

Observability in Action:

Scotts Miracle-Gro's Journey to 90% SAP Efficiency Gains

As the global leader in branded lawn and garden products, Scotts Miracle-Gro operates at massive scale, processing over 3 billion data rows per week. With a lean IT team and missioncritical SAP workloads running on AWS, the company needed real-time insight, faster system refresh, and fewer manual touchpoints. They turned to Avantra, the intelligent observability and automation platform purpose-built

“We needed better access to data about critical operations... our engineers were so busy reacting to day-to-day urgency, we had to outsource more strategic activities.”

Manikantan Velayudhan Pillai
Head of Scotts SAP Basis Team

THE CHALLENGE

Operational Bottlenecks Slowing Digital Transformation

Scotts' SAP Basis team was contending with several pain points:

- Manual, error-prone workflows consuming expert time
- Lack of integration between SAP system health and ServiceNow
- Overwhelmed with more than 500 support tickets monthly
- Prolonged system refreshes taking 4 days and 5 staff
- QA test environment refreshes taking 3 days with frequent outages
- Downtime incidents detected late, risking service continuity

An unexpected outage—discovered hours after it began—catalyzed the search for a digital operations platform.

Avantra quickly emerged as the ideal AIOps partner.

THE SOLUTION

End-to-End SAP Automation with Real-Time Visibility

With Avantra, Scotts gained a full-stack, AI-powered AIOps solution tailored to SAP environments.

Key capabilities included:

- 24/7 SAP landscape monitoring via real-time observability dashboards
- Automated anomaly detection with integration to ServiceNow ticketing
- Built-in automation workbooks for complex workflows like system refresh
- Predictive analytics using AI/ML to surface performance risks and trends
- Personalized dashboards for root cause visibility and fast troubleshooting

Avantra eliminated the need for manual spreadsheet-based tracking and gave Scotts IT the tools to work smarter—not harder.

THE IMPACT

Fewer Tickets, Faster QA, and a 95% Drop in System Refresh Time

Avantra helped Scotts Miracle-Gro shift from reactive maintenance to strategic enablement:

- › Support tickets dropped from 500+ to <50/month, a 90% reduction
- › System refresh now takes 4 hours down from 4 days, 95% faster
- › QA testing refresh cut from 3 days to 4 hours with real-time insight
- › Simultaneous refresh of up to five SAP systems managed by a single engineer
- › Implementation time for observability and ServiceNow ticketing: just weeks

AT A GLANCE



The Challenge

- Overwhelming support tickets (>500/month)
- Long and manual system refresh (4 days)
- QA refresh process caused outages and delays
- IT talent burdened with routine maintenance
- Lack of real-time system visibility and insight

Benefits with Avantra

- 24/7 SAP observability across systems
- ServiceNow integration reduced tickets by 90%
- System refresh duration cut by >95%
- QA environment updated in hours, not days
- Freed IT to focus on cloud, DB migration, and strategy

“Automation in system monitoring drives better system health, better end user experience, and frees up time for innovation.”

THE TAKEAWAY

Empowering IT to Focus on What Matters

With Avantra's intelligent automation, Scotts no longer sacrifices innovation for stability. SAP Basis engineers now focus on high-value projects—from cloud migrations to advanced analytics—while Avantra ensures round-the-clock visibility, system health, and faster issue resolution.

Deployment was swift: observability features were live in weeks, and automation templates enabled fast rollout across systems. ServiceNow integration took just one day, enabling auto-ticket generation for anomalies with built-in remediation guidance.

“We can now do in 3 hours what used to take five people four days. Only one person is needed in case of trouble.”

Manikantan Velayudhan Pillai
Head of Scotts SAP Basis Team



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