



Supporting plans to deliver the future of SAP managed service powered by automation

Absoft is an SAP consultancy and Managed Service Provider (MSP) with a strong focus on SAP on Azure services. In 2020, the forward-looking MSP selected Avantra to support plans to deliver the future of SAP Managed Services powered by automation. The goal was to drive customers towards becoming self-healing enterprises, increase efficiency and shed outdated processes.

While SAP automation has always been important to Absoft, they recognized the need to evolve the service they deliver and the technology they rely on to remain at the forefront of the industry.

Having deployed the Avantra platform, Absoft can run complex system operations with more efficiency and proactivity than before, not least because they

are across multiple landscapes and technology platforms. Now they can focus on delivering even greater value to their customers.

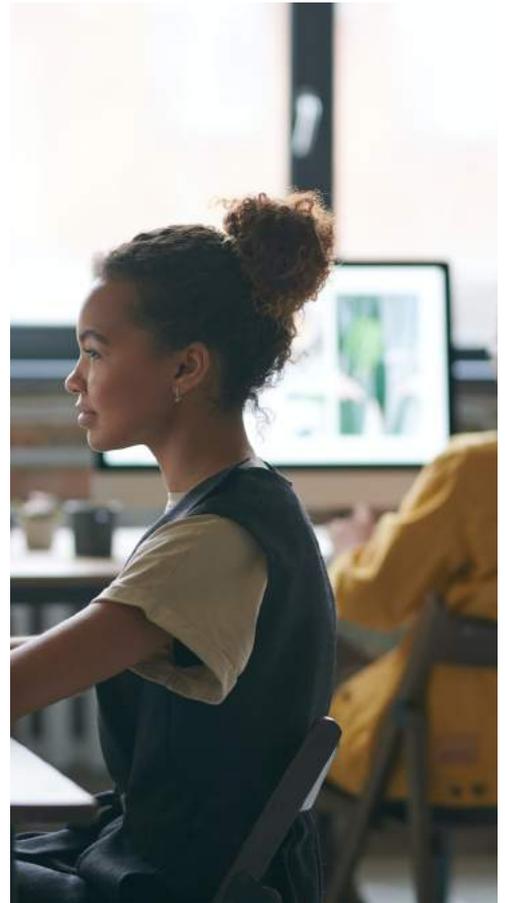
Why was there a need for change?

Absoft recognized the days where a Managed Service Provider is responsible for just keeping the lights on were over. It is now critical for successful partners to provide real-time visibility into complete system health and performance for their customers, whether that's on-premise or in the cloud.

With this in mind, Absoft wanted a way to deliver more proactive issue resolution for complex SAP workflows whilst managing hybrid environments. The company also needed to provide landscape improvement that was tailored to supporting the critical processes unique to each customer's business. And... to do all this without building a service that was prohibitively costly.

Running Avantra now allows Absoft to automate daily, best-practice and real-time system checks. This means it can separate the inevitable noise that comes with managing complex SAP landscapes and prioritise the problems that will affect a customer's business before they do so. Complete SAP landscape visibility in Avantra helps the Absoft team to understand the real implications and business context of every issue, with business process orientated dashboards that show end-to-end process health.

With deep insight into SAP applications across the full-stack of technology, Avantra's unique insight into the root cause of issues, combined with automation, means Absoft prevents problems from reoccurring and avoids repetitive manual intervention.



Why did Absoft choose Avantra over building its own solution?

Recognizing the need to innovate, Absoft evaluated Avantra against alternative market solutions, as well as the option to develop existing in-house tooling.

While in-house knowledge of SAP was high, the capability to build their own automation platform was too costly, too time consuming, and wouldn't allow them to keep pace with market innovation. For Absoft, the decision to purchase Avantra meant a more rapid delivery, coupled with the adoption of a market leading, enterprise-grade platform.

What benefits has Absoft seen in incorporating Avantra into its SAP management?



“As our customers increasingly move towards the cloud, real-time visibility of all critical business processes, the ability to eradicate repeated incidents and the option for users to request automated process implementation - without the need for human interaction - are set to revolutionize the SAP user experience and the results it can achieve”

Robert MacDonald,
Innovation and Technology Manager at Absoft

Customized solutions for clients

There is never a ‘one size fits all’ approach and Absoft saw huge potential in Avantra as a core platform to provide a more specialized management service for its customers. Avantra’s out-of-the-box capability and custom checks feature meant that Absoft could offer highly tailored solutions for their customers’ SAP landscapes in a more scalable way.

Deeper and more relevant system insights

Avantra’s powerful actionable insights are a huge help to the Absoft team, providing complete SAP landscape visibility. With business process orientated dashboards showing end-to-end process health, Avantra allows Absoft to understand the real implications and context of every issue.

Prioritization of problems

There is always an inevitable noise that comes with managing complex SAP landscapes. By running Avantra, Absoft is able to sift through complicated issues using automated daily, best-practice and real-time system checks. The complete landscape visibility in Avantra means the Absoft team understands the real implications of every issue, with business process orientated dashboards showing end-to-end performance.

No need for second fixes

Without automation as standard, the same faults pop up again and again, requiring manual investigation and delayed resolution. With Avantra, Absoft can automate the complete flow, right through from finding a fault to making sure it never happens again. Even problems which need repeated action are automated with Avantra, saving time and expertise for Absoft's team.

Keeping up with evolving cloud landscapes

Managing SAP on the cloud has been an important part of Absoft's business for over 10 years. With customers increasingly moving

to SAP on Azure, it is more critical than ever for Absoft to have full visibility into managed landscapes. With Avantra, Absoft can run complex operations across hybrid, cloud and on-premise environments with guaranteed consistency. This means better system insights and better support for their customers.

Better coordination and communications

Self-healing goes beyond identifying and responding to issues. Absoft now uses Avantra as part of its communication and collaboration tool for all teams. Avantra's single-pane view across

the technology that underpins entire business processes helps to streamline interactions between third-party teams, internal teams and vendors.

Increased benefits to customers

The combination of Avantra's automated build and run operations gives Absoft the confidence to shift both internal and customer processes towards self-healing, automatically preventing problems before they become business impacting. This frees up time both for Absoft and customer teams to focus on higher value activity, such as digital transformation or IT Ops integration.

“ We are excited to be supporting Absoft in building a “best in class” managed service capability focused on automation and leveraging the benefits the public cloud offers clients running SAP ”

Simon Wilson,
Chief Operating Officer, Avantra