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PowerConnect with dynatrace

Eaton partnered with SoftwareONE to implement a Proof of Concept (POC) demonstrating how PowerConnect for SAP, integrated with Dynatrace, provides real-time observability into SAP ECC and PO systems. The POC successfully validated that **Eaton can gain deep, correlated SAP telemetry, enabling faster root-cause analysis, proactive monitoring, and improved business process reliability.**

Business Challenges Addressed:

1. Limited visibility into SAP internals
2. Slow issue identification across distributed applications
3. Difficulty correlating performance issues to business impact

Orders with Business Errors

Order Error Distribution

- Order has delivery block.
- Purchase order 8888888888888888 already exists in Sale...
- Purchase order Stock Rotation already exists in Sales Order ...

Delivered Capabilities:

- PowerConnect fully installed on 1 ECC and 1 PO system
- ABAP and Java telemetry flowing into Dynatrace
- Business-critical interfaces monitored end-to-end
- Consolidated Order Acknowledgment dashboard
- Configurable metric filters and extractors aligned to Eaton's use cases
- Monitoring of payload details (IDocNum, OrderNum, ConfNum) for deep observability

Strategic Benefits for Future Expansion:

With the POC complete, Eaton now has a scalable blueprint for:

- Expanding observability across the full SAP landscape
- Automating business process monitoring
- Enabling predictive maintenance using Dynatrace Davis AI
- Strengthening cross-functional collaboration between SAP, infrastructure, and application teams
- Reducing operational risk across supply chain and manufacturing systems

Why PowerConnect + Dynatrace?

The POC demonstrated that integrating PowerConnect with Dynatrace significantly elevates Eaton's ability to monitor, troubleshoot, and optimize SAP systems. By correlating data across applications and surfacing business-critical insights, the solution empowers Eaton to reduce downtime, improve process efficiency, and drive proactive IT operations—all without custom code development.

Key POC Outcomes & Business Value

End-to-End Visibility of the Order Acknowledgement Process

Long mean time to detect and resolve

Real-Time Detection of SAP Interface Errors

Unified SAP Telemetry Through Dynatrace's AI Engine

Accelerated Implementation and Low Customer Effort

Accelerate SAP visibility, reduce issue resolution time, and gain end-to-end process observability.