**CASE STUDY**

# Coop Group Achieves Centralized Monitoring and Simplified HANA Migrations

## AVANTRA PROVIDES CENTRAL MONITORING IN A MASSIVE, HETEROGENEOUS SAP LANDSCAPE

The Coop Group is headquartered in Switzerland and operates in the retail, wholesale and production sectors at a vast scale and in varied capacities. As the second largest cash and carry wholesale supply business in Europe, with a workforce of around 80,000, the Coop Group's SAP environment is inherently complex. Every transaction across the full business —that's 2,000 retail outlets in Switzerland and 124 cash and carry markets in Switzerland and other European countries— is documented in the system in less than 150ms. The ability to manage and monitor for issues of the full landscape is crucial to operational success.

When Coop Group discovered its current monitoring solution was always late in supporting new SAP releases and remained difficult to deploy (requiring imports in the SAP system), finding a better way became a priority.

## COOP GROUP SAP MONITORING PRIORITIES

Expectations —even requirements— of a new solution included fast implementation, improved notification time and daily health checks.

Because Avantra automates monitoring the implementation of new systems, tracks monitoring and notification history, and allows for easy customization, it met all of the requirements. Further, it included immediate indication of known issues and upcoming issues, access (for everyone) to the real-time monitoring view, an easy web UI for configurations, and auto-detection of new systems, which meant Coop Group's vast environment could now be more clearly, quickly and thoroughly understood, managed and grown.

## EXECUTIVE SUMMARY

**CUSTOMER NAME:**
COOP GROUP

**INDUSTRY:**
Retail and Wholesale

**LOCATION:**
Switzerland

**ORGANIZATION SIZE:**
79,000+ employees

**BUSINESS CHALLENGE:**
- Need for central monitoring in a heterogenous SAP landscape
- Adding and config. new SAP systems is a complex, lengthy process
- Unstable, inconsistent monitoring solution

**SOLUTION:**
Avantra SAP monitoring

**BUSINESS VALUE:**
- Transaction documentation and system alerts
- Reduced downtime — even prevented failures in advance
- Higher resource efficiency
- Simple customization to meet all business and reporting needs
- Monitoring over 120 HANA systems

## AN SAP MONITORING SOLUTION THAT CAN REDUCE MIGRATION WORKLOAD

The Coop Group was one of the first adopters of HANA, and needed to undertake a major migration. Avantra allows users to compare server and profile parameters, a task that's even more important when you're migrating or upgrading a full SAP landscape. The same functionality helps change management teams enforce policies and receive proper tracking of unauthorized changes, keeping the company compliant as well as agile.

Says Rochus Tresch, Coop head of SAP development, "The migration to HANA was easier thanks to Avantra. We've used Avantra to monitor our landscape before, during and after the migration. We have quite a lot of custom checks that monitor our complex SAP landscape. Using Avantra, it was easy to monitor the same indicators on systems running on HANA," says Tresch. "While we stress test the system before HANA migration, Avantra gives us useful insights into the source and target systems during the HANA migration, even during the SAP downtime phase."

> **"The migration to HANA was easier thanks to Avantra. We've used Avantra to monitor our landscape before, during and after the migration, to ensure we received the expected performance enhancements by migrating to HANA" "Our landscape is very complex, we can't even imagine managing and monitoring it without Avantra. No other tool in the market can give us the same results"**
>
> **Rochus Tresch,**
> Head of SAP development

## EXPERIENCE WITH AVANTRA

From the outset, Avantra proved to be the best monitoring choice for Coop Group, notably because of the solution's reliability. The Coop Group uses Avantra to monitor all servers, SAP systems and instances, as well as the non-productive systems (as the number is quite high compared to the number of administrators: 83 systems on 126 servers).

Roughly 30 different, custom checks (on top of the native, out-of-the-box checks) allow Coop Group Basis admins to see, for example, if agents and enterprise managers are active. They also enable alarms and escalation for dedicated checks, so the right people always know

if there is an issue and can set to work remediating. Daily checks mean time-saving monitoring logs.

With Avantra, the Coop Group admins can better identify problems, react more quickly to those problems and maintain a proper notification history. They can also implement a new system in minutes (due to parameter sets that automatically apply pre-defined checks to each auto-discovered system), define and assign maintenance windows, and more.

Where the Group looked for a Basis Admin tool, it found a lean product as an additional bonus. Avantra worked immediately, without problems. Because SAP admins and Basis engineers created Avantra for people just like them, the product is simple to use and provides the features engineers need in order to perform their daily tasks better and more efficiently. Quick bug resolution, consistently improving functionality, and added ease during audit time continue to make Avantra the right choice for this massive environment.

Says Tresch, "Our favorite functionalities of Avantra are: the ability to compare profiles/ system components/ parameters across all landscapes; and custom checks and their flexibility to fit to our monitoring needs (e.g. different thresholds for business hours), and to detect changes, including SAP system parameter changes, HANA parameter changes and others."

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