

Cloud ERP: Observability and Control Through the Cloud Transition

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Key Outcomes and Objectives

1. Why **hybrid environments are the new normal** - and what that means for day-to-day operations
1. **How leading companies are tackling** security, system performance, and cloud cost visibility
1. **What successful teams are doing** to stay in control - without relying on a perfect future-state architecture

Why we're here

Companies that use SAP **struggle with having to run their current business operations while also trying to get ahead** of competitive threats, innovate faster, and move everything to the cloud.

With all this escalating complexity, it can feel like a **daily battle to maintain control** of your systems while moving the business forward.

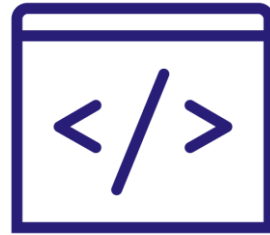




What has really changed?



More cloud products, integrations and complexity



Movement of code out of the core to other platforms

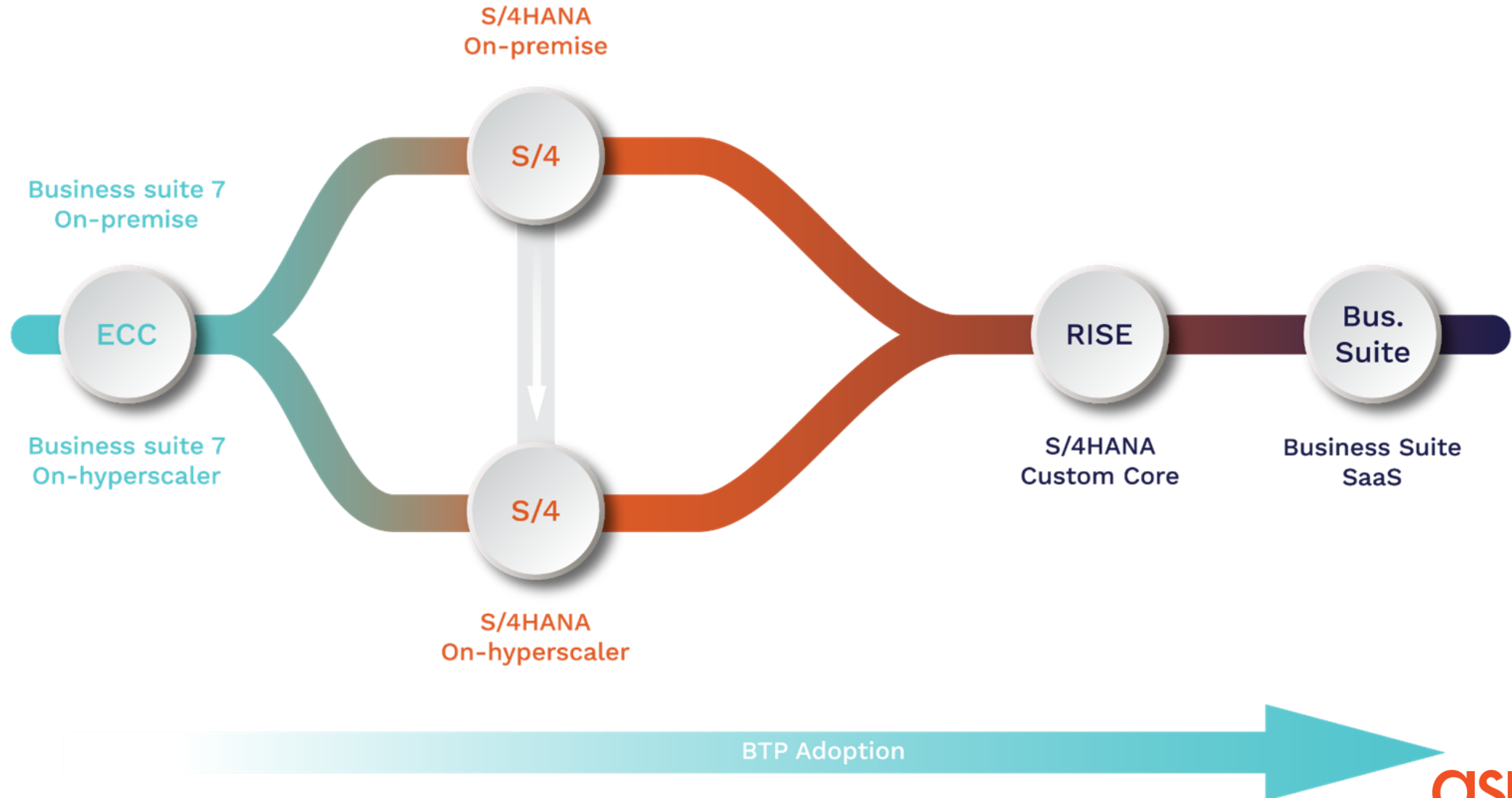


Increased complexity with more teams involved



An increasingly complex battle for control

SAP customers are on a journey



How the journey changes your SAP operations



Business Suite 7
On-premises / Hyperscaler



Business Suite 7
On-premises / Hyperscaler



S/4HANA
Custom Core / Clean Core



SaaS

-  System Ops
-  Security Ops
-  Financial Ops

Operational challenges in a hybrid SAP world

Common requirements and considerations for enterprise customers



SecOps (Security Ops)

Staying compliant across on-prem and cloud system



SysOps (System Ops)

Keeping control in long-term hybrid SAP landscapes



FinOps (Financial Ops)

Avoiding cloud cost surprises with better visibility

Key Considerations

- Visibility is the key to reliable compliance
- Hybrid isn't going away - observability must span the stack
- You can't optimize cloud spend if you can't see it in real-time



SecOps: Howdens

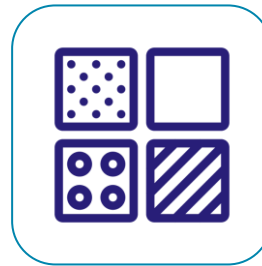
Customer Story #1 – Observability in Action (Security & Audits)

Customer Story

Howdens is operating a hybrid SAP environment and using Avantra for:

- A smoother transition to RISE with SAP
- Maintaining **instant audit readiness**
- Retaining control over the end to end business landscape

Solution Requirements



Hybrid Cloud
Visibility



Proactive Risk
Detection



Audit-Readiness

Observability Challenges

- Security events were siloed - hard to trace across RISE, on-prem & BTP
- Compliance teams struggled to gather unified data during audit reviews
- Lack of visibility for complex hybrid monitoring use cases





SysOps: Scotts Miracle-Gro

Customer Story #2 – End-to-End System Operations (Reducing risk)



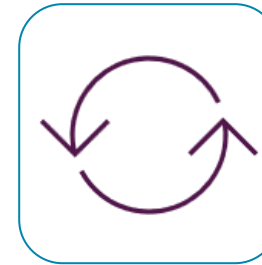
Customer Story

Manual processes during SAP modernization created bottlenecks that delayed refreshes, increased support tickets, and overwhelmed IT teams. This significantly impacted project timelines and migration readiness. The operations teams could not keep up with the business.

Solution Requirements



Automated System Refreshes



Integrated Incident Management



Operational Load Reduction

SAP Operations Challenges

- Reduced system refreshes from 3 days to 2 hours per system— performed weekly across the landscape
- Bi-directional integration with ServiceNow eliminated ticket noise and streamlined issue resolution
- Lowered SAP support tickets by 479 per month across 10 landscapes — freeing teams for strategic work





FinOps: Absoft

Customer Story #3 – Controlling Cloud Costs (FinOps)



Customer Story

Looking to adopt SAP BTP services rapidly. As workloads shifted to the cloud, costs ballooned due to always-on services, idle compute, and lack of cost visibility. Finance and operations teams had no idea where the spend was coming from — until the monthly invoice landed.

Solution Requirements



Real-Time Usage
Visibility



Reduced Costs
through Automation

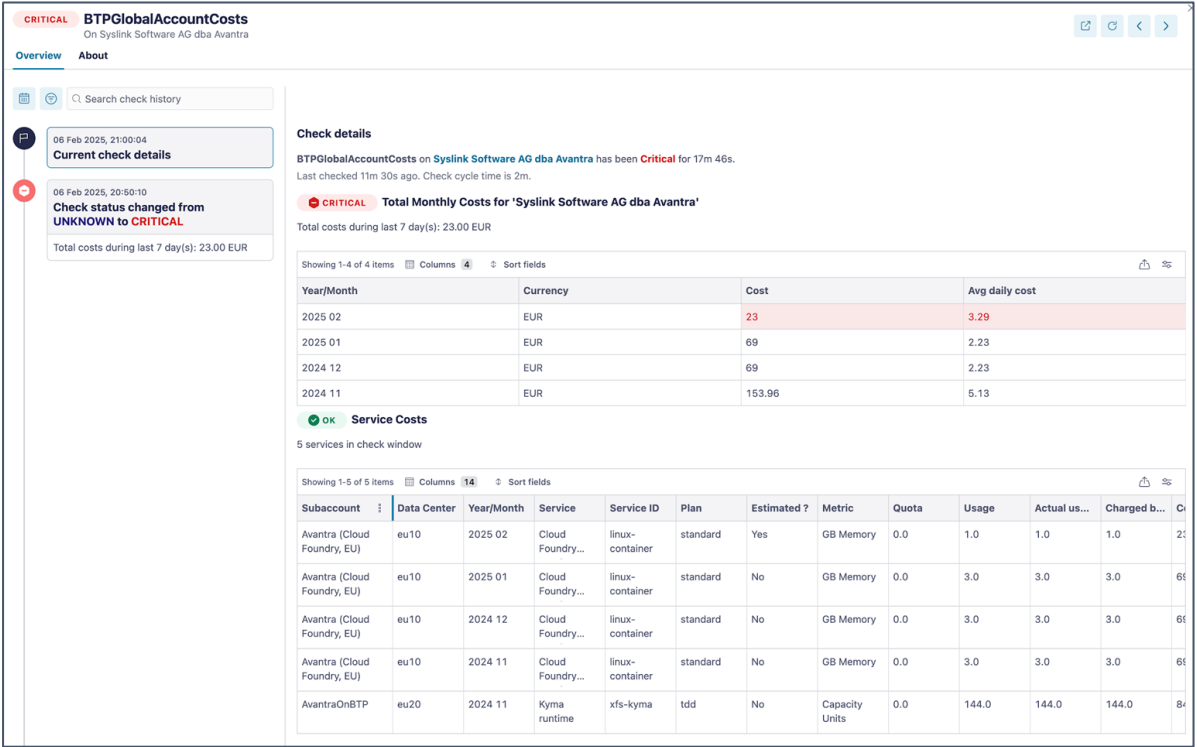


Business Context for
Spend

Observability Challenges

- Services spun up for testing or pilots were never shut down.
- Teams couldn't see spend until the billing cycle ended.
- Finance couldn't tie usage to projects or outcomes.

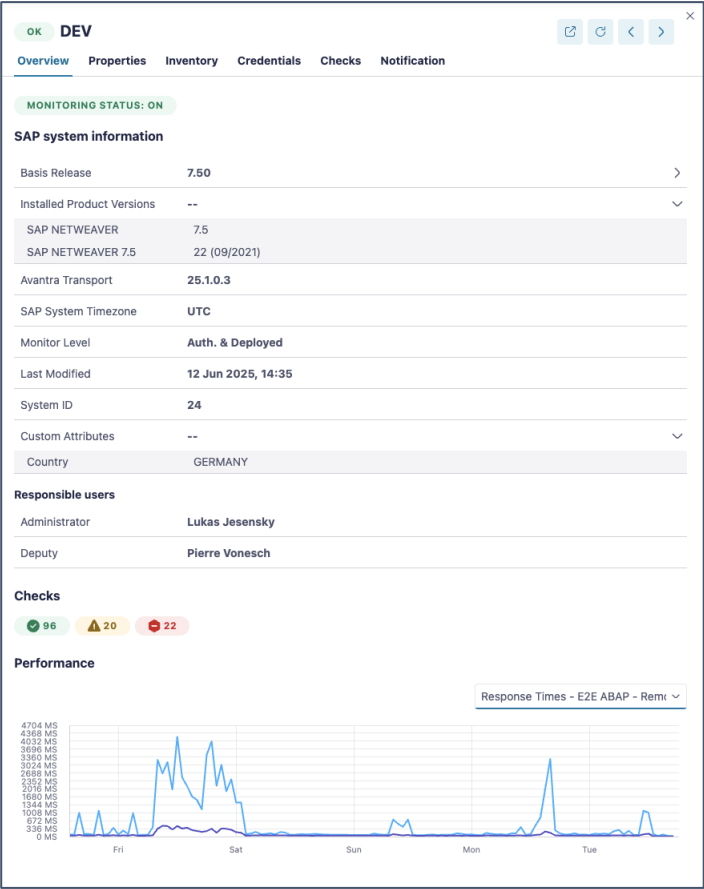
Monitoring / Observability across your hybrid world



Full visibility into BTP resource and spend out of the box (set your own thresholds)

- Servers
- SAP Systems
- SAP Instances
- Databases
- SAP Business Objects
- SAP BTP Global Accounts
- SAP BTP Subaccount
- SAP BTP CF Application
- Cloud Services

Supporting not just SAP



Completely understand your systems and sync to ServiceNow

Automate any repetitive task

Automate across systems, versions, and environments

Patch Console

Export

Share

Edit

Monitoring

Automation

Start/Stop

Systems

DEV

Command

Start SAP System

Execute

Automation workflow

→

Workflow automation

Install Patches

Variant: ST-PI

Execute

Workflow automation

System Refresh

Variant: PRD_to_PRS

Execute

Performances

Charts

DEV - Number of Concurrent Users

Charts

DEV - HANA: Tenant Peak Memory

Put automation execution in the hands of the right people with ease

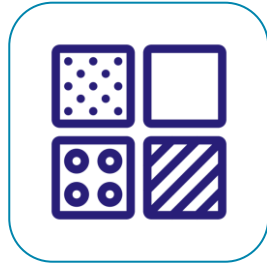
Add-in name
Debian based OS Patching
RHEL OS Patching
SUSE / OpenSUSE OS Patching
ASE Backup/Restore
Hana Backup/Restore
HANA Update
Oracle Backup/Restore
Avantra Global Functions
SAP Profile and parameter maintenance
SAP Client Administration (SCC4)
System Change Option Global Setting Update
SAP Certificates import/renewal
SAP HostAgent update
SAP Jobs Administration (via XBP)
SAP Notes Implementation
SAP System Refresh
SAP Import Transport(s)
Deactivate/activate instance for RFC server groups (RZ12)
Collect and send response time from ST03N → Response Time Distribution
Client Maintenance (Legacy tools)
SAP ABAP Patch Update
User administration
Create SAP System message (SM02)
Generate SAP ABAP PFCG roles
SAP RFC Maintenance (SM59)

Some of the out of the box automations

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How Leading Teams Stay in Control

Operational clarity across all your SAP landscapes.



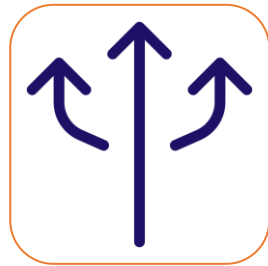
Hybrid Cloud
Visibility



Proactive
Risk Detection



Secure
by default



Performance
Across All Systems



End-to-End
Automation



Proactive Ops, Not
Reactive Firefighting



Real-Time Usage
Visibility



Real-Time Cost
Visibility



Enabling audit
readiness



What are we trying to achieve?



Full visibility
across your
hybrid world



End to end
automation to
give you control
over what matters



Time to innovate
and move the
business forward

Now You're *Really* Running!

Questions?

For questions after this session, contact me at brenton@avantra.com

Thank you.