Global SAP Observability, Zero Disruption:

SEW-EURODRIVE's Journey to Industry 4.0 Excellence

Scaling IT Service Management Across 130+ SAP Systems with Avantra

SEW-EURODRIVE, one of the world's leading manufacturers of drive and automation technology, operates in a highly complex, Industry 4.0 production environment. With a high degree of vertical integration and business-critical SAP systems running globally, SEW needed a way to maintain operational stability while driving innovation.

They chose **Avantra**, the intelligent observability and automation platform purpose-built for SAP landscapes.

The Challenge: Controlling Complexity in a Smart Factory World

SEW-EURODRIVE's IT operations faced mounting challenges:

- Managing over **130 SAP systems** and 120+ third-party databases across a hybrid Windows and Linux environment
- Integrating **IoT-driven manufacturing processes** with ERP operations in real time
- Maintaining **high availability** for sales-critical processes and minimizing downtime
- Expanding monitoring to cloud-based SAP BTP services without losing visibility

Previous monitoring tools delivered inconsistent alerts and limited flexibility. The Basis team needed a reliable, customizable platform to unify monitoring, reduce noise, and keep critical systems running smoothly.

The Solution: SAP Observability and Automation in One Platform

With Avantra, SEW-EURODRIVE gained:

- **Centralized, global monitoring** — from headquarters in Germany to remote sites in France, China, USA, and Australia
- **Custom checks** — 650+ developed in-house, automatically rolled out and maintained
- **Advanced notification management** — 160 actions and 190 output channels to alert the right people instantly
- **End-to-end coverage** — from SAP ERP, CRM, MES, and Plant Connectivity to non-SAP systems and 40+ external tools
- **Cloud readiness** — monitoring SAP BTP services like SAP Cloud Integration with custom daily checks

Avantra's ease of use encouraged adoption across IT and operational teams, with even non-technical staff able to troubleshoot issues in real time.

"Without Avantra, we'd be lost. It focuses on what's really important and gives us the insights we need."

— Gregor Wachter, Senior Systems Engineer, SEW-EURODRIVE

The Impact: Predictive, Proactive, and Always On

Avantra helped SEW-EURODRIVE shift from reactive firefighting to predictive, automated operations:

- **<25 false alerts in 10 years** — driving trust and adoption across the business
- **Reduced downtime** in assembly lines through proactive monitoring and early detection of issues
- **Predictive maintenance** enabled by IoT sensor data analysis, now offered to customers as the "Drive Radar" cloud service
- **Smarter resource allocation**— replacing round-the-clock IT shifts with targeted on-call coverage
- **Scalable monitoring** for growing SAP and non-SAP landscapes without additional overhead

From the control room's wall of live dashboards to remote plants, Avantra delivers the real-time visibility SEW needs to keep production moving.

The Takeaway: From Monitoring to Manufacturing Innovation

What started as a search for a better monitoring tool became a platform for continuous improvement. Avantra's blend of out-of-the-box checks, custom automation, and intelligent alerting empowered SEW-EURODRIVE's teams to innovate while safeguarding the systems that power its smart factories.

"Avantra is intuitive, flexible, and rock-solid. It's part of our DNA now."

— Gregor Wachter, Senior Systems Engineer, SEW-EURODRIVE

At a Glance

Challenges

- Increasing complexity through Industry 4.0
- Integrating IoT with ERP and SAP BTP
- Reducing downtime in globally distributed plants
- Scaling monitoring without increasing overhead

Benefits with Avantra

- Real-time global SAP observability and alerting
- Predictive maintenance with IoT integration
- Centralized monitoring of 130+ SAP systems and 120+ third-party databases
- Reliable, low-noise alerting and proactive failure detection
- Rapid adoption across technical and operational teams

Now you're *really* running.™

Want to see how Avantra can transform your SAP operations? Book a demo.

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