

The Hidden Costs of Hybrid SAP Landscapes

The Human Toll of Transformation

PART TWO

For large enterprises, hybrid SAP is a long-term operating reality, not a transitional exception. It reflects a considered, risk-managed approach to transformation, and for most organizations, the only realistic way forward. Hybrid is a rational decision. But it comes at a cost

Part 1 Recap: The Technical Costs You Don't See at First

In Part 1, we examined why hybrid SAP landscapes, while often the safest path through ECC-to-Cloud ERP transitions, carry hidden technical and operational costs that compound over time.

As organizations run ECC and Cloud ERP side-by-side, tooling fragments. Monitoring, automation, logging, and incident response are spread across disconnected systems never designed to work together.

This fragmentation drives a quiet but persistent cost:

In a typical hybrid landscape, the same environment might be monitored through several unrelated tools:

- › Duplicate tools performing overlapping functions
- › Extra infrastructure required solely to keep those tools running
- › Slower incident response due to broken visibility
- › Rising operational risk as teams manually stitch together system health

What begins as a prudent risk-reduction strategy becomes an operational tax.

In Part 2, we turn to a covert cost rarely acknowledged but felt every day inside SAP teams: the human cost of hybrid operations.

KEY TAKEAWAYS

- › Burnout and organizational inefficiencies emerge early, even before visible transformation progress
- › This early strain stalls transformation momentum and impedes process innovation by consuming operational capacity
- › Sustainable hybrid operations require shared visibility, automation, and tooling designed to support both systems and teams over the long term

The Organizational Cost of Hybrid: The Human Toll of Transformation

Hybrid looks good, but there are costs leaders can miss...

Hybrid SAP strategies are here to stay, but many leaders underestimate the sustained strain it places on teams. Hybrid SAP strains teams asked to support multiple fundamentally different, operationally incompatible architectural environments at once. Without shared visibility and operational continuity, hybrid environments quietly take their toll on the humans operating the systems.

Hybrid SAP strategies often slow not because transformation is too complex, but because day-to-day operations consume the capacity required to change. When teams lack shared visibility and spend their time firefighting across disconnected systems, transformation work becomes deprioritized. Sustainable hybrid success depends less on migration speed and more on whether the operating model reduces cognitive load, normalizes visibility, and protects teams from constant interruption.

The Illusion of Efficiency

There is a persistent assumption that one team can absorb everything: legacy operations, Cloud ERP adoption, and transformation delivery, all at once. On paper, this appears efficient. In reality, dual responsibilities stretch expertise thin and increase the business impact of regular outages and interruptions. The same hybrid structures that appear to preserve optionality also create dual expectations, dual contexts, and dual failure modes. This is where optionality turns into overload.

With a single team carrying a dual mandate, issues no longer remain isolated. When something breaks, both daily operations and transformation progress stall simultaneously. Leaders respond predictably by slowing regular business change to protect business continuity and the migration project. Over time, transformation momentum erodes not because of resistance, but because the operating model cannot sustain uninterrupted pressure.

Slow technical investigations become slow business days. As hybrid landscapes expand, so does the impact of every incident.

When Lack of Visibility Undermines Teams

As more workloads shift to Cloud ERP, the operational gap between old and new environments widens. Teams are no longer managing one evolving SAP landscape. They are managing two distinct and incompatible operating models at the same time.

This means:

- > Two sets of baselines
- > Two operational playbooks
- > Two patching rhythms
- > Two logging stacks
- > Two automation frameworks

For teams operating in Cloud ERP, they remain responsible for the operational layers they still own — application layers, interfaces, jobs, monitoring, security, integrations — but they now depend on vendor-based Cloud ERP operations teams for the layers beneath. Visibility fractures across ownership boundaries, and accountability becomes harder to trace during incidents. What teams lose is not control, but coherence.

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A Fragmented Reality

Initially, the journey to hybrid SAP looks like progress. On paper, it looks efficient to expect teams to absorb both realities — daily legacy and Cloud ERP operations — at once: one project, one authority line, and one unified purpose and goal. In practice, as teams realize they're operating across environments without a shared operational picture, it's not just the environment that fragments. Focus fragments too. These are the exact conditions that lead to fatigue, hesitation, and eventually burnout. Teams are asked to keep mission-critical systems stable while learning new platforms under pressure. They're expected to jump between disconnected monitoring tools, dashboards, and scripts just to understand what is happening all while navigating constant alert noise, manual fixes, and limited visibility.

Context switches multiply. Reaction replaces planning. New systems are only learned during incidents. What looks efficient on an organizational chart becomes unsustainable in practice. Complexity accelerates rapidly. Days are lost to reactionary work instead of planned innovation. After the first pass of migration, the effort required to keep both environments aligned becomes its own workstream, and teams feel the strain long before the transformation is complete. touched.

Burnout is a Structural Failure Not a Personal One

Over time, Basis teams feel the cumulative cognitive overload of the fragmented hybrid SAP landscape. Common signals emerge:

- > A constant sense of being behind
- > Reduced progress on transformation projects
- > Slower resolution times to incidents

Basis teams are left juggling operational emergencies while trying to learn new systems and innovate in an environment where:

- > Alert fatigue is driven by overlapping and uncoordinated notifications
- > Fragmented dashboards prevent a unified operational view
- > Multiple monitoring models exist across on-premise and cloud environments
- > Conflicting definitions of what constitutes a healthy system arise

In this landscape, the key challenges appear quickly. Incidents, alerts, and manual work crowd out the time and mental space needed to learn, improve, and innovate. Meanwhile, responsibility for the legacy environment never diminishes.

Many teams adapt by gravitating toward what they know best: some toward the legacy landscape, others toward the newer platform, not by design but as a coping mechanism for managing two very different operational realities at once, and they often do this without any intentional change in structure or ownership. Burnout is not a morale issue. It is not a performance issue. It is the predictable outcome of an operating model that asks teams to sustain two incompatible realities indefinitely.

Innovation Stalls: When Stability Crowds Out Transformation

Innovation slows because operations and stability takes priority. Transformation momentum stalls not from lack of ambition, but from lack of operational breathing room.

Hybrid SAP does not fail because teams lack skill or commitment. It fails when the operating model cannot support the work required to move forward without constant interruption.

Without shared operational tooling, teams debate symptoms instead of solving problems. Without relief from constant firefighting and fragmented visibility, hybrid environments quietly drain capacity before transformation goals are reached.

This is not a people-problem, but a structural one. This is a pattern Avantra has observed repeatedly. Making hybrid sustainable requires tooling to reduce noise and allow teams to operate from a central operational truth. But most importantly, tooling that makes teams scalable and provides the additional capacity for the responsibilities and complexities hybrid operations creates.

Making Hybrid Sustainable Across Tools and Teams

The only thing that can prevent constant overload and collapse is tooling to reduce firefighting and normalize visibility across systems. Shared platforms are critical, not to centralize control, but to centralize understanding.

Effective hybrid models establish:

- › Shared operational reviews grounded in the same data
- › Clear escalation paths that avoid blame
- › Regular checkpoints focused on system behavior, not team performance

When teams see the same operational truth, conversations shift from defending positions to solving problems, leading to:

- › Reduced operational noise
- › Shared understanding of system behavior
- › Space for operational improvement, not just survival

Unified Visibility That Restores Organizational Unity

Avantra provides a unified operational platform, enabling organizations to sustain hybrid landscapes without multiplying the operational burden on teams.

Avantra establishes shared, end-to-end visibility across ECC, S/4HANA, Cloud ERP, hyperscalers, databases, interfaces, and integrations. Instead of fragmented dashboards and conflicting signals, basis and operations teams work from a single operational truth.

This shared operational visibility enables SAP Basis teams to:

- › Understand system behavior across environments in context
- › Correlate issues without manual log-diving or tool-hopping
- › Sustain hybrid operations without adding human strain

The result is restored coherence in day-to-day operations.

From Firefighting to Prevention: Reducing Burnout by Design

In fragmented hybrid environments, Basis teams spend disproportionate time reacting to incidents: urgent tickets, performance slowdowns, job failures, and manual fixes across disconnected systems. Over time, this reactive posture leads to fatigue, hesitation, and burnout.

Avantra shifts operations from reactive to proactive. Its AIOps-driven platform continuously monitors any SAP landscape anywhere it runs, applying behavioral baselines, anomaly detection, and predictive analytics to identify issues before they escalate. Common failures — job errors, resource exhaustion, performance bottlenecks, patch inconsistencies — are detected early and often resolved automatically.

By reducing alert noise, manual intervention, and incident pressure, Avantra removes the structural conditions that drive burnout rather than simply managing its symptoms.

Intelligence Replaces Guesswork

Avantra continuously observes hybrid SAP environments, providing early warning signals before thresholds are breached. When issues arise, Avantra correlates events automatically and surfaces root-cause insights without manual investigation. Teams shift from reactive ticket floods to preemptive action, resulting in faster resolution and lower operational risk.

“I had one employee spending at least 10 hours every week just maintaining [our monitoring solution]. Now we don’t have to do it at all. We’re very happy with Avantra.” - Strauss Group

Real-World Impact

The operational benefits are measurable. Manual hours per task are reduced dramatically, allowing teams to manage larger, more complex SAP estates with existing staff. Instead of scrambling for “extra hands on deck,” organizations redirect time and budget toward skills development, stability, and long-term capability.

Strauss Group, a global food manufacturer, reduced SAP system management effort by 25% after adopting Avantra. As CISO Alon Senderovitz explained: “I had one employee spending at least 10 hours every week just maintaining [our monitoring solution]. Now we don’t have to do it at all. We’re very happy with Avantra.”

Automation that removes repetitive work

Avantra automates the following tasks: daily health checks, system restarts, routine fixes, dependency checks, patching sequences, technical validation — and even full system refresh, which traditionally consumes enormous time and manual effort. Tasks that once drained hours of attention and woke teams up at night become simple, automatic, push button workflows.

The Path Forward

Taken together, Parts 1 and 2 tell a single story. Hybrid SAP reduces migration risk, but it introduces a different class of cost one that accumulates through fragmented tooling, uneven visibility, and sustained cognitive load on the teams responsible for keeping systems running. These outcomes are not separate. They are cause and effect.

Hybrid success depends on an operating model supporting two fundamentally different SAP environments without exhausting the people who run them. Leaders must plan for human capacity with the same discipline they apply to system design. When leaders treat operational tooling and human capacity as architectural decisions, hybrid stops draining momentum and starts supporting it.

This is precisely the gap Avantra is designed to address: restoring shared visibility across legacy and cloud SAP, reducing operational noise through automation and intelligence, and allowing teams to operate from a single, coherent organizational model even as landscapes evolve.



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