



Do your SAP users suffer from poor performing and unreliable applications due to WAN related issues outside of your data-center?

Trust Akamai to boost worker productivity and your bottom line.



Want to know whether Akamai's Application Performance Solutions (APS) can help your enterprise with its SAP application strategy?

Ask yourself the following questions:

- Does your enterprise deliver Web-based SAP applications over the Internet using the NetWeaver® platform?
- Do your remote or mobile employees access mySAP™ Business Suite or other SAP applications using Citrix Presentation Server or SSL VPN?
- Does your enterprise deliver SAP applications to users outside of the LAN? If so, do those users suffer from poor productivity as a result of WAN related issues causing slow performing or unreliable access to their applications?
- Would you like to increase the global adoption of your SAP applications or custom portal project?
- Does your company's use of SAP include interaction with global supply partners or B2B eCommerce?

▶ **Akamai for SAP Acceleration:**

Since inception, Akamai's Application Performance Solutions have been helping global businesses accelerate their SAP applications over the Internet while also providing the added scalability, reliability and cost benefits associated with a managed service.

In a recent White Paper published by IDC, "Determining the Return on Investment of Web Application Acceleration Managed Services" the average annual benefit experienced by an organization using Akamai's Web Application Accelerator was \$42,831 per 100 users. Based *only on the cost reduction benefits*, the payback period from deploying the service averaged 1.8 months for the companies surveyed, yielding an average return on investment of 582%.



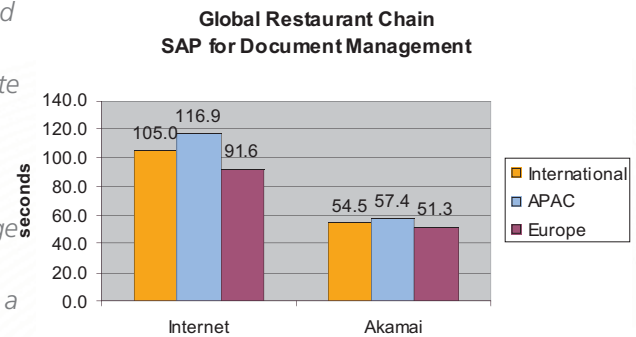
▶ SAP Examples with Akamai

While specific configuration and use conditions can vary greatly, the following examples are provided to show real examples of how Akamai can help businesses like yours improve the performance and availability of their SAP applications over the Internet. The tests reported within this document have been performed using real world Internet conditions to characterize real business transactions, as opposed to an environment where conditions can be simplified to demonstrate artificial gains.

Example: Global Restaurant Chain, SAP for Document Management **Problem—timely and reliable exchange of information to over 10,000 globally distributed franchises while centralizing IT infrastructure**

The need to simplify IT management and costs, combined with regulatory pressures, is driving enterprises to consolidate their servers to a smaller number of locations. At the same time, however, globalization trends often require businesses to expand on a global scale. Large global chains often need to centralize their document management system to a single location. Meanwhile, to perform

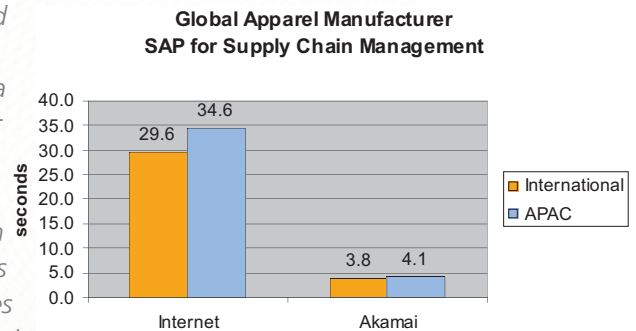
efficiently and grow business, new chains in globally distributed locations need to have the same access to documents as those close to the centralized server location. We have tested a 7-step transaction for a representative document collaboration process including a large file download. The average international improvement of this SAP transaction with Akamai was 93% when compared to the regular Internet.



Example: Global Apparel Manufacturer, SAP for Supply Chain Management **Problem—improving collaboration and the sharing of important design specifications with overseas supply-chain partners**

Business processes are being outsourced on a global scale to all areas of the world, including countries such as China and India. In addition to lowering labor costs, enterprises benefit from “follow-the-sun” manufacturing given the disparate time zones. Communication with supply chain partners across the globe is necessary to ensure the value-chain does not go disrupted. We have characterized

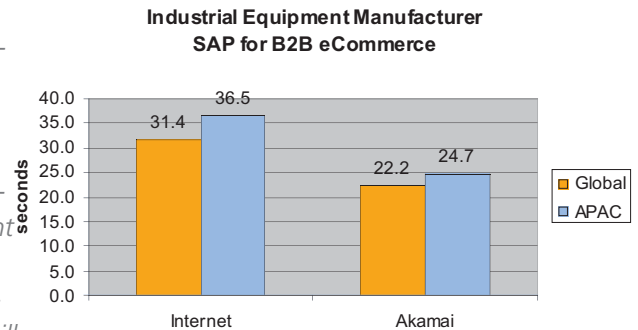
a 4-step transaction for a supply-chain management portal requiring the use of large file downloads containing company specific design instructions. Average global improvement of this SAP transaction with Akamai was 687% when compared to the regular Internet. As a result, global apparel manufacturers can improve the sharing of important design documents with overseas supply-chain partners while tightly managing inventory.



Example: Industrial Equipment Manufacturer, SAP for B2B eCommerce
Problem—migrating a global dealer network to an on-line Web portal to reduce operating costs and improve overall satisfaction

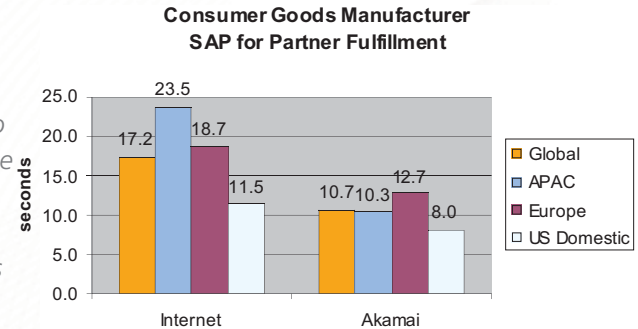
Manufacturing companies often rely on an extensive dealer network as their primary Sales channel. The use of a Web-portal allows such dealers to purchase products (B2B commerce), obtain new product information and receive the latest communications from the equipment manufacturer. Such a Web-portal must be high performing and reliable regardless of geography; otherwise, dealers will

default to using the telephone for their transactions and overall communications, resulting in much higher operational costs to the manufacturer and lower dealer satisfaction. We have characterized an 11-step order entry process for a B2B commerce transaction. Average global improvement of this transaction with Akamai was 41% when compared to the regular Internet. In addition, dealers in China can use the Web-portal when Akamai was enabled whereas the portal was essentially unusable with the regular Internet due to excessive login times.



Example: Consumer Goods Manufacturer, SAP for Partner Fulfillment
Problem—increasing repeat business and minimizing churn of its extensive partner network

Consumer goods manufacturers face heavy competition and often rely on an extensive partner network to help drive their products onto the shelves and into the hands of the consumer. Through use of a Web-portal, partners can place orders, track deliveries, review pricing, understand new promotions and access product information. The performance and availability of such a portal is critical as partners have many options as to which manufacturers they choose to do business with and the barrier to change is very low. We have characterized a 4-step transaction associated with order entry and document exchange. Average global improvement of this transaction with Akamai was 61% when compared to the regular Internet. Asia-Pac improvement for the same transaction was 128%. Also worth noting is the U.S. domestic improvement of 44%, showing Akamai application acceleration techniques also apply within a single geographic region.



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In addition to performance gains, use of Akamai's Web Application Accelerator can also improve the application availability of SAP for distributed end-users when compared to the Internet. This is accomplished with Akamai's fault tolerant platform and patent-pending route optimization techniques which dynamically steer traffic around problem spots on the Internet.

▶ Akamai Application Performance Services

Akamai currently has two service offerings within its evolving Application Performance Solutions (APS) line to improve the performance, availability and consistency of SAP applications delivered over the Internet:

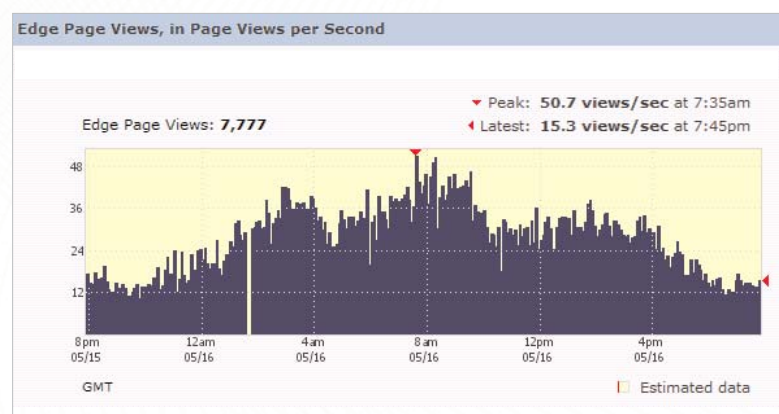
- (1) Web Application Accelerator—accelerates Web-based or “Webified” applications to employees, partners, and customers over the Internet. Application performance and reliability improvements are achieved through a variety of transport, route optimization and caching techniques. This managed service is highly scalable, provides on-demand capacity, and requires no additional IT infrastructure.
- (2) IP Application Accelerator—provides an optimized architecture for delivering all classes of applications to the extended enterprise, ensuring increased application performance and availability for remote wireline and wireless users. Client/server, desktop and virtualized applications delivered by any protocol running over IP, such as SSL, IPSec, UDP and Citrix ICA will benefit from IP Application Accelerator.

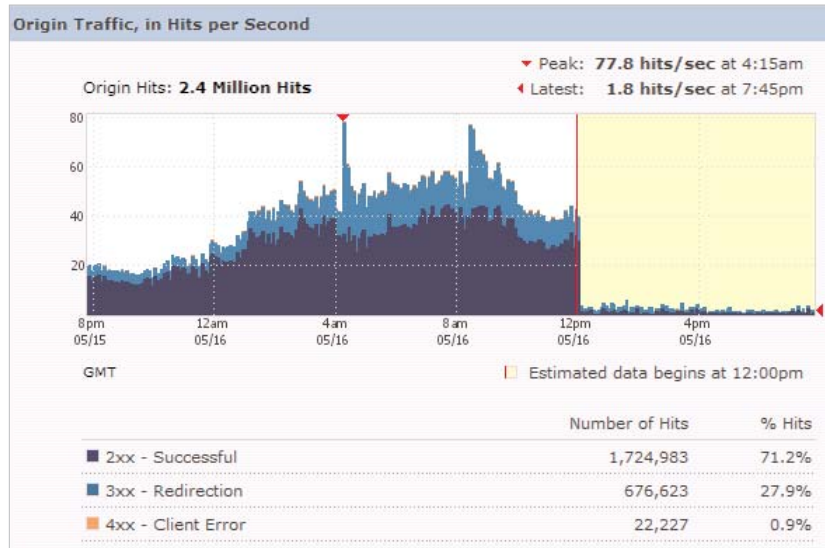
Unlike traditional hardware appliance approaches, Akamai solutions extend beyond the data-center to address “middle-mile” performance and reliability bottlenecks such as Internet congestion and service provider peering issues while also providing the usual “first-mile” bandwidth and protocol optimization techniques. The end result is improved end-to-end application performance along with superior availability for SAP applications delivered over the Internet.

Akamai Application Performance Solutions are backed by a service level agreement (SLA) guaranteeing a minimum performance improvement. Specific customer use scenarios often surpass the performance gains promised by the SLA. As a result, enterprises can feel comfortable deploying Akamai’s application acceleration services to improve the global delivery of their business critical SAP applications without the tedious process of installing, configuring and testing solutions.

▶ Akamai EdgeControl

The Akamai EdgeControl Management Portal provides a convenient Web-based portal interface with advanced reporting capabilities for customers to monitor and customize their services. For example, application & user intelligence reporting within Web Application Accelerator includes the following: page views per second, dynamic route optimization, error codes, URL distribution, traffic handling (hits/sec), detailed content/visitor information and an SLA monitoring tool.





Search URLs

Search for:

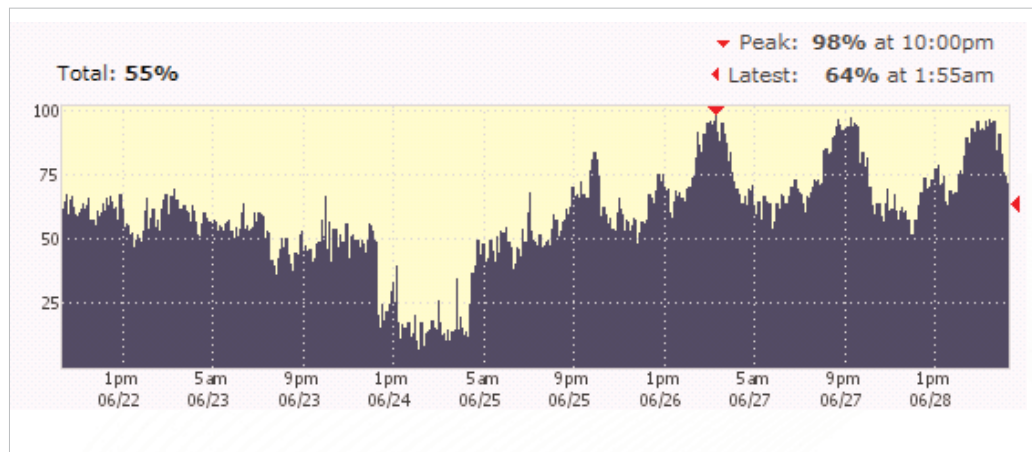
Top 10 URLs [View More Details in New Window](#)

URL	Ok Volume	Ok Hits
origin-img.singaporeair.com/saa/css/singair_2_0.css	4,388 MB	58,772
origin-img.singaporeair.com/saa/css/singair_2_0.css	4,162 MB	155,687
origin-img.singaporeair.com/saa/en_UK/Pricing/FlightResults.jsp	2,649 MB	30,142
origin-img.singaporeair.com/saa/en_UK/	1,361 MB	17,209
origin-img.singaporeair.com/saa/PricingQueueServlet	1,162 MB	64,498
origin-img.singaporeair.com/saa/en_UK/images/homepage/home_01.jpg	1,051 MB	54,340
origin-img.singaporeair.com/saa/css/singair_2_0.css	980 MB	40,417
origin-img.singaporeair.com/saa/js/singair_2_0.js	901 MB	93,030
origin-img.singaporeair.com/saa/en_UK/Account/kfHome.jsp	846 MB	9,524
origin-img.singaporeair.com/saa/en_UK/images/homepage/Moscow.jpg	656 MB	14,881

Example application and user intelligence reports provided to customers within Akamai's Edge Control Management Center. These advanced reports are provided free of charge as part of the Web Application Accelerator managed service.

Want to learn more about Akamai APS? Product specifications, customer case studies, white papers, application performance examples, technology podcasts and more can be found at Akamai's APS Web page: www.akamai.com/aps

For the following example, the optimized route as determined by Akamai was used over 50% of the time (peak of 98%) as opposed to the default route determined by the Internet and border gateway protocol (BGP) rule-set. Akamai “steers” traffic around Internet problem spots not only increase application performance, but to also improve application availability. It is not only sufficient that the application server itself is designed for reliability. Careful measures must be taken to ensure user requests can actually get from the client to the application server.



► Akamai's Involvement with SAP

Akamai Technologies is teaming with SAP as a founding member of their Enterprise Service Community (ESC). The ESC is aimed at fostering communication and information-sharing among infrastructure solution providers, such as Akamai, with a goal of improving the performance, reliability and consistency of SAP applications.

About SAP

SAP is the world's largest inter-enterprise software company and the third-largest software provider overall. Over 12 million people use SAP with in-excess of 100,000 installations.

mySAP Business Suite is the world's most comprehensive family of adaptive business applications, providing best-of-breed functionality built for complete integration, industry-specific functionality, unlimited scalability and easy collaboration over the Internet.

Individually, mySAP Business Suite applications help manage most critical business processes including mySAP Customer Relationship Management (CRM), mySAP Enterprise Resource Planning (ERP), mySAP Product Lifecycle Management (PLM), mySAP Supply Chain Management (SCM) and mySAP Supplier Relationship Management (SRM). Together, they form a tightly integrated suite to add value to every organizational aspect including external value chain. mySAP™ Business Suite applications are based on the SAP NetWeaver platform, an integration and application platform which reduces total cost of ownership across the entire IT landscape and supports evolution to a service oriented architecture (SOA).

About Akamai

Akamai® is the leading global service provider for accelerating content and business processes online. Thousands of organizations have formed trusted relationships with Akamai, improving their revenue and reducing costs by maximizing the performance of their online businesses.

Leveraging the Akamai Edge Network, these organizations gain business advantage today, and have the foundation for the emerging Internet solutions of tomorrow. Akamai is “The Trusted Choice for Online Business.” For more information, visit www.akamai.com.



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