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The Future of Proactive SAP® Basis Support:

Your Next Gen Guide to SAP Technical Managed Services

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What is SAP Basis Administration?

SAP Basis administrators are responsible for a wide range of tasks, from daily monitoring and maintenance, to planning and executing major projects of an SAP landscape.

Put simply, an SAP Basis administrator is a fundamental part of your team, one without which core functions such as SAP maintenance and monitoring uptime, evaluating upgrades and the planning and most importantly--successful execution of major projects simply would not happen.

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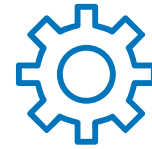
SAP Basis Administration
- Problem/issue resolution
- Transport management
- User management
- Performance management
- Capacity management
- SAP support packs and EHP implementations

Database management
- Performance tuning
- Patching

Operating system management

SAP Products

ECC, BI/BW, BOBj, SCM, SRM, CRM, PLM, S/4HANA, Suite on HANA, HANA sidecar

Databases

HANA, HANA 2.0, SQL Server, Oracle, DB2, MaxDB, Sybase ASE

Operating systems

Windows, Linux, HPUX, AIX, OS/400

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SAP Basis and SAP HANA Support

None of this is news to you, of course; SAP has been around in some form or another since 1972. But it's important to note how extensively the role of a Basis administrator has changed--and will continue to change--since the advent of SAP HANA.

[SAP HANA](#) changed the game in a multitude of ways, perhaps the most important being that it finally provided a central SAP database, as opposed to you needing to install software on a third-party database (meaning you'd need to be constantly monitoring data integrity).

In completing SAP HANA migrations and other upgrades, your Basis admin plays a key role. Your administrator has in-depth knowledge of our system. They bring an understanding of how your system is configured, its history and growth and the limits posed by your current landscape.

Primarily, Basis administrators now have to take more strategic and tactical roles in the operations of their organizations. Basis administrators must interface with every level of the organization as part of migration to S/4HANA. This can be--but doesn't have to be--a painful transition for upper management to accept, due to the substantial investments made in the existing SAP setup. This is where the Basis administrator comes in, assisting in helping the organization understand the timeline, the budget and the scope / priorities of the migration to S/4HANA.

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How the cloud has changed the role of SAP Basis administration

Tactically speaking, Basis administrators need to understand the business needs of the organization just as much as they do the technological needs. Total cost of ownership (TCO) is a primary factor when considering any technological purchase, but especially any changes to an SAP setup. Various factors must be considered, such as the cost variances from different providers, contract lengths and terms, the growth of demand that will be placed on the system and more.

With SAP HANA, SAP's S/4HANA software can be leveraged to its full extent. Basis administrators using SAP HANA have a much easier time of things--for the most part--than they did in the past. Because of automation, the health of the database is constantly monitored, alerting administrators to potential issues before they evolve into genuine problems. The rise of cloud-based hosting platforms (such as the Google Cloud Platform) have also removed the headaches of managing expensive on-premise hardware installations.

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Transformation of SAP Monitoring

SAP system monitoring is not a new concept; however, the days of manual monitoring are gone. Technology advancements are transforming how daily monitoring is done, bringing your SAP system health full circle. Not only can new monitoring tools be completely automated, but they allow for a complete view into your entire IT landscape. Basis administrators can be more than just reactive—they can now address issues before they happen – becoming proactive. In turn, your system runs smoother—saving your business both time and money.

The Proactive Approach
Technology issues are bound to happen, however it's how fast the issue can be resolved without burdening your organization that truly matters.

Using SAP advanced monitoring tools, Managed Service Providers (MSP) can analyze the system and prevent problems from occurring. When you have experienced consultants with the right certified skillset managing your systems, your SAP environment goes from being simply maintained to optimally performing.

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A brave new world

Your business is evolving, and so should your SAP monitoring platform. It should no longer be acceptable to monitor single points of failure in a vacuum. Technology has become highly integrated—failure of one component can cause significant downstream effects on others. Unfortunately, this is where most monitoring solutions fail. They focus on a single data point and neglect to look at the bigger picture.

In addition, multiple departments monitoring in silos promotes finger-pointing and obstructs the vision into the complete IT environment. It can feel like your IT team is trying to find a needle in a haystack, in addition to the frustration and cost of having one of your most mission-critical systems not working properly.

Service-oriented monitoring is an integrated, efficient way to optimally manage complex environments such as SAP. For example, when you think of SAP monitoring, you may think of application-specific alerts.
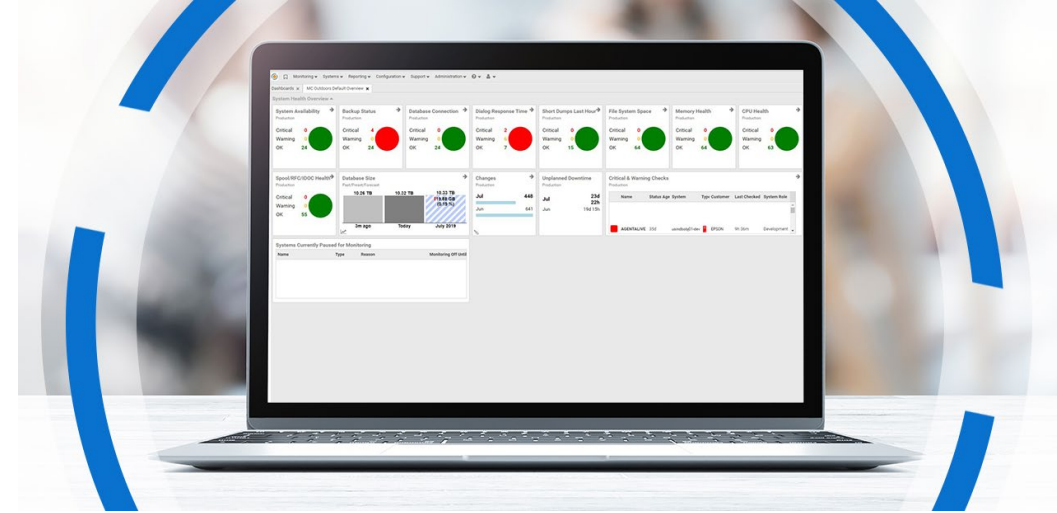
In reality, SAP is relying on a much larger infrastructure for support. This could include, but is not limited to, SANS, switches, servers, and hypervisors. Optimized monitoring methodology blends these components, weighs their relevance and provides a central source to view this information. Faster time to resolution and not searching for that lost needle, which equates to quicker root cause determination and less downtime.

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Criteria to find a Basis team that works for you

1 Senior-level team members that manage your systems

2 Transparent portal with up-to-the-minute status updates

3 Long-term planning to keep up with your business demands

4 Regular meetings to discuss trends, technology and strategy

5 Flexible, price-competitive, customizable solutions

6 Quick availability for any SAP question or concern

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The transition doesn't have to be difficult...

Settling for project delays, a mediocre Basis support model or unexplained SAP technical issues poses a dangerous risk for your company and health of your SAP environment. And the power and responsibility you hold as a decision maker to ensure your system is thoroughly supported leaves no room for complacency.

If you are experience issues with how your current SAP landscape is being supported, it's extremely important to make a change now.
You may think switching to a new SAP basis provider seems like too much work, but consider this—how much time and investment have you already lost and continue to lose from dealing with an inadequate support team? The transition would be well worth it to eliminate production outages or unexplained technical problems.

The best MSPs will work with you to ease that transition. First, working through the contract should be straight forward and deliverables clearly defined so you know exactly what to expect. They should also have a process to learn the details about your SAP environment to take on support. And finally, they will identify the transition period required to replace the current MSP to ensure there is no gap in support.

It's time to stop settling for an unsatisfactory support system and step up to make a change, to ensure the proper Basis support and attention your critical SAP systems require.

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SAP Partner ™

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Get Started?

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