

# Creating Time:

## Automation as a Time and Quality Builder for UMB

AI Ops-driven SAP operations to save time, improve quality, and enable customer-focused service delivery

One of the main arguments for us to move globally to the Avantra Monitoring solution was the huge time savings.

— Mathias Lang,  
Head of SAP & Leadership Team Member, UMB AG

### THE CHALLENGE

#### Time-Intensive SAP Operations

UMB AG, a Swiss IT service provider, supports customers across consulting, cloud, digital transformation, infrastructure, and security. Dedicated to its motto of “creating time”, UMB’s SAP operations were becoming increasingly demanding.

Manual effort to monitor systems, evaluate SAP HotNews, implement upgrades, and maintain quality left teams tied to repetitive tasks, detracting from strategic and customer-centric work.

### THE SOLUTION

#### Automation with Avantra AI Ops

UMB turned to the Avantra AI Ops platform to automate SAP operations and reclaim time and quality:

- Automated evaluation of SAP HotNews with system-specific reporting
- Automated kernel upgrades saving 2–3 hours per landscape
- Security baseline monitoring with push-button rollout
- Fast, automated onboarding of new systems
- Integration with ITOM systems like ServiceNow for automated ticketing and transparency

## THE IMPACT

### Time Savings and Higher Quality

Avantra delivered measurable benefits:

- Freed team time previously spent on manual HotNews evaluation (up to ~30 hours per situation)
- Faster onboarding and monitoring setup with reduced manual work
- Higher consistency and quality in service delivery
- Automated reporting and dashboards increased transparency for customers
- Maintenance tasks, such as OS upgrades and system copies, became more efficient and reliable

## AT A GLANCE



### Challenges

- Increasingly time-intensive SAP operations
- Need to ensure security baselines for a growing customer base
- Recurring tasks like kernel upgrades requiring manual effort
- Transparent reporting for customers

### Benefits with Avantra

- Significant time savings through automation
- Automated onboarding of new systems
- Consistent service delivery quality
- Direct integration with customers' ITOM solutions

## THE TAKEAWAY

### Automating for Time and Quality

By leveraging Avantra's intelligent automation and monitoring, UMB AG transformed SAP operations from manual overhead to a highly automated, high-quality service engine. Time savings no longer equate to sacrificed quality. Instead, automation enables UMB to deliver consistent service, faster onboarding, and meaningful insights while preserving internal resources for high-value work.

Avantra started as a monitoring solution many years ago, now the product provides automations that you would otherwise have to buy dedicated software for, that's really good.”

Mathias Lang — Head of SAP & Leadership Team Member, UMB AG



# Now you're *really* running.

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

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