

# SAP Services & Solutions

## Stellar Support for your SAP Ecosystem



### End-to-end SAP solutions to migrate and continually modernize critical SAP enterprise applications



#### SAP BTP Modernization

Enable SAP Business technology Platform (BTP) enterprise-wide AI automation by connecting data, analytics workflows, and operational systems into a single, intelligence-driven fabric, helping clients work smarter & faster.

- Enterprise AI Automation
- SAP Clean-Core Extensibility
- Custom Portals, Workflows & Standalone Apps
- Workforce Accelerators



#### Expert Cloud Migrations

Proven expert in SAP migrations on AWS, Azure, and Google, incorporating Cloud ALM and promoting Clean Core with BTP extensions.

- Full data center exits
- 100% success rate



#### Cloud ERP Services

End-to-end stewardship of your SAP Cloud ERP ecosystem with a full suite of SAP technical services to supplement ongoing IT support.

- Companion to SAP services
- Flexible support options

- SAP Gold Partner – partner since 1998
- SAP PartnerEdge® Build
- SAP PartnerEdge® Sell
- Advanced SAP Cloud ERP Private
- Advanced SAP Business Technology Platform
- SAP HANA Operations
- SAP S/4HANA Operations
- SAP Business Suite Solutions Operations
- SAP Cloud & Infrastructure Operations
- SAP S/4HANA Cloud

#### SAP Store

- Protera Partnerportal Business-to-Business Portal
- Protera Partnerflow Automated Onboarding



1,000+  
SAP CLOUD  
MIGRATIONS

#### Data & Platform Integrations

Secure, future-proof & cost-effective integrations, tailored to promote business agility and unlock the full potential of the SAP Integration Suite to accelerate digital transformations.

- Cloud Native Data and Analytics
- SAP BDC and Datasphere
- PI/PO to SAP Integration Suite
- Cloud Foundry

## Core Protera SAP Solutions

#### SAP Functional AMS

Outcome-focused SAP AMS designed to ensure that your SAP environment operates seamlessly and delivers the performance of the modern business demands.

#### SAP Security

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

#### SAP Technical Services

Protera delivers proactive SAP Technical Services (BASIS) to keep your critical SAP workloads secure, available, and optimized, including global coverage and advanced SAP monitoring.

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## MANUFACTURING

### AI Support Agent

Heavy machinery manufacturer's SAP BTP Portal supports over 2,000 users, but resolving issues was slow and inefficient.

Protera developed an AI chatbot to streamline ticket creation, facilitate troubleshooting, and accelerate resolution by answering common questions using knowledgebases, troubleshooting errors, and submitting ServiceNow tickets automatically, with full session data.

#### OUTCOMES

- Decreased ticket count
- Reduced time spent submitting & clarifying issues
- Reduced mean time to resolution (MTTR)

## FOOD & BEVERAGE

### SAP Modernization

A long-term client, Protera has been a trusted partner as the customer modernized from SAP ECC on-premise to SAP S/4 on Azure, part of a long-term journey to SAP Cloud ERP.

Protera designed & executed non-disruptive migrations of SAP and friends, provides ongoing cloud and technical support, and has leveraged BTP to develop workflow optimizations, including Protera Partnerportal.

#### OUTCOMES

- 2x performance improvement in SAP processing
- S/4HANA on Azure highly integrated across apps
- Leverages AI and automation to improve efficiency

## HOSPITALITY

### AI Document Management

Protera's client receives many documents from customers and vendors that do not have EDI. As a result, the client has teams that process documents/emails, request clarifications, and manually enter data.

Protera developed an AI-powered document ingestion platform that includes SAP document creation, an agentic node that receives SAP business context for automated decision-making, KPI dashboards, with plans to expand with additional business processes.

#### OUTCOMES

- 80% document first-run success
- 25% increase in documents processed/week
- Reduced processing costs by orders of magnitude

## AUTOMOTIVE

### SAP Migration & Optimization

Protera has established a long-term partnership with the client, actioning the joint goal of maximizing the value of SAP to the enterprise and progressing a strategic SAP modernization roadmap.

Protera has migrated SAP to native Azure and RISE with SAP. In addition, our SAP teams have supported clean core projects, provided ongoing BASIS support, and architected and implemented new SAP features with Cloud ALM.

#### OUTCOMES

- Enhanced flexibility & scalability
- SAP processing improvement with new platform
- SLA & KPI improvement



We get IT. Visit [www.protera.com](http://www.protera.com) to learn more.