

# Cloud-Powered SAP Excellence:

## Protera's Journey to Transparent, Automated Operations

### Driving Operational Clarity, Speed, and Cost Savings in Complex SAP Landscapes

Protera, a global managed services provider specializing in SAP and cloud migrations, needed to deliver exceptional operational transparency, rapid root cause analysis, and optimized cloud costs for its customers. As a leader in SAP-to-cloud transformations, Protera sought a multitenant monitoring platform that could manage diverse environments, streamline operations, and keep clients fully informed.

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

*“Over the years, we’ve used many, many toolsets to monitor different aspects of SAP, and there was never a solution that was really great at SAP. Avantra is different.”*

Nick Miletichi  
Chief Technology Officer, Protera

### THE CHALLENGE

#### Delivering Transparency Across Every SAP Environment

Protera's SAP Basis and operations teams faced demanding requirements:

- **End-to-end operational transparency** for all customer landscapes
- **Faster root cause analysis** to cut resolution times dramatically
- **Cloud cost control** through automated server scheduling
- **Reduction of repetitive manual checks** to free staff for innovation

With customers running both SAP and non-SAP workloads in hybrid and cloud environments, Protera needed a scalable, multitenant platform capable of delivering real-time insights to the right people while keeping operations lean and agile.

### THE SOLUTION

#### Intelligent Automation and Observability at Scale

By implementing Avantra Enterprise, Protera gained unprecedented operational control:

- **Unified, real-time dashboards** providing system compliance, process performance, and landscape health in a single view
- **Automated monitoring and intelligent alerts** for SAP and non-SAP systems, routed to the correct stakeholders
- **Noise reduction** via smart alert targeting, ensuring only relevant teams are notified
- Cloud efficiency with automated start/stop of servers, avoiding unnecessary costs and eliminating manual error
- **True multitenancy**, enabling flexible scaling and customization for diverse client needs

## THE IMPACT

### Faster Resolutions, Leaner Teams, Happier Clients

With Avantra, Protera has redefined managed SAP service delivery:

- › **70% faster root cause identification** — 15 minutes instead of an hour
- › **Continuous, proactive monitoring** for greater reliability and faster interventions
- › **Improved team efficiency**, enabling smaller teams to deliver more value
- › **Engaged workforce**, as consultants focus on high-value, strategic work
- › **Full-stack coverage**, managing SAP and related non-SAP systems with equal confidence

## AT A GLANCE



### The Challenge

- Full operational transparency for all clients
- Need for a scalable, multitenant monitoring solution
- Removal of repetitive, manual tasks to focus on innovation

### Benefits with Avantra

- Real-time, relevant visibility to the right people
- Rapid, accurate root cause analysis
- Automation of repetitive monitoring tasks
- Significant cloud cost savings via automated server management

## THE TAKEAWAY

### Transparent, Cloud-Optimized SAP Operations

What began as a search for better SAP monitoring evolved into a complete operational transformation. With Avantra's automation, observability, and cloud optimization features, Protera now operates with unmatched transparency, efficiency, and scalability - delivering superior customer experiences while optimizing costs.

*“We know when things go down, we know when things go up, we know when we need to add resources, and we can manage many, many servers with clicks of buttons instead of human intervention.”*

— Nick Miletich  
*Chief Technology Officer, Protera*



# Now you're *really* running.

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

[www.avantra.com](http://www.avantra.com)