RHONDOS

Brewing Efficiency:

How Keurig Dr Pepper Unified SAP Monitoring with Splunk and PowerConnect

Keurig DrPepper

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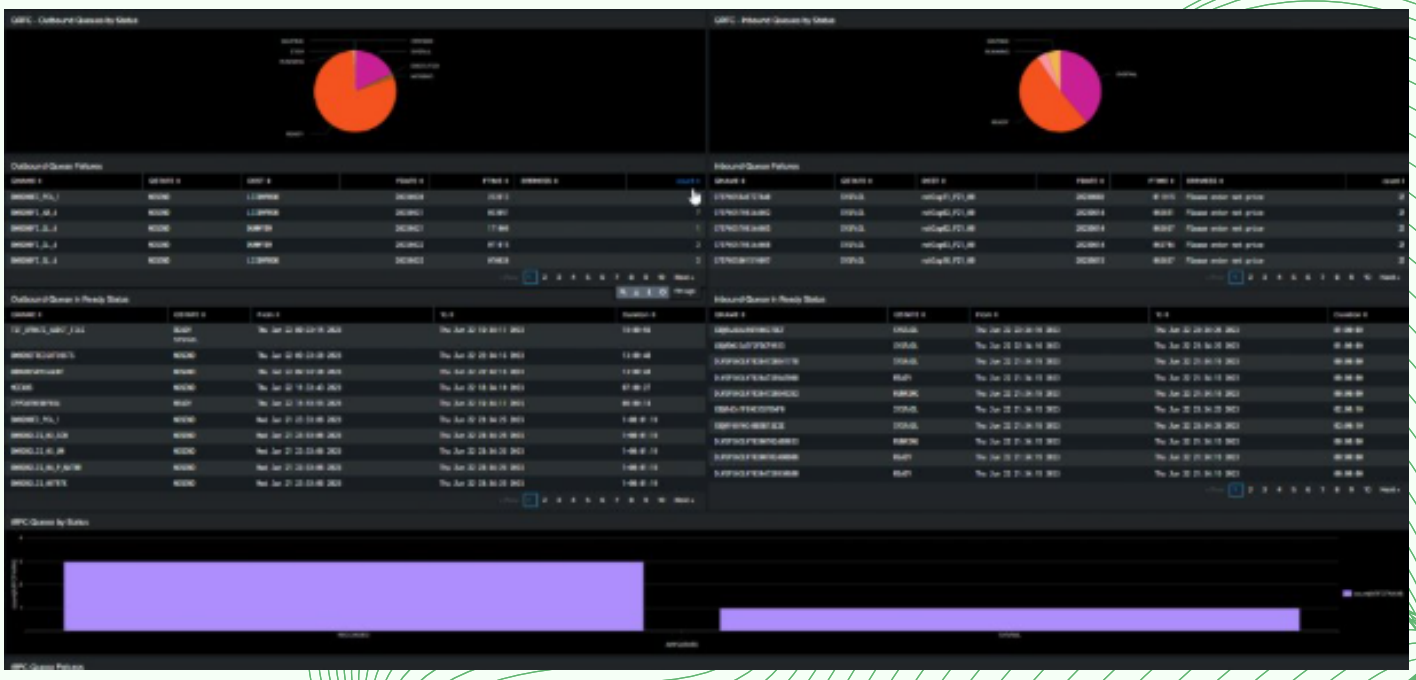
The Challenge: Uniting *Two* SAP Landscapes After a Merger

Following the merger of Keurig Green Mountain and Dr Pepper Snapple Group, the combined enterprise faced a massive integration challenge: Two distinct SAP environments, five ERP systems, and multiple operating systems and databases spread across on-premise and cloud infrastructures — each managed by different service providers.

The result was a fragmented monitoring ecosystem:

- Four managed service providers supporting separate data centers and tools
- Manual daily SAP health checks consuming 4 hours from two engineers
- No unified visibility into system health or performance trends
- Frequent critical incidents with poor root cause analysis (RCA) visibility
- Alert fatigue from redundant or false-positive notifications

The newly merged IT organization needed a single pane of glass — a unified, automated monitoring solution that could bridge disparate SAP systems, reduce noise, and streamline performance management.



The Turning Point: Migrating to Splunk with PowerConnect

Keurig Dr Pepper leadership established two clear objectives:

1. *Consolidate managed service providers and migrate all SAP systems to the Google Cloud Platform (GCP) within one year.*
2. *Automate SAP monitoring through real-time analytics and AI-driven visibility.*

Google Cloud

By March 2020, amid the challenges of the COVID-19 pandemic, Keurig Dr Pepper successfully migrated to GCP and launched its next phase — transforming SAP monitoring with Splunk and PowerConnect.

The transition to Splunk, paired with PowerConnect's SAP telemetry integration, enabled:

- Unified SAP monitoring: OS, network, and SAP logs in a single platform
- Near real-time visibility: Continuous tracking of performance and service health
- Automated incident management: Integrated with ServiceNow for ticketing and escalation
- Custom dashboards and KPIs: Visualized SAP application performance and iDoc flows
- AI-driven alert management: Reduced false positives and tuned thresholds dynamically

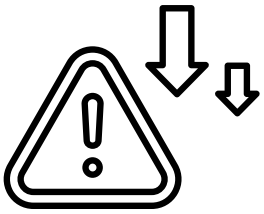
This consolidation replaced manual checks with predictive intelligence and established a sustainable, scalable foundation for enterprise SAP monitoring.

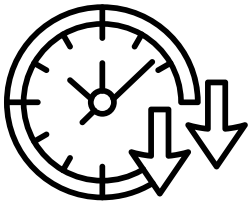
The Results:
From *Reactive to Predictive* Performance

The transformation produced dramatic results across both IT and business operations:

Operational Efficiency Gains

- 70% reduction in Mean Time to Resolution (MTTR) for SAP incidents
- 30% reduction in high-priority incident volume
- RCA investigation time reduced from days to near real-time



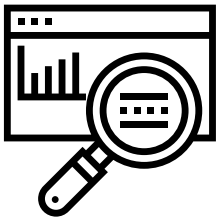


Downtime Eliminated

- Zero production losses in 2023 related to SAP downtime
- Maintenance window failures reduced to near zero — ensuring uninterrupted pod manufacturing and order fulfillment

Alert Fatigue and RCA Improvements

- Monthly SAP alerts reduced from 800 to under 300
- RCA service-level agreements (SLAs) improved by over 50%
- AI-driven alert tuning optimized noise suppression and response prioritization



Business Integration

- SAP iDoc monitoring now aligns with customer service workflows
- Order tracking and issue resolution occur before business impact
- SAP observability extended to MuleSoft, DSD, and other enterprise apps

The Use Cases:
AI-Driven Visibility in *Action*

Unified SAP Landscape Monitoring

PowerConnect integrates SAP logs with Splunk dashboards, allowing real-time correlation between infrastructure events and SAP transactions. This end-to-end view eliminated data silos and drastically improved RCA speed.

Automated Incident Response

ServiceNow integration auto-generates and prioritizes tickets, routing issues to the right teams. Engineers now resolve incidents hours faster, improving uptime and service consistency.

Predictive Alerting and Threshold Optimization

Machine learning dynamically adjusts alert thresholds based on system behavior, preventing false positives and catching anomalies early — from slow query performance to memory spikes.

Business-Aligned Monitoring

Through iDocs tracking, SAP operations now intersect with business metrics, allowing real-time order monitoring and proactive customer support during high-demand periods.

The Future: AI - Driven Resilience and Continuous *Optimization*

Looking ahead, Keurig Dr Pepper is expanding its SAP observability strategy to embrace predictive analytics, DevSecOps integration, and self-healing automation.

Key initiatives include:

- Adaptive alerting: ML-based prediction of potential failures before they occur
- Advanced RCA visualization: Splunk ITSI-driven dashboards showing live failure points
- AI-powered remediation: Automated workflows for error recovery and job restarts
- DevOps integration: Embedding AI-driven monitoring into agile release cycles
- Holistic system health assessment: Real-time tracking of dialog response, DB performance, and network latency

Through its partnership with RHONDOS and Splunk PowerConnect, Keurig Dr Pepper has brewed a new model of SAP monitoring — one that's intelligent, automated, and aligned with business outcomes.

> ***By unifying SAP monitoring with AI-driven analytics, we've eliminated downtime, cut resolution times by 70%, and built the foundation for continuous operational excellence.***

As Jason Nasse, SAP Operations Manager at Keurig Dr Pepper, shared at SAPinsider Las Vegas 2025

Your Journey Begins Today