



SAP Stability at Scale: Global Hospitality Leader's Journey to Near Zero Downtime

One of the world's fastest-growing hotel groups was facing major SAP performance issues across its global operations. With 170+ SAP systems supporting 45,000+ employees and over 1,000 properties across nearly 100 countries, the impact of degraded performance or downtime was immense - each hour risking up to €1 million in lost revenue. They chose Avantra, the intelligent observability and automation platform purpose-built for SAP landscapes.

“The dashboarding element is very powerful... It enables us to be more agile, quickly react to issues, and perform appropriate root cause analysis.”

— Director of SAP Infrastructure

THE CHALLENGE

Chronic Downtime, Fragmented Visibility, and Costly Risk

Following a major corporate reorganization and carve-out of its North American operations, this global hotel group was left with a fragmented SAP landscape and reactive incident management. Key issues included:

- SAP S/4HANA 2021-based landscape with 170+ systems running across multi-cloud and regional data centers
- 24/7 guest-facing services, where performance degradations risked ≈ €1 million per hour
- Up to 5 hours of suboptimal SAP performance weekly—roughly €60 million in annual impact
- Standard tools (e.g., SAP Solution Manager) couldn't offer the depth, automation, or control needed

The organization needed to regain performance reliability, automate SAP operations, and accelerate a phased cloud migration roadmap.

THE SOLUTION

End-to-End SAP Observability and Automation in Weeks

After a focused RFI/RFP process, the hospitality group selected Avantra for its real-time observability, intelligent automation, and comprehensive SAP stack coverage.

- Holistic monitoring across infrastructure, database, OS, and application layers
- Real-time dashboards and intelligent alerts for fast, proactive issue resolution
- Automation of health checks, performance optimization, maintenance, and system refreshes
- Turnkey compliance and security workflows tailored to finance regulations
- Efficient patch management and predictive analytics for capacity planning

Deployment was fast: the internal SAP team onboarded core systems within weeks, while subsidiary environments followed within four months despite complex legacy contracts.

THE IMPACT

€60M Saved, Productivity Unlocked, Guest Experience Protected

Avantra radically transformed the hotel group's SAP operations, unlocking measurable outcomes:

- › **€60M in cost avoidance** through complete elimination of unplanned downtime
- › **€400K in annual hard savings** via reduced manual intervention
- › Strengthened **security and compliance** posture through automated patching and controls
- › Empowered IT teams to focus on **innovation and strategic initiatives**
- › Real-time insights supported growth planning and operational agility

AT A GLANCE



The Challenge

- Suboptimal SAP performance risking €1M/hour in losses
- Lack of automation, reactive incident response
- Incomplete visibility across hybrid SAP estate
- Costly downtime and manual effort
- Complex phased cloud migration post-carve-out

Benefits with Avantra

- Real-time SAP observability and alerting
- 100% elimination of unplanned downtime
- €60M in potential cost avoidance
- €400K in direct cost savings
- Secure, compliant, scalable SAP operations
- Cloud migration accelerated with minimal disruption

“I would suggest starting small, building it out and exploring the out-of-the-box functionality... There's a fair chance Avantra can help tackle many of your problems fairly quickly.”

— Director of SAP Infrastructure

THE TAKEAWAY

Operational Efficiency at Scale

With Avantra at the center, the organization confidently scaled its SAP operations, strengthened performance and security, and accelerated cloud migration - targeting full migration by late 2024. The platform's automation and intelligence enabled seamless execution, minimal disruption, and high ROI.

To support the transition, the hotel group also partnered with Avantra's longstanding customer **Lemongrass**, a specialist SAP managed services provider, to embed Avantra deeply into its operations and maximize value.



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