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Overnight System Refresh, Industry-Leading Uptime:
Nagarro's SAP Operational Breakthrough

From Manual Bottlenecks to Intelligent Automation at Global Scale. Nagarro, a leading global IT and managed services provider specializing in SAP operations, was running hundreds of ECC and S/4HANA systems across complex hybrid deployments. As customer expectations grew and environments spanned on-premises, private, and public clouds, Nagarro needed to maintain security, scale operations, and reduce manual workload — all while meeting strict uptime targets. They turned to Avantra, the intelligent observability and automation platform purpose-built for

> **"***Our employees need to be informed about a problem before the customer notices it. Avantra enables exactly that.***"**

—— Mathias Keifel
Senior Business Development Manager, Nagarro

THE CHALLENGE
Scaling Without Losing Control

Nagarro's SAP Basis teams faced mounting complexity as they expanded globally:

- High dependency on manual Basis work for critical tasks such as system refreshes
- Growing security and compliance risks across hybrid landscapes
- Legacy tools like SAP Solution Manager and LaMa that were outdated or discontinued
- Pressure from customers to proactively prevent issues before they occurred

Without unified monitoring and automation, Basis teams were burdened with repetitive tasks, slowing innovation and increasing the risk of downtime.

THE SOLUTION
Unified Automation and Proactive Security

With Avantra, Nagarro transformed SAP operations across its entire customer base:

- Fully automated system refreshes reduced execution time from days to overnight
- 1,000+ custom monitoring checks tailored to individual customer requirements
- Proactive security updates, automated kernel and SSL renewals, and SAP Hot News remediation
- Unified monitoring for on-premises, private, and public cloud systems via hyperscaler APIs
- Low-code API workflows enabling rapid automation of rolling restarts, updates, and parameter changes

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THE IMPACT
From Reactive to Proactive SAP Excellence

With Avantra, Nagarro shifted from a reactive, issue-driven approach to proactive operations:

› **Achieved 99.995% system availability — exceeding industry benchmarks**

› **Cut system refresh windows from multiple days to overnight**

› **Reduced manual workload, freeing Basis staff for strategic initiatives**

› **Improved security posture with automated patching and compliance enforcement**

› **Delivered faster DevOps cycles with higher quality and reliability**

AT A GLANCE

The Challenge
- High manual workload in SAP Basis operations
- Outdated or discontinued legacy monitoring tools
- Security and compliance risks in hybrid environments
- Pressure for proactive issue prevention

Benefits with Avantra
- Automated system refreshes completed overnight
- 99.995% system availability
- Over 1,000 custom monitoring checks for client-specific needs
- Proactive, automated security updates and patching
- Centralized, unified monitoring across hybrid landscapes

"*Our success factors are a very high level of expertise and passionate customer responsibility. Our customers experience system availability of 99.995% thanks to Avantra.*"

Mathias Keifel
Senior Business Development Manager, Nagarro

THE TAKEAWAY
Operational Efficiency at Scale

What began as a need to modernize SAP operations became a foundation for long-term competitive advantage. Avantra's native checks, combined with Nagarro's extensive custom ones, gave Basis teams the visibility and control to operate at scale without sacrificing quality.

Intelligent alerting ensures no issue goes unnoticed, while automation keeps security and performance consistently high.

Now you're *really* running.™

Get started with Avantra and take control of your Cloud ERP journey.

www.avantra.com

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