

How SAP Optimized Incident Detection to Improve Customer Experiences



INDUSTRY

E-Commerce

PRODUCTS

Synthetic Monitoring

Internet Sonar

Enterprise Node

SOLUTIONS

- + Centralized observability across SAP tools through a single-pane-of-glass dashboard
- + Global visibility into application, network, and third-party service performance through Synthetic Monitoring and Internet Sonar
- + Real-time alerting and API-driven integrations to accelerate incident detection and response

SUCCESS BY THE METRICS

- + Outages detected within seconds through real-time alerting
- + Root cause identification completed in 3 minutes or less
- + Eliminated manual customer-by-customer investigations through centralized visibility

KEY OUTCOMES



Scalable platform foundation with support for custom integrations and future growth



Near-instant visibility into third-party network and CDN issues



Single-pane-of-glass observability across SAP monitoring tools



Faster customer communications through immediate identification of affected accounts

SAP Commerce Cloud: A Trusted Enterprise Solution


SAP Commerce Cloud is a proven enterprise-grade commerce solution designed for complex B2B, B2C, and B2B2C environments. It enables organizations to manage large-scale product catalogs, configurations, and customer experiences across digital channels.

Because of its flexibility and deep customization capabilities, customers rely on the platform for business-critical operations. Any disruptions in SAP services can directly impact revenue and erode customer trust.

CHALLENGE: DOWNTIME IMPACTING CUSTOMER OPERATIONS

Each SAP Commerce Cloud implementation is uniquely customized, requiring a monitoring approach that ensures consistent performance across diverse environments.

Martin Norato Auer, business information security officer and head of trust office at SAP Customer Experience, said:

 *Customers build on top [of SAP infrastructure] with their customizations, payment provider integrations, look and feel, and business processes."*

SAP focused on two priorities:

- **Prevent downtime** that disrupts customer experience and business operations
- **Respond quickly** when issues occur to minimize customer impact and revenue loss

Why SAP Chose Catchpoint and LogicMonitor

SAP had several requirements in place when searching for a partner to help them mitigate downtime:

- Integrate directly with existing SAP systems
- Provide visibility from multiple global monitoring points
- Support ongoing extensibility through integrations
- Deliver near real-time alerts for outages
- Offer responsive support and clear communication

Catchpoint, a LogicMonitor company, met these requirements through its API-driven architecture and global observability capabilities.

“We wanted to have one dashboard where we see all of the information from all our tools,” said Auer. “That was only possible with the application programming interface (API) options that Catchpoint offered.”

“Catchpoint is like an extension of our team—a resource we know we can always depend on.”

Martin Norato Auer, *Business Information Security Officer and Head of Trust Office at SAP Customer Experience*

IMPACT OF CATCHPOINT AND LOGICMONITOR

After implementation, SAP improved incident detection and response across its platform:

- **Accelerated issue detection** — Alerts notify teams within seconds of a site outage
- **Faster root cause identification** — Issues are traced to their source in three minutes or less
- **Broader visibility** — Teams can determine whether issues originate from specific regions, services, or third party networks

“One specific issue where Catchpoint was a big, big help for us was a recent situation involving an issue at one of the big content delivery network (CDN) providers,” said Auer. “We had multiple customers affected, and we saw in our tools right away that this was not a single customer issue but rather something that impacted a number of customers that all use the same CDN. We got that information from Catchpoint’s Internet Sonar and Synthetic Monitoring.”

“We could go right into our communication tools and tell all the affected customers to check with their CDN provider ... [helping] our customers react faster. On the SAP side, it saved resources because we didn’t have to look at every individual customer.”

Martin Norato Auer, *Business Information Security Officer and Head of Trust Office at SAP Customer Experience*



BUSINESS IMPACT

With centralized visibility across customer environments, SAP was able to:

- Identify impacted customers without manual account-by-account investigation, reducing operational overhead
- Communicate proactively with affected customers, enabling faster response and mitigation

Why IPM Matters for Platform-Based Services

For platform providers, performance and availability directly influence customer outcomes. Limited visibility into issues can delay response times and increase business risk.

By investing in IPM solutions, organizations can:

- Maintain consistent service availability
- Detect and resolve issues before they escalate
- Strengthen customer trust through reliable performance

ABOUT SAP COMMERCE CLOUD

SAP Commerce Cloud is a proven commerce solution built mainly for large enterprises with advanced B2B, B2C, and B2B2C use cases. SAP Commerce Cloud can be customized to meet specific needs and manage even the most complex catalogs, products, and configurations for creating exceptional, hyper-personalized omnichannel experiences. The solution also comes with powerful and comprehensive B2B commerce capabilities.

“ Catchpoint, a LogicMonitor company, has a great team that goes beyond a business relationship. “If you need help, their professional services are a really helpful resource...they have a very deep business understanding.”

Martin Norato Auer, *Business Information Security Officer and Head of Trust Office at SAP Customer Experience*

ABOUT LOGICMONITOR

LogicMonitor® is the AI-first platform for Autonomous IT, enabling enterprises to operate complex digital systems with greater resilience, efficiency, and confidence. By unifying visibility from user to code across infrastructure, cloud, Internet, and digital experience, LogicMonitor delivers the intelligence required to anticipate issues, eliminate blind spots, and take action automatically. Powered by Edwin AI, LogicMonitor helps IT and business leaders reduce operational toil, protect revenue, and accelerate innovation in an increasingly complex digital world. For more information, visit www.logicmonitor.com and our blog, or follow us on LinkedIn, X, Facebook, and Youtube.



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