

# How SAP took control of network monitoring to power global transformation

SAP replaced fragmented legacy tools with unified, SaaS-based observability, boosting control, visibility, and performance across its global IT network.



## INDUSTRY

Enterprise software

## LOCATION

Global (Headquartered in Germany)

## KEY USE CASE

Office network monitoring and visibility for Internal Office Network Infrastructure

## WHY LOGICMONITOR?

- + SaaS-based
- + Scalable
- + Unified visibility
- + Out-of-the-box insight
- + Support for Internal Office Network infrastructure

## BENEFITS

- + Faster troubleshooting
- + Improved visibility
- + Simplified operations
- + Consolidated tools and strategic alignment with sustainability

## KEY RESULTS



6000 devices live in just 3 months



Significantly faster troubleshooting and issue resolution



Supports SAP's SDN rollout across global offices



Contributes to SAP's sustainability and carbon tracking goals



Consolidated multiple legacy tools into a single SaaS platform



Improved collaboration across LAN, WAN, firewall and other service owners



Provides real-time visibility and proactive alerting

SAP, one of the world's leading enterprise software companies, is on a mission to continuously improve internal network infrastructure to support its global operations.

As the company rolled out a large-scale migration to software-defined networking (SDN), the Office Network Technologies department recognised the need to modernise its monitoring tools.

The existing monitoring approach, built around multiple vendor solutions and managed outside the team, left SAP's internal Office Network teams feeling disconnected and reactive. According to Bernd Fritzsche, Service Owner for Office Network Monitoring at SAP, it left the team without the flexibility and control needed to operate this service.

Issues were often only identified after something failed, triggering slow, manual troubleshooting across multiple disconnected systems. “We had to hop between tools just to piece together what had gone wrong,” says Fritzsche. “It was outdated, difficult to maintain, and didn’t fit our needs anymore.”

This was a growing concern as the SDN rollout progressed. The shift required real-time visibility, faster incident detection, and customisability across a distributed environment.

The SDN project spanned multiple SAP office locations and internal departments, making consistency and speed essential.

“With the tools we had, it just wasn’t going to work any further. We needed something more proactive, more informative and something we could control ourselves.”

**Bernd Fritzsche,**  
*Service Owner for Office Network Monitoring, SAP*

The need to migrate off the legacy tools added further pressure. With a hard deadline to complete the transition and go live before the end of the year, SAP required a solution that could be deployed quickly and scale globally.

This urgency drove the team’s decision-making. It needed to be confident that the new solution would support a smooth rollout and provide early warning of any network issues. Trust in the technology was fundamental to success.

## Why SAP chose LogicMonitor

The team conducted a thorough vendor evaluation, reviewing 12–15 vendors and running a detailed test phase with four. The selection process was methodical. SAP applied a weighted scoring matrix across defined test scenarios for onboarding, alerting, reporting, and customisation.

“LogicMonitor was the clear winner,” Fritzsche says. “It’s a pure SaaS solution, which was a key factor. We don’t have the capacity to run and maintain extensive on-prem systems. We needed to focus on visibility and performance, not infrastructure upkeep.”

During the evaluation, LogicMonitor delivered immediate insight, even revealing previously undetected issues. The LogicMonitor Envision platform uniquely provided hybrid observability across on-premises, multi-cloud and edge environments.

LogicMonitor was live with 6000 devices within three months.

“That was a real ‘aha!’ moment. It was already giving us valuable data before we’d fully rolled it out and the way it integrated NetFlow, logs, and infrastructure metrics in one place made it stand out.”

**Bernd Fritzsche,**  
*Service Owner for Office Network Monitoring, SAP*



## RESULTS: GREATER AGILITY, SIMPLER OPERATIONS

With the LogicMonitor Envision platform in place, SAP's internal network team now has unified visibility into core office network infrastructure, including switches, routers and firewalls. LogicMonitor has replaced multiple legacy tools and brought SAP's monitoring strategy under one more sophisticated observability umbrella. Previously, separate tools were used for NetFlow, syslog, and device monitoring. LogicMonitor unified these into a single GUI, reducing tool sprawl and improving consistency across teams.

The initiative impacted multiple global teams across SAP's internal infrastructure operations, including wireless, LAN, WAN, and firewall specialists. Adjacent departments such as Authentication, E-mail hosting, and web services are under evaluation to also be onboarded..

Since deploying LogicMonitor, SAP has significantly reduced the time required for troubleshooting, cut down on tool-switching, and improved issue detection and resolution across departments.

"Troubleshooting is much faster now because we don't have to hop between tools," says Fritzsche. "And the data we get is really meaningful."

## KEY OUTCOMES

- + **Software Defined Network support:** Out of the box support for the new SDN solution through API connection.
- + **Proactive monitoring:** SAP moved from reactive checks to real-time issue identification and correlation.
- + **Unified platform:** NetFlow, syslog, and device data are now visible in a single interface.
- + **Faster troubleshooting:** Engineers spend less time switching systems and more time resolving problems.
- + **Less infrastructure management:** With a SaaS model, SAP avoids maintaining backend systems.

"We're focused on using the tool, not running it," Fritzsche says. "That's made a big difference."

## BENEFITS: STRATEGIC IMPACT AND FUTURE EXPANSION

LogicMonitor is playing a crucial role in SAP's strategic goals, particularly inter-departmental alignment and sustainability tracking for Office Network devices.



Right now, I'm evaluating to bring neighbouring departments, like email hosting, authentication, and web services, onto LogicMonitor. Our services are interdependent. Sharing one platform will improve how we detect and resolve cross-functional issues."

**Bernd Fritzsche,**  
*Service Owner for Office Network Monitoring, SAP*

As a future orientated and sustainable company, SAP is exploring how LogicMonitor's data can feed into internal sustainability tools.

"We're looking at possibilities of using the power data to internally contribute to SAP's carbon footprint tracking," adds Fritzsche. "It's part of our contribution to making the planet greener, and LogicMonitor is helping us get there."

With LogicMonitor Envision, SAP has empowered its internal Office Network teams to work faster, smarter, and with greater autonomy.

"We manage it ourselves now. It supports us, not the other way around," says Fritzsche.

Looking ahead, SAP is exploring ways to extend the platform's benefits across neighbouring departments and build even stronger operational synergies.

"We're not just monitoring more effectively, we're enabling our teams to take action quickly, confidently, and independently," says Fritzsche, who adds that LogicMonitor is more than just a tool, it's a trusted partner helping SAP's internal Office Network team execute at speed, scale, and with precision.

## ABOUT SAP

As a global leader in enterprise applications and business AI, SAP (NYSE: SAP) stands at the nexus of business and technology. For over 50 years, organizations have trusted SAP to bring out their best by uniting business-critical operations spanning finance, procurement, HR, supply chain, and customer experience. For more information, visit [www.sap.com](http://www.sap.com).

## ABOUT LOGICMONITOR

LogicMonitor® offers hybrid observability powered by AI. The company's SaaS-based platform, LM Envision, enables observability across on-prem and multi-cloud environments. LM helps IT and business teams gain operational visibility and predictability across their technologies and applications to focus less on troubleshooting and more on delivering extraordinary employee and customer experiences. For more information, visit [www.logicmonitor.com](http://www.logicmonitor.com) and our blog, or follow us on LinkedIn, X, Facebook, and YouTube.



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