

RESITE Monitor

Get Real Performance

Announcing RESITE Monitor: The tool that gives you both KPI (Key Performance Indicators) and ROI (Return on Investment) for SAP, automatically.



RESITE Monitor is designed to answer the following questions:

- Is your SAP training effective?
- Is your SAP support effective?
- What is the proper mix of resources you should train with?
- What is the effectiveness of your efforts overall?

And measure the following KPI's:

- Activity Recording Compliance Rate
- Process Utilization of configured Processes
- Average Utilization
- Number of Activities
- Number of Contracts
- Perfect (Purchase) Order
- Perfect (Sales) Order
- Purchase Order Fulfillment Ratio
- Purchase Order Items per Buyer
- Ratio of Automatically Created Purchase Orders
- Ratio of Purchase Order Items with Product Ids

Designed for SAP professionals

Involved in Balanced Scorecard or SAP Strategic Management initiatives? Monitor gathers information from SAP and other Training and Support systems to provide Benchmark and KPI metrics. Monitor not only reports on traditional KPI's, but also allows for an entirely new category of KPI's in the Training, Support and User Performance areas. It is built to identify where additional Training and Support are required and to measure the effectiveness of Training and Support for the business.

Non-intrusive installation

RESITE Monitor extracts data right from your SAP system, RESITE Publisher system*, and several others pulling it into the dashboard and reporting interface. This means no intrusion on individual users, and no heavy software running on manager's machines. Once you have the data plugged into RESITE Monitor, setting up the initial interface takes less than an hour.

Show visible return on training

Monitor provides a strategic benefit with its modeling capabilities. Want to justify a future training initiative? Want to model the financial impact of a streamlined process based on actual usage of that process? Monitor allows these capabilities and more.

Instantly know where your users need help

You use Financial Statements to measure business performance KPI's. Monitor allows you to have KPI's at the process, T-Code, User and Role levels to measure these critical performance areas as well. RESITE Monitor was designed to provide knowledge at the SAP Business Process and User Role levels, with detail information available for the individual User and Transaction. From this, you get a full, clear picture of how successful your training efforts have been. Include benchmarking and cost data, and within a few clicks of a button you are on your way to a complete picture of process skill levels.

Use anywhere in the SAP life cycle

Employee turnover, skills erosion and a constant cycle of upgrades can pose significant challenges to Training and Support groups. Even with the most stable of environments, a gradual decline of skills can lead to serious business issues. Monitor was designed to provide historical trend reporting at several organizational and process levels. This allows identification of potential problems at a glance. Considering an upgrade? Monitor's data is invaluable in virtually every aspect of the initiative.

* RESITE Monitor also has a configurable Business Process template that you can customize to your company.



Why choose RESITE Monitor: How can you improve performance if you can't measure it?

Network, Server and Database systems all have performance monitoring technology to ensure proper performance and to address potential issues before they impact the business. Yet until now, the most critical business resource, information worker skill, was left to manual, unscientific measurement techniques. RESITE Monitor takes on this challenge.

Hard, factual data

The key to receiving the best cost to performance ratio is the application of the proper method to the proper SAP business process. Without hard, factual data, efficient allocation of resources can be difficult, if not impossible. With Monitor you get:

- Business Report Cards
- Benchmarks, KPI's and Performance
- Certification
- Historical Trends
- Process Utilization and Performance
- Impact of Training
- Utilization of Support
- Financial Metrics and KPI

Cost effective right away

Monitor can save you 50% or more in the time and cost that it once took to analyze your SAP system. Monitor's cost effectiveness goal is to get your team reducing saturation training and increasing productivity with minimal impact on regular business.

What data does Monitor gather?:

From SAP:

- List of SAP Users
- List of Tcodes
- SAP Usage:
 - Tcode
 - Dialogs
 - Updates
- List of Roles
- Help Accesses:
 - User
 - Tcode
 - Document

From RESITE Publisher:

- List of Documents
- Benchmark Data
 - Tcode
 - Document
 - Step Count
 - Duration

Configurable:

- Business Process
 - Process Name
 - List of Tcodes

For more information:

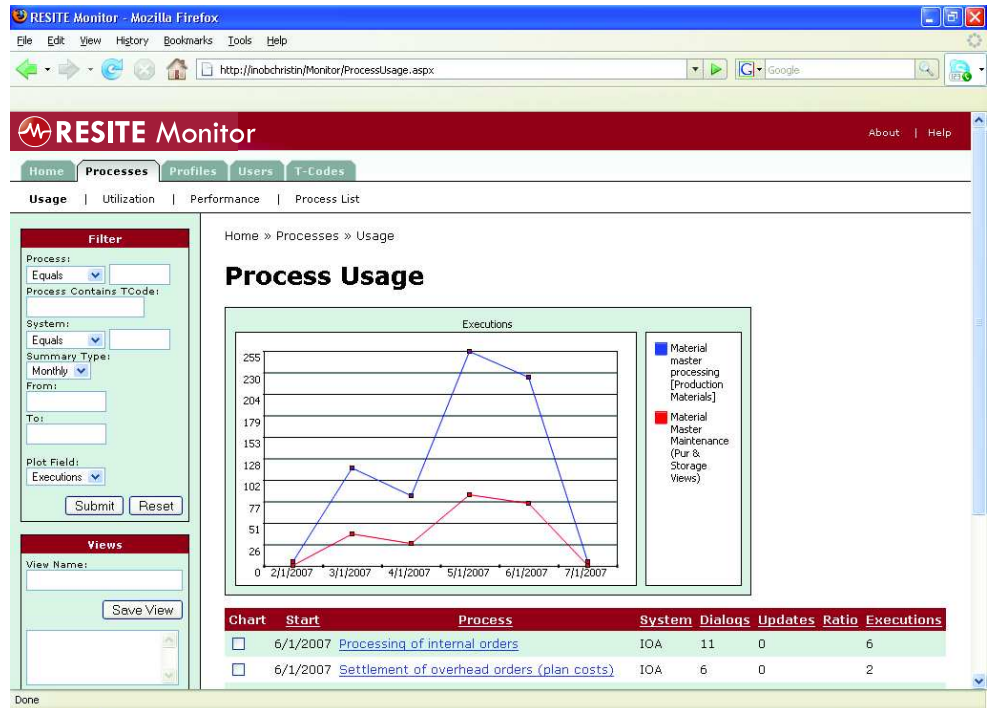
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How does RESITE Monitor work?

RESITE Monitor uses SAP agents to monitor various log and server activity. This activity is then combined with various modeling data consisting of a variety of propriety algorithms and (if provided) data provided by RESITE Publisher. Information is then available via a web interface.