

**INDUSTRY:** Energy

**DISYS SERVICE:** Monitoring & Support Automation

**COMPANY:** One of the world's largest publicly-traded oil and gas companies, committed to being the world's premiere petroleum and petrochemical company



## BUSINESS CHALLENGE

- The client was experiencing continuous failures in their SAP system, resulting in a delay in analyzing protocols
- The company needed notification of job failures in order to identify and declare an unplanned outage or prevent such an outage
- The client wanted a preliminary business impact report immediately to help analysts identify and stop impacted scheduled jobs



## THE DISYS SOLUTION

DISYS created a solution to check the system and alert analysts before causing severe business impact through a Triggers ABAP program to:

- Run every 20 mins, alerting the RUN team when 3 consecutive failures happen within 5 minutes
- Analyze processes every 20 mins and alert team when a job runs longer than 15 minutes
- Create alerts for issues with AE/UC4 Agent (on both Node A and Node B)



## RESULTS & BENEFITS

**The DISYS solution delivered:**

- A savings of \$1750 PA for customer
- A 20-to-30-minute reduction in manual labor per failure
- Timely information, allowing stakeholders to make informed decisions to remedy unplanned outages
- Improved post-outage recovery with regard to time and effort
- Increased analyst productivity and focus on business-critical tasks