



AVANTRA

PRODUCT OVERVIEW

What is Avantra?

Avantra is the industry-leading AI Operations platform for SAP, helping companies transform into a self-healing enterprise. We help SAP customers to improve business experience, performance and compliance, focus valuable resources on digital transformation and reduce operational cost.

Avantra delivers a unified platform, whether on-premises, in the cloud, SaaS or hybrid, for both Build and Run operations.

Founded in Switzerland in 2000 with a global presence, Enterprises and Managed Service Providers trust Avantra to provide them unmatched intelligence and insight into their landscape health.



Avantra's full stack automation platform allows businesses to dramatically reduce manual effort as well as resources by automating repetitive activities like monitoring, reporting, audit, security and updates.



Our industry leading landscape insights integrate with our notification engine and ServiceNow for workflows.



Avantra provides transparency across the complete business landscape including security, audit, issues and updates via notifications, dashboards and SLA reports.



Full-Stack Automation

Avantra frees up IT operational resources by suggesting and automating best practice SAP management and enforcing compliance across the entire SAP stack. This kind of automation reduces the amount of manual work required to manage complex SAP systems by empowering people to focus on quick identification and resolution of issues.

Monitoring Automation

Avantra automates daily SAP system checks, both standard and customized, to free up valuable time and resources. Once installed on a server, Avantra automatically identifies the individual SAP system elements, regardless of version or type. Avantra then automatically applies industry-recognized best practice basis monitoring checks and thresholds throughout the system. In addition to over 160 out-of-the-box automated checks, Avantra can create and deploy highly specific customized checks and auto-deploy to match a set of intelligent resolution and escalation rules.

Start/Stop Automation

Name	Status	Age	System	Type	Customer	Last Checked	System Role	Confirmed By
UserManagementSegregation	❌	8h 9m	RIE_BWP	🟢	Riesling	8h 9m	Production	
HDB_Alerts	✅	4d 23h	RIE_BWP	🟢	Riesling	8h 23m	Production	User Administrator
HDB_MemoryPhysical	⚠️	4d 23h	RIE_BWP	🟢	Riesling	8h 18m	Production	
HANA_Configuration_MiniChecks_2.00.00	✅	8h 9m	RIE_MED	🟢	Riesling	8h 9m	Development	Test User
ABAPUserSAPStartsLocked	🟢	8h 10m	RIE_BWP	🟢	Riesling	8h 10m	Production	
BCS_OutboundErrStat	🟢	4d 23h	RIE_BWP	🟢	Riesling	8h 18m	Production	

Avantra's automation workflow engine allows for automated starting and stopping of landscapes from SAP applications servers to databases and right through to cloud virtual machines in a graceful way. SAP was not designed to run in a flexible and dynamic cloud environment. With Avantra, your cloud will automatically and dynamically scale based on performance metrics to meet the fluid demands of your system.

Avantra will dynamically and automatically allocate cloud resources based on your SAP system's performance. This level of automation reduces the burden of system maintenance by simplifying cloud deployments and streamlining cloud management.



System Hardening

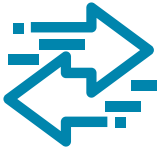
With Avantra system hardening, your system stays locked down so people can't mistakenly or maliciously change it without the appropriate permissions. Real-time alerts and alert escalations notify the correct channels to promptly investigate any abnormal access attempts. Avantra also offers comprehensive point-in-time reporting for audit compliance.

Best Practice Automation

Avantra automatically discovers and identifies all of your system elements and assigns relevant industry best practices. This means monitoring alerts are tailored to the exact OS, DB, and SAP components of your system. Applying best practice monitors ensures consistency across all of your SAP systems. Over 20 years of experience has allowed us to develop a library of best practice automation to greatly increase the capabilities of your IT staff, you no longer have to rely solely on their internal technical expertise and knowledge. Avantra does not require you to act, instead it adapts to your specific release and patch level.

Rapid Installation

No project, no consultants no six-month or six-figure engagements. Avantra takes less than a day to install. Our rapid installation is so straightforward that customers can independently execute it without our involvement and because of this, Avantra's total cost of ownership is significantly reduced compared to other products.



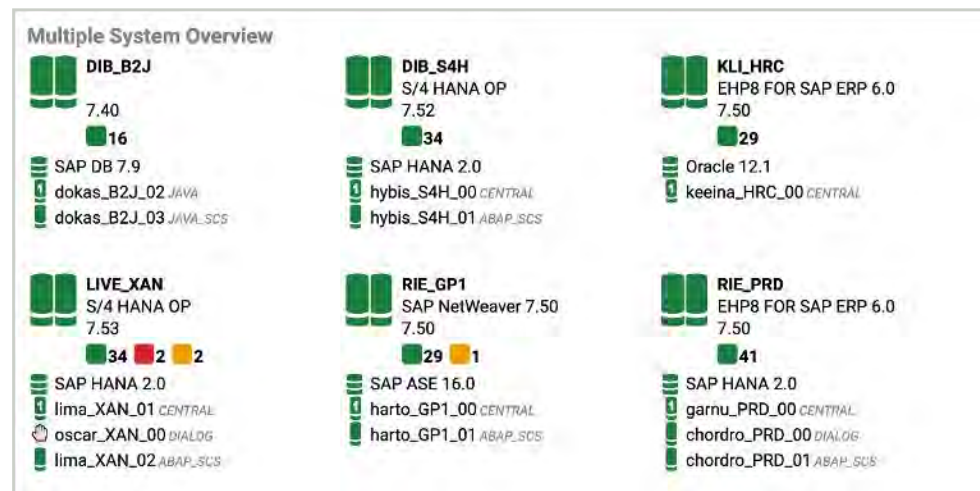
Actionable Insights

Avantra is much more than just SAP automation, it automates resolutions and provides insights that your team can instantly use and act on. Avantra detects anomalies across complex SAP landscapes as well as cloud based SaaS services in a manner unrivalled in the SAP landscape management space.

Intelligent Alerts

Avantra's algorithms pre-emptively identify when alerts will reach their critical condition. Alerts can be customized and configured to fit your environment. For instance, Avantra alerts the proper people when a long-running job causes a tablespace to fill up in two hours. By combining multiple alerts, such as CPU spikes, batch job delays, and SQL queries returning faulty results, Avantra's intelligent alerts eliminate the noise of inconsequential and time-consuming alerts. Early detection from intelligent alerts gives IT staff ample time to proactively solve critical incidents before severe system downtime or damage.

Intelligent Root-Cause Discovery



Intelligent monitoring and analysis enables Avantra to quickly identify the root cause of issues that adversely affect dozens of landscape components. Avantra understands the sources of faulty critical condition alerts triggered by non-urgent issues and corrects their critical assessment. These seemingly critical condition alerts can debilitate many co-dependent system elements if left untreated. Avantra provides instant root-cause analysis for common failures to help accelerate issue resolution time.



Resource Forecasting

Based on predictive analysis of prior landscape-wide resource utilization, Avantra can forecast exactly when your landscape will require increased resources. Avantra's advanced and unique resource forecasting capabilities allow organizations to properly schedule and manage resource consumption. Systematic resource forecasting helps to accurately construct and adhere to budgets.

Status	Name	Customer	System Role	Used Space	Predicted Space	Pred. Growth	Pred. Growth %	Info
	TOTAL			1.55 TB	↑ 1.62 TB	↑ 68.01 GB	↑ 4.28 %	
■	RIE_SPA	Riesling	Production	74.28 GB	↑ 92.92 GB	↑ 18.63 GB	↑ 25.08 %	
■	KLL_HRP	Klingon Industries	Production	193.05 GB	↑ 215.06 GB	↑ 22.01 GB	↑ 11.4 %	
■	RIE_SPJ	Riesling	Production	6.93 GB	↑ 7.61 GB	↑ 691.01 MB	↑ 9.73 %	
■	KLL_GTP	Klingon Industries	Production	53.31 GB	↑ 55.55 GB	↑ 2.24 GB	↑ 4.21 %	
■	KLL_P01	Klingon Industries	Production	825.46 GB	↑ 847.07 GB	↑ 21.61 GB	↑ 2.62 %	
■	RIE_LTP	Riesling	Production	106.26 GB	↑ 108.81 GB	↑ 2.55 GB	↑ 2.4 %	
■	KLL_P02	Klingon Industries	Production	2.91 GB	↑ 2.95 GB	↑ 45.87 MB	↑ 1.54 %	
■	COM_P01	Comcenter	Production	327.07 GB	327.32 GB	255.35 MB	0.08 %	

Audit and Governance

Avantra safeguards organizations with robust audit and governance capabilities. Avantra automatically tracks and documents the most important changes to the system. Readily available and accurate information about system changes makes audits much less time-consuming. Reports can be tailored to auditing requirements to prove that a system was in a given state of the reported period.

Agent-Based

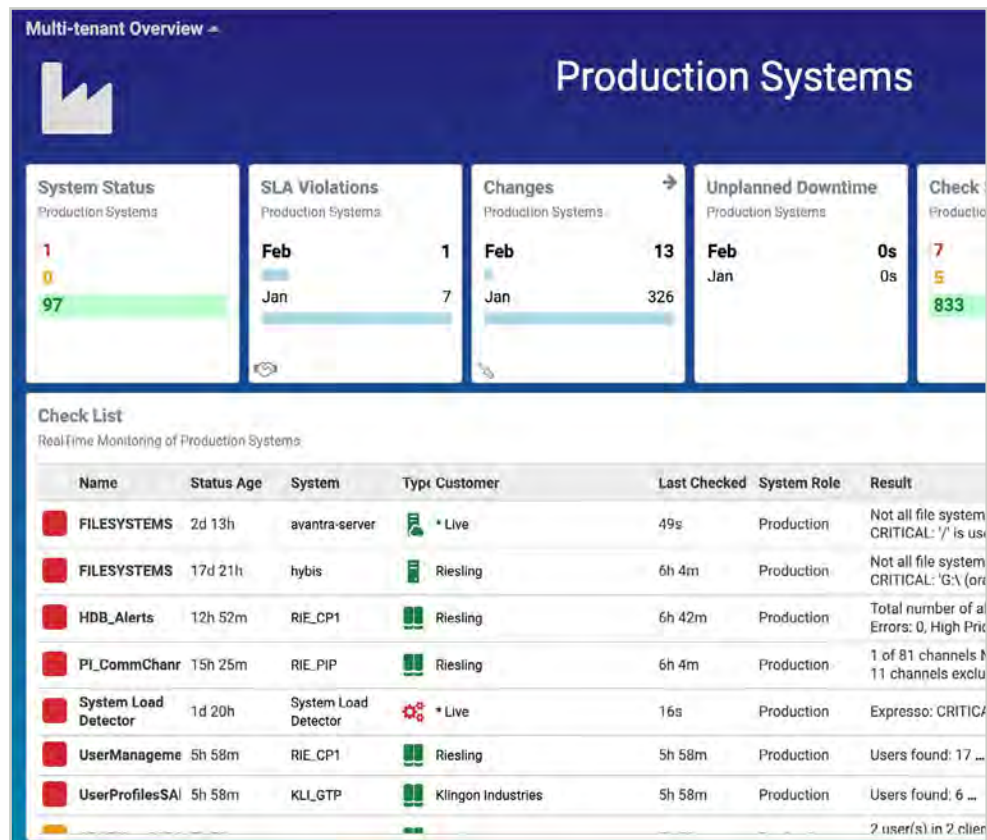
Avantra relies on a wealth of information conveyed to its master server via an agent that covers OS, database, and SAP application monitoring. In contrast to agentless solutions, Avantra provides superior visibility into system performance due to information sourced from its on-server agents. As an agent-based solution, Avantra prevents information gaps that agentless solutions would normally suffer from during disruptions to system connectivity, system maintenance or upgrades.

For more complex landscapes or where security controls prevent agent deployment, Avantra can also utilize a remote agent setup, an additional element of our SaaS and web service monitoring features.



Operational Transparency

Avantra delivers complete transparency to SAP landscape performance and health by using real-time dashboards, automated reporting, and integrations to service management systems.



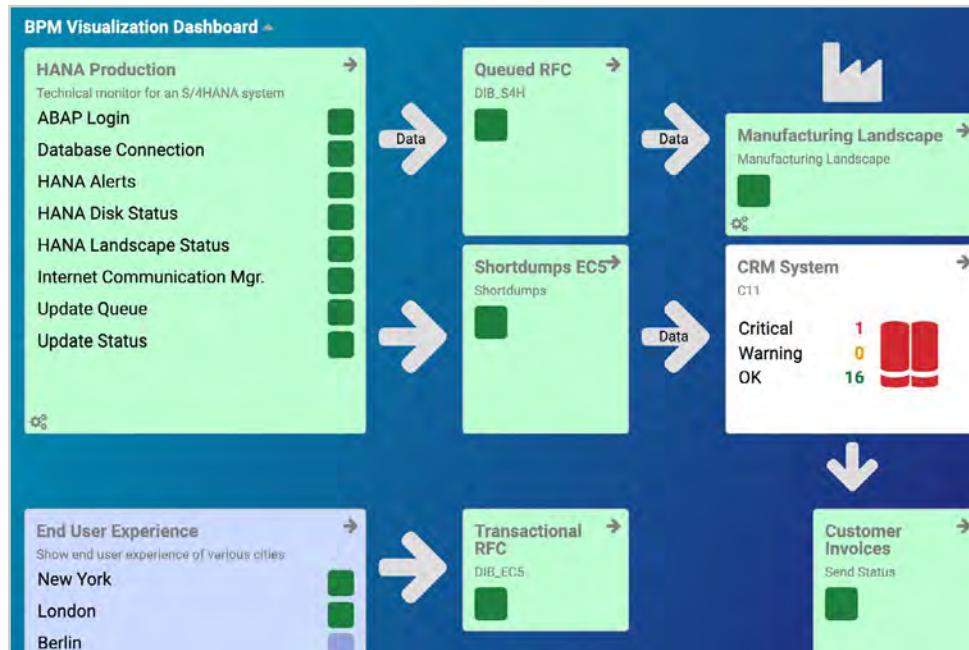
Interactive Dashboards

Avantra's dashboards provide customers with complete transparency of performance metrics for every element across entire SAP landscapes. These customizable dashboards offer real-time insights to key stakeholders throughout the organization. Dashboards provide executives with insights into overall system health and supply IT staff with accurate intelligence to nimbly mitigate issues and enhance system performance.



Business Process Monitoring

Avantra provides visualization and flow information about how each systems elements are interacting within the overarching business process. Business process monitoring enables IT staff to understand which system component is causing a business process to deviate. Seamlessly connected to the dashboards, business process monitoring produces a portable picture of an organization's comprehensive logical business rules.



Notification Escalation

Avantra enables the design of system alert notifications so that they're distributed throughout the organization via an escalation process and path. Notification escalation ensures that the correct people are receiving the correct alert at the correct time. So tasks are performed and issues resolved efficiently. Avantra has an open API that enables it to easily integrate with other IT monitoring platforms, in addition to native integration with ServiceNow. This means the amount of alert noise communicated to entire teams can be markedly reduced.

Automated Reporting

Avantra provides custom templates that enable the construction of reports (e.g. SLA reports), which automatically communicate insights derived from common system performance statistics. Customizable in content and brand identity, Avantra's automated reporting frees up valuable time and resources as IT staff no longer need to regularly and tediously create SLA reports from scratch.

Technical Specifications

Full-Stack Automation	Actionable Insights	Operational Transparency
Best practice daily and real-time monitoring automation	Intelligent alerts	Interactive dashboards for on-premise, cloud, and hybrid systems
Cloud automation auto-scaling, sync, and performance	Instant root-cause identification	Business process monitoring and visualization
System hardening, security, and compliance monitoring	Predictive resource planning and analysis	Notification escalation
Automated system/sub-system start/stop	Audit and governance	Automated customizable and private labeled reporting
Configuration changes tracking automation	Early anomaly detection with automated resolution	Native 3rd party service systems integration

Avantra Master System Requirements

- All major Linux distributions on Intel x86_64 architecture with PostgreSQL 9.6 64-bit
- Microsoft Windows® Server 2012/2012 R2, 2016 with Microsoft SQL Server 2012 or higher (US English Language Version)
- Amazon Machine Image and CloudFormation Deployment available

Avantra has been designed with ease of deployment in mind throughout. We do not believe in lengthy deployment projects or costly consultants to deploy and maintain Avantra. Our comprehensive documentation available from docs.avantra.com should be sufficient for the majority of deployments which are completable in hours/days rather than weeks/years.

Managed Technologies:

	SAP	Non-SAP
Application	SAP and web client end-user experience	
	S/4HANA, BI/BW, PO, Idocs, ICM, Jobs, Q/TRFC, BCS, Business Objects	Java-based via JMX others via existing API
Transport Middleware	SAP 4.6C – 7.5x NetWeaver ABAP, Java, TREX, Web Dispatcher	Java-based via JMX (e.g., Tomcat, WebSphere) Web servers, mail servers, and more
Database	SAP HANA 1.0, 2.0 SAP Sybase ASE, IBM DB2 Universal Database (LUW), Oracle, MaxDB, Microsoft SQL Server, SAP ASE (Sybase), SAP SQL Anywhere DB2	
OS	IBM AIX, Linux, Oracle Solaris, Microsoft Windows	

Daily and Real-time Monitoring Automation

More than 160 out-of-the-box checks (this list is a sample list, a complete list can be found in the product manual)

Best Practice Templates

Avantra includes a wide number of pre-configured examples across many areas of the system including:

- System Selectors
- Check Selectors
- Monitoring Parameter Sets
- Notification Actions

Performance Monitoring

- SAP S/4 HANA / SAP NetWeaver (SID level) - Dialog verification, ABAB and database consistency, long erroneous batch jobs, IDOC, locking, short dumps, output requests, SSL certifications, queues
- SAP S/4 HANA / SAP NetWeaver (Application Server level) - Connectivity verification, thread and memory usage, ABAP dialog processes
- SAP Business Objects - supported natively including database monitoring linked to the Business Objects system and 7 out-of-the box checks and one custom check.
- SAP HANA - Expensive SQL statements, HANA job runtime, delta merges, alerts, landscape integrity, system replication status, peak performance, and usage
- SAP ASE (Sybase) - Backup status and runtime, anomalies detection, logs, and used space
- Oracle - Tablespace usage and expensive statements, backups, datafiles status, enqueue deadlocks, timeouts, waits
- SAP SQL Anywhere (Sybase) - Backup status and logs, DBspace, transaction logs, connectivity
- Microsoft SQL Server - Backup status and logs, DB and transaction logs, expensive SQL statements
- SAP PO (PI/XI) - Connectivity and dialog verification, PI and integration engines, business process engineers, runtime cache, communication channels
- Other SAP Application Layer and Middleware products - Verify connectivity, SSL certificates, as well as the status of connections, queues, and threads of Web Dispatcher SAP Instances, SAP TREX instances, and process chains
- IBM DB2 Universal Database LUW - Backup status and logs, index statistics age, tablespace usage, and expensive SQL statements
- SAP MaxDB - Backup status, data and log area usage
- Operating systems - AIX, Linux, HP-UX, Solaris and Windows - Agent connectivity, cluster switches, CPU, filesystems, memory and space usage
- Technical and OS-related - Build your own automated checks using JavaScript, SQL, OS scripts. Verify OS processes, services, log files and network response time

Security, Compliance, and Auditing

Verify SAP instance profile parameters, Java system properties values, database parameters, client settings and systems change against configurable policies. ABAP security audit log, user authorization, and user profiles.

Business Process Monitoring

Upload times, IDOC status, SAP jobs anomalies, PI communication channels, qRFP queues and destinations, J2EE services and applications, monitoring SAP reports.

End-User Experience

Verify availability, response times, and SSL certificate expiration of web sites and REST APIs, Integrate monitoring results from specific JMX Monitoring MBeans of Java application servers (SAP and others). Runtime ABAP transaction, connectivity and response time of ABAP and HTTP.

Native Cloud Integrations

Automatic performance-based scale out and down, landscape detection and synchronization. Cloud, multi-cloud and hybrid cross landscape monitoring, automation and management:

AWS

Alibaba

Azure

GCP

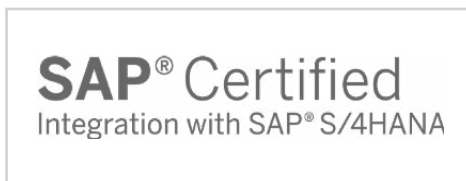
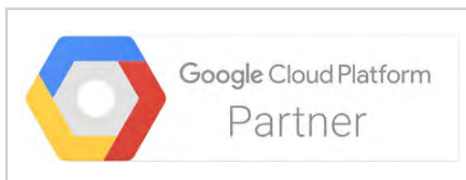
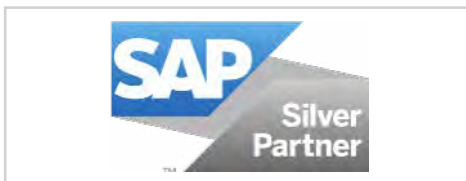
ServiceNow

Open API

Managed and Automated SAP Products

- SAP S/4HANA
- SAP S/4HANA Finance
- SAP Business Suite
 - SAP ERP 6.0 (Enterprise Resource Planning)
 - SAP CRM 7.0 (Customer Relationship Management)
 - SAP SRM (Supplier Relationship Management)
 - SAP SCM (Supply Chain Management)
 - SAP PLM (Product Lifecycle Management)
- SAP BI (Business Intelligence)
- SAP LT (Landscape Transformation)
- SAP GTS (Global Trade Services)
- SAP PI (Process Integration)
- SAP TREX
- SAP Business Objects
- SAP Solution Manager
- SAP WebDispatcher
- mySAP (ERP, SRM, CRM, APO, BI)
- SAP R3 (4.6D, 4.7)
- SAP SaaS products (SuccessFactors, Concur etc.)
- SAP Cloud Platform (Neo)

Partnerships





Managed and Automated SAP Products

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Integration with SAP NetWeaver® Integration with SAP® S/4HANA

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