CASE STUDY

Israel's Largest Food Company Improves Monitoring Reliability and Employee Productivity by Migrating SAP Systems to Avantra

Simplified maintenance and proactive alerts allow SAP Basis team to save more than 10 hours weekly

With a portfolio of five multinational companies, Strauss Group is the largest food distributor in Israel. The organization collaborates with major brands such as Danone, Pepsico, and Virgin to market everything from coffee to chocolate to dairy products in 22 countries. The company generated approximately $2.8 billion in revenue in 2015.

- More than 90 SAP systems, 20 of which are production systems

- Windows® OS and Oracle® DB on VMWare virtual machines

- SAP ECC, BI, PI, SRM, CRM, SCM, EWM, BO, Portal, HANA and BIA

- Interfaces to vendors and financial institutions based primarily on SAP PI

Every day, thousands of SAP users in Israel, Europe and the United States access Strauss systems, spread across Strauss' data centers throughout Israel.

EXECUTIVE SUMMARY

CUSTOMER NAME:
Strauss Group

INDUSTRY:
Food products

REVENUE:
€ 2.8 Billion

ORGANIZATION SIZE::
13,000 employees

BUSINESS CHALLENGE:
- Large distributed complex SAP landscape
- Solution Manager send too many unclear notifications
- Couldn't guarantee the performance of new monitoring configuration

SOLUTION:
Syslink Xandria business processes and technical monitoring

BUSINESS VALUE:
- Single day implementation, operation in less than 2 weeks
- Complete visibility using centralized dashboard showing all critical conditions and system warnings.
- False alerts have reduced significantly
- Reduce 25% of time allocated to system management

SAP SOLUTION MANAGER CREATES RELIABILITY AND EFFICIENCY ROADBLOCKS

For more than six years, Strauss Group's SAP Basis team used SAP Solution Manager 7.01 to monitor its enterprise systems. According to the team's manager Alon Senderovitz, this configuration made administration and monitoring extremely difficult due to the complexity of the company's distributed computing requirements. Adding new systems was even more challenging, since monitoring scheme replication required hours of tedious, error-prone, time-devouring administrative work.

Moreover, administrators had no way to guarantee that a new monitoring configuration would work as expected. Senderovitz knew he needed a new deployment management system, but installing a new SAP Solution Manager 7.1 instance only made things worse.

Senderovitz's team was facing several complex problems:

• They knew that migrating the existing monitoring configuration to the new system was not an option given their current resources and time constraints.

• They feared that every single Solution Manager upgrade would produceoverall system instability and several other negative side effects.

• The SAP Solution Manager already had several implementations bolted onto it, including Central User Administration, Central Customizing and Business Process Change Analyzer, further complicating new instance provisioning.

• In many cases, the alerts sent out by the Solution Manager system were so cryptic and difficult to understand that administrators were unsure howthey should react to them.

The SAP Basis team's evaluation process involved comparing Avantra against alternatives that included a BMC® management interface and an internally developed solution. Strauss Group chose Avantra after a proof-of-concept by a local Avantra partner and a reference visit to Migros, Switzerland's largest retailer and a Avantra client.

The decision was based on ease of adding new systems and applying existing configurations, as well as the ability to update monitoring agents without system downtime. The solution's pre-configured monitoring sets also fit precisely to the team's needs..

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>
> **Alon Senderovitz,**
> **Strauss Group**

STREAMLINED SETUP AND MANAGEMENT DRIVES IMPROVED PERFORMANCE

It took just a single day before Avantra was operational, and only two weeks before it was fully implemented and managing the complete SAP product landscape.

"We were amazed by the simplicity of the system, how easy it was to add new monitored objects and to set up instant notifications," says Senderovitz. "Learning how to use Avantra was incredibly easy, in part because the product documentation is so good."

The SAP Basis team operates Avantra via a centralized dashboard showing all critical conditions and system warnings. The system forwards the most important alerts by email and text message to individual team members. Alerts from SAP job monitoring, locked users and other alerts go directly to the corresponding departments such as finance, sales or human resources. A subset of alerts also goes to the local eyeShare installation, triggering further action based on pre-defined rules.

All in all, the SAP Basis team now fully relies on its SAP monitoring solution. False alerts have reduced significantly, and the new simplified maintenance interface gives the team added time and resources for more strategic projects.

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