Next generation AIOps

April 2024

ECHOSTAR

AVANTRA

Agenda

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Introductions	Need for monitoring	See the results	What's Next?

Introductions

Michael Hawn
EchoStar
Director - IT Automation and Cloud Computing

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Avantra
Global Head of Solutions Engineering

What is
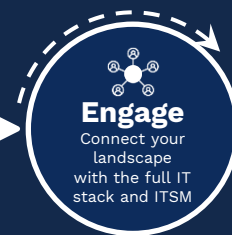# Avantra?

An AIOps platform
for automating SAP operations

#1 SAP AUTOMATION PLATFORM
AI ENABLED

- Full operational transparency
- AI controlled intelligent monitoring
- Managing and automating your SAP world
- Complete ITSM integration
- Actionable insights & control
- Zero touch automation capability

Observe
Understand what's in your landscape

Engage
Connect your landscape with the full IT stack and ITSM

Act
Automatically diagnose issues and take action

Turning complex SAP landscapes into intelligent operations

Pioneering SAP Automation for 23 years

> "The cost savings have been significant. I'd never go back!"
>
> *Emily Wahl, VP, IT Infrastructure Operations & Services, The Scotts Miracle-Gro Company*

AVANTRA

- 100's of Customers
- +62 Net Promoter Score
- 91% Customer Satisfaction

More customers renew with Avantra than any other vendor.

Google Cloud · Azure · aws · openSUSE · Red Hat · servicenow

SAP Silver Partner · SAP® Certified Integration with SAP® S/4HANA · SAP® Certified Integration with SAP NetWeaver®

Callaway · SEW EURODRIVE · Scotts Miracle-Gro · RHG RADISSON HOTEL GROUP · innFLOW Innovation Flows · La Colonia Paga menos Vive mejor · PÖTTINGER · PAZ

ABSOFT · GRACE Talent | Technology | Trust™ · coop · Gordon FOOD SERVICE · solidcloud · managecore · Shutterfly · Stadt Zürich Organisation und Informati

nagarro · Discovery Bank · FUJITSU · pearl · Milliken · SCOR The Art & Science of Risk · STIHL® · UMB

lemongrass · Uhlmann UHLMANN GROUP · Strauss · MIGROS · ADVANCED APPLICATIONS · GH GlassHouse · AVENIQ · RSAG Zuhause unterwegs.

Need for Change

Microfocus was being removed across all of EchoStar

SAP Solutions are OK, but didn't give the team the deep insights and transparency required. Also future of SAP's monitoring products was uncertain

Looking for an all in one solution of observability and automation

EchoStar DEMO

What's Next for EchoStar?

Event Driven Automation

Observe

Track
Learn
Predict

Approve

Automate
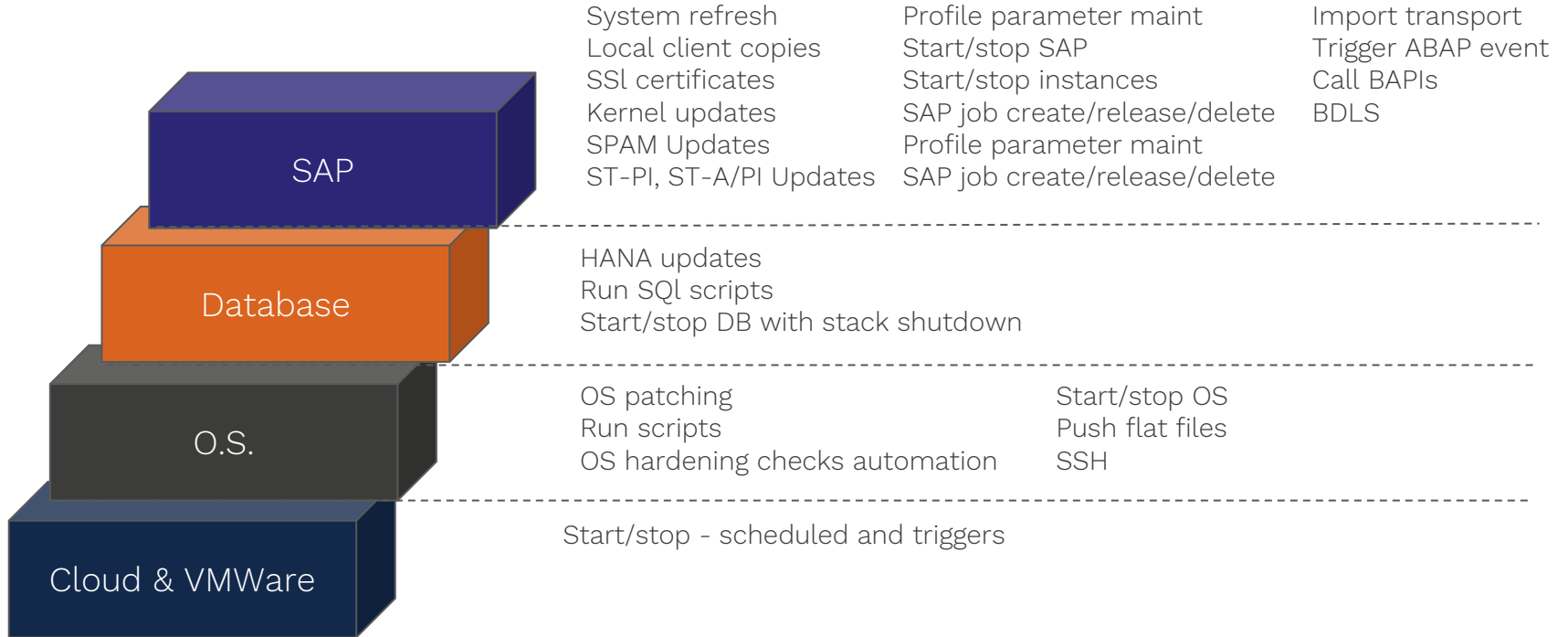& Resolve
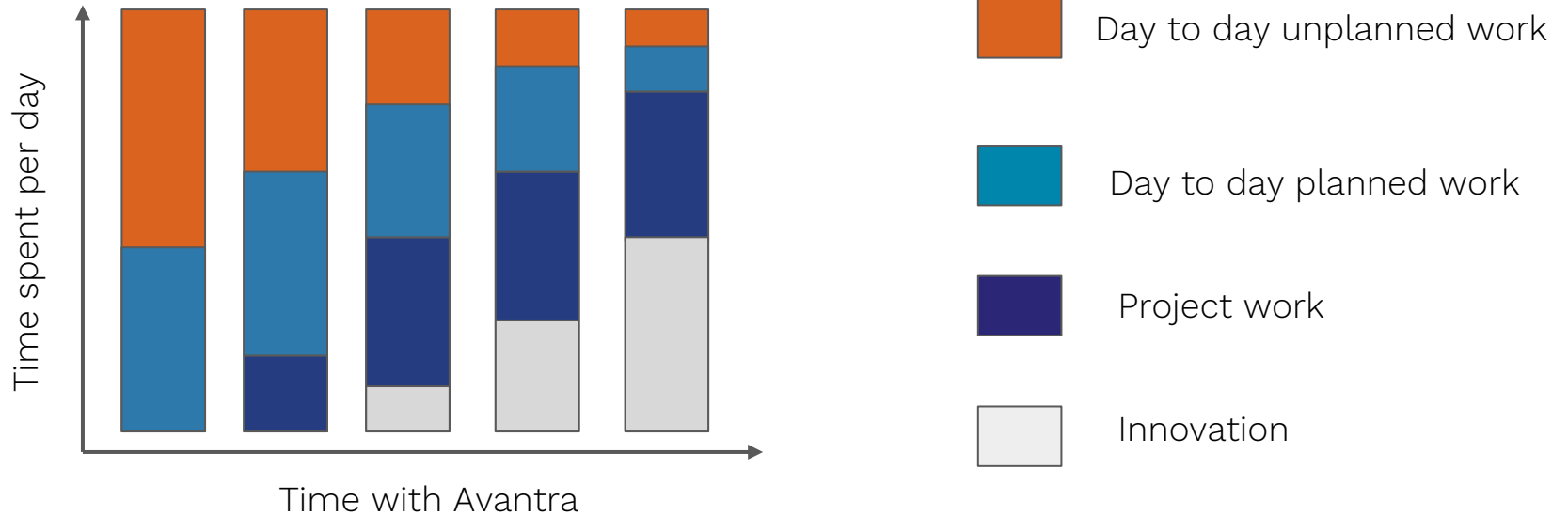
Pre-built automations

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SAP

System refresh
Local client copies
SSl certificates
Kernel updates
SPAM Updates
ST-PI, ST-A/PI Updates

Profile parameter maint
Start/stop SAP
Start/stop instances
SAP job create/release/delete
Profile parameter maint
SAP job create/release/delete

Import transport
Trigger ABAP event
Call BAPIs
BDLS

Database

HANA updates
Run SQl scripts
Start/stop DB with stack shutdown

O.S.

OS patching
Run scripts
OS hardening checks automation

Start/stop OS
Push flat files
SSH

Cloud & VMWare

Start/stop - scheduled and triggers

Driving an Innovative Culture

Time spent per day

Time with Avantra

- Day to day unplanned work
- Day to day planned work
- Project work
- Innovation

Questions?

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Reference Materials

The right mix for SAP

APM
- Dynatrace
- Datadog

Automation
- SAP LaMa
- Red Hat Ansible

ALM
- SAP Cloud ALM
- SAP Focused Run
- SAP Solution Manager
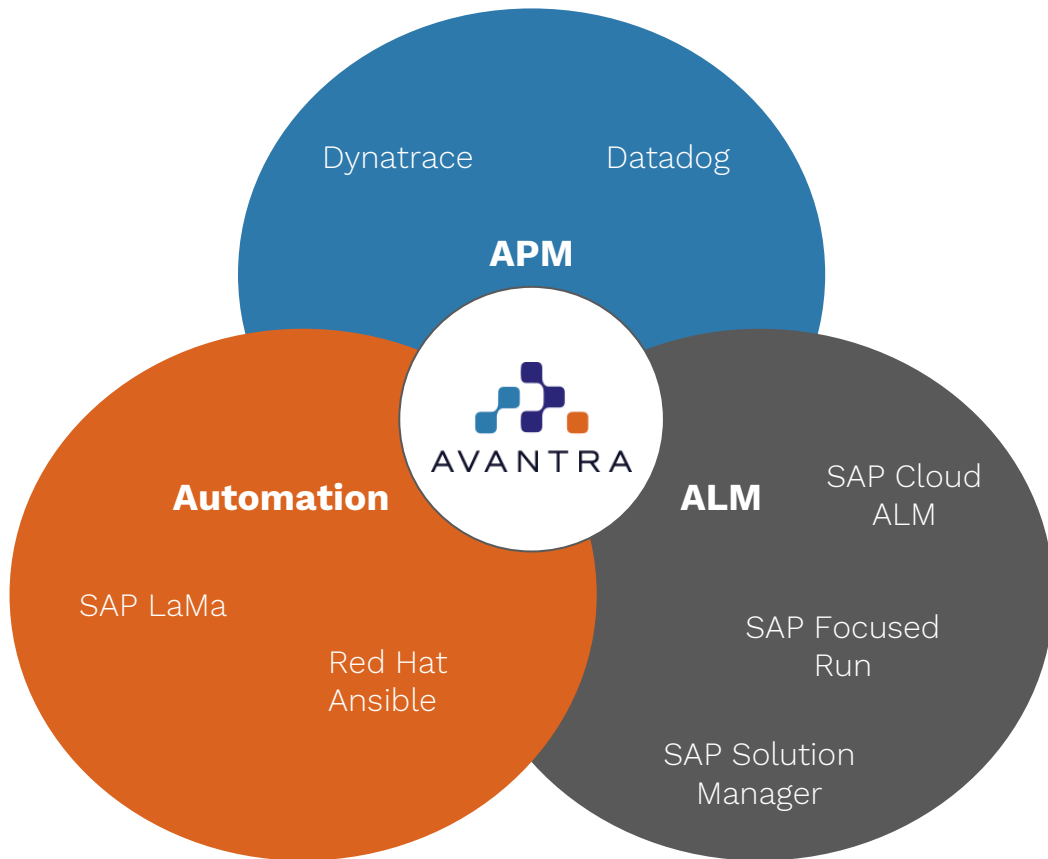
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Avantra Editions

Pick the edition that is right for the future of your business

Enterprise edition
Access all features & value | Everything in Observability | Everything in Automation | Access to the Avantra add-in library

Observability
Focus on monitoring and notifications only

AIOps Dashboards | Service Level Reporting

ML Powered Checks | Change Detection

End-End Monitoring | Custom Checks

Business Services | SAP HotNews Analysis

Automation
Focus on automation only without observation

Automation Engine | Avantra templates

System Refresh | Kernel Upgrade

HotNews implementation | Dashboards

Start/Stop automation | Ansible integration

Cloud
Observation & Automation for RISE with SAP & HEC

Application Observation | Change Detection

Automation Engine | RISE Templates

Dashboards | Custom Checks

Business Services | SAP HotNews Analysis

Shared foundation
CMDB | System Connectivity Checks | Notification Engine | Maintenance Windows | Cloud Integration | ServiceNow

White icon bank