

Protera Service Portfolio

We Get IT.



Enterprise Managed Services



People-focused and AI-powered, our scalable, cloud-centric suite of managed services are designed to elevate your system performance and deliver meaningful outcomes.

Continuously evolving to meet today's IT demands, we provide expert support and white-glove service across private, Azure, AWS, and GCP platforms.

- 24x7 SOC & IT Service Desk
- Network Management
- Infrastructure Management
- Disaster Recovery
- Governance & FinOps
- CloudVantage Platform
- OS Management
- Database Management

Trusted governance of your critical IT landscapes.



Cloud-agnostic, Protera delivers next-generation managed services and migrations across cloud platforms.



Expert Cloud Migrations



Incorporating cloud-native tools and custom automation scripting, we execute non-disruptive, near-zero downtime migrations, delivered by our teams of AWS, Azure, and GCP cloud experts.

Protera developed ProDiscovery and ProMigrate, our automation-driven cloud migration platform, to streamline discovery, analysis, planning, and execution of cloud modernization projects.

With 100% success rate, our clients consistently attest to the effectiveness and reliability of our migration methodology.

Contact Protera to discover how our services can reimagine your IT journey

[Learn More](#)

Global Service Desk



Streamline and optimize end user support with Protera's 24x7 global service desk, backed by our DevOps team advancing automation to drive efficiency.

- Designed to reduce disruptions and improve end user satisfaction
- Engineers trained to resolve common IT issues at first contact

End User Services



Microsoft 365 Management

Maximize M365 value with end-to-end ecosystem governance including User Management, Email & Collaboration, and Security & Compliance.

End User Device Management

Security policy enforcement, regular patching, and application packaging for end user devices, with extensive reporting and analytics.

Cloud Enablement



Extend the value of AWS, Azure, and Google Cloud with a robust, scalable, and efficient cloud foundation using cloud-native tools and proven DevOps methodologies.

- Scripted workflows
- Infrastructure as Code (IaC)
- Optimized operational procedures

SAP Modernization Services



SAP BTP

Take full advantage of SAP BTP with Protera's tailored integration, customer-developed customer assets, and support services, including setup, migration, optimization, and cost control.



SAP Security

Managed SAP Security services architected to safeguard critical SAP systems, manage user and role changes, and promote compliance—alleviating internal resource burdens.



Extended Hypercare

Post-migration, Protera's solution promotes SAP system stability, addresses issues, and fast tracks resolutions from SAP, facilitating frictionless user adoption and upskilling internal IT teams.

SAP BASIS Support



Protera delivers proactive, AI-powered SAP BASIS services to keep your critical SAP workloads secure, available and optimized.

With 25 years of proven SAP experience, Protera's SAP BASIS services are designed to align your SAP landscape to your business operations and strategic goals.

- 24x7 monitoring with rapid resolution
- Proactive performance tuning
- Scalable, cost-effective support
- WatchDog – SAP Monitoring & Observability
- Well-executed upgrades and migrations

Cloud ERP Private Edition Companion Services

Portfolio of BASIS services specifically architected to supplement SAP's standard suite of services, providing end-to-end stewardship of your SAP Cloud ERP Private Edition ecosystem.

Learn More

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CloudVantage Platform



CloudVantage, Protera's centralized cloud enablement platform, leverages automation and AI to provide meaningful, real-time insights across private cloud, AWS, Azure, and GCP.

CloudVantage delivers a clean, user-friendly interface that simplifies managing modern workloads in the cloud.

- Astro – AI Digital Assistant
- WatchDog – SAP Monitoring
- Event & Patch Management
- Detailed FinOps Data
- ITSM Support Requirements
- Integrated CMDB



ASTRO



Advanced
SAP Cloud ERP Private
SAP Business Technology Platform