performance

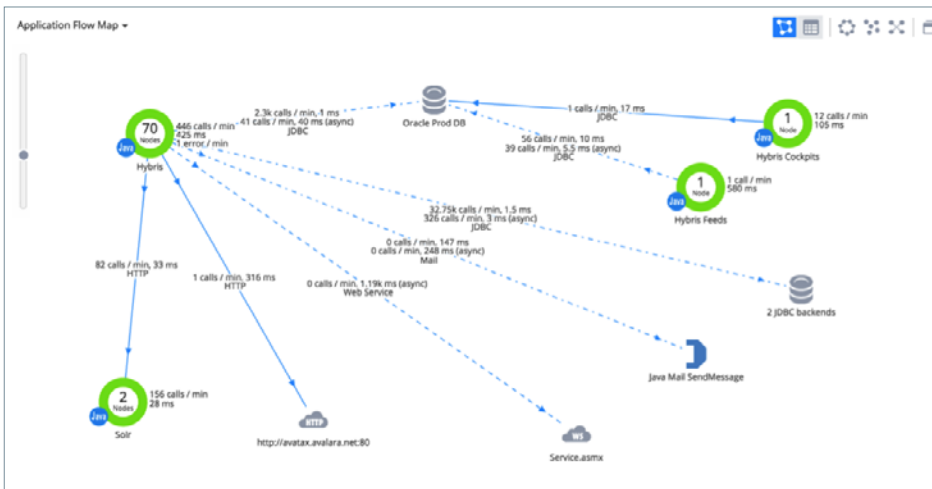
AppDynamics' Application Intelligence Platform integrates monitoring, troubleshooting, and analytics capabilities to provide real-time, actionable IT operational and business insights into your SAP Hybris eCommerce environment — all in real time, and all in production:

- **Optimized For Java Monitoring.** SAP Hybris Commerce platform, extensions and front-end applications are all Java based. AppDynamics offers the industry's leading Java application performance monitoring solution, enabling retailers to gain complete visibility into their SAP Hybris environment out of the box.
- **Detect performance issues before they impact customers.** Automatically baseline the performance of your SAP Hybris environment to alert and address emerging issues in context of key retail business transactions. Isolate retail transactions with degrading performance and resolve them before they impact customer experience.
- **Prioritize business outcomes with actionable Insights.** SAP Hybris environments create a wealth of data. Make actionable omni-channel insights easily by automatically correlating customer engagement, performance and business data - ensuring that your deployment is driving business outcomes.

“The AppDynamics platform gives us a unified, real-time view of user experience, application performance, and availability. That allows us to optimize the user experience, and it's hard to imagine our business without it.”

CIO, The Net-a-Porter Group

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