



RHONDOS

From Downtime to Uptime: How 3M Transformed SAP Performance with PowerConnect

3M

White Paper



Table of Contents

The Challenge: Keeping a Global SAP Landscape Running Smoothly	3
The Turning Point: PowerConnect for SAP	4
The Results: Measurable Impact at Scale	4
The Use Cases: Turning Data into Action	5
The Future: Continuous Improvement and Proactive SAP Intelligence	6

The Challenge: Keeping a Global SAP Landscape Running *Smoothly*

With over 40 SAP production systems across its global operations, 3M relies heavily on NetWeaver ABAP and Java products to power business transactions.

By 2018, this digital backbone was showing strain — frequent production issues and unexpected outages disrupted order fulfillment and eroded confidence across operations teams.

Despite using SAP Solution Manager, 3M was often surprised by system failures, unable to proactively detect or prevent performance degradation before it impacted core business processes.

These limitations translated to real business risk — unplanned downtime that disrupted customer orders, delayed shipments, and created costly “war room” firefighting cycles.



The Turning Point: PowerConnect for SAP

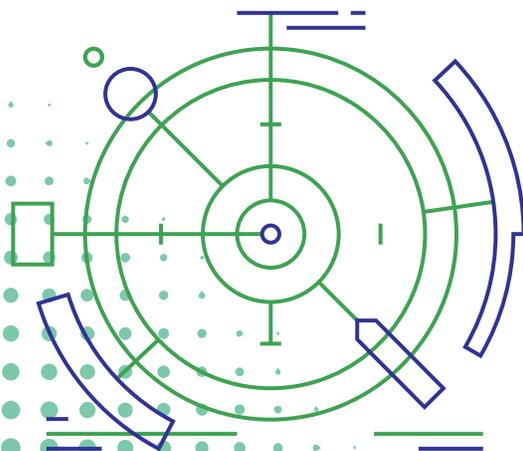
To shift from reactive troubleshooting to proactive insight, 3M turned to RHONDOS' PowerConnect for SAP, implementing over 150 use cases over two years.

PowerConnect enabled end-to-end monitoring, connecting SAP data with IT infrastructure telemetry and business process analytics to deliver real-time visibility and predictive alerting.

The result was a data-driven monitoring model that enabled 3M to see issues before users felt them, reducing the operational chaos that had previously plagued the enterprise.

Through the PowerConnect deployment, 3M achieved transformative improvements in SAP performance and reliability

While the total ROI is estimated at \$10 million annually, the most visible win was the shift from reactive system management to predictive resilience.



The Results: Measurable Impact at Scale



65% reduction
in unplanned
downtime



90% reduction
in Priority 1 and
Priority 2 incidents



75% reduction
in mean-time-to-
resolve (MTTR)
critical incidents



30–40 minutes earlier,
Performance
degradations were
detected



\$1M annual savings
by automating Level 1
BASIS support

The Use Cases: Turning Data into Action

3M's SAP monitoring strategy now covers critical business processes, ensuring that every transaction from pricing to delivery remains on track.



Outbound Delivery Process

Before: Missed OTIF (on-time-in-full) promises and multiple P1 disruptions.

After: End-to-end process flow monitoring in Splunk ITSI detects and alerts on slowdowns, preventing fulfillment delays.

E2E Pricing Call Performance

Before: Performance degradations on the e-commerce website led to abandoned carts and lost revenue.

After: RHONDOS implemented a correlated dashboard across ECC, PO, and Hybris systems with automated alerts when pricing calls slowed, routing incidents to the correct team within seconds.

Automated L1 BASIS Support

Before: 12 full-time resources and \$1M in external consulting costs per year.

After: Complete automation of L1 support, with context-rich alerts allowing L2 teams to act immediately, cutting cost and response time dramatically.

Database Locks

Before: 2 to 6-hour outages from single-instance ECC locks, requiring restarts.

After: Automated detection of long-held locks with correlation between application and database processes, enabling permanent remediation of underlying causes.

The Future: Continuous Improvement & Proactive *SAP Intelligence*

With predictive monitoring now embedded in operations, 3M has built a resilient, automated SAP ecosystem that keeps business processes and customer satisfaction running at peak performance. By connecting operational data, IT infrastructure, and SAP health insights, RHONDOS and PowerConnect have enabled 3M to transform performance monitoring from reactive to strategic, and have set the standard for enterprise-scale SAP reliability.

Your Journey Begins Today

