



Addressing the Challenges of Infrastructure Refreshes

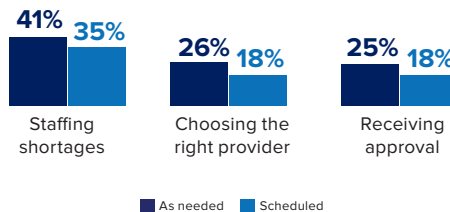
Research from ASUG and Nutanix discovered that SAP customers who refresh their IT infrastructure on an as-needed basis encounter more hurdles than those who schedule updates.

Keeping your IT infrastructure up to date is essential to run your SAP systems at peak performance. Yet we learned that more than a third of SAP customers (39%) only refresh their infrastructure on an as-needed basis. These organizations also experienced greater challenges than the 61% of SAP customers who completed planned refreshes every year or more.

Figure 1: Maintenance Challenges Differ for Organizations that Perform As-Needed Refreshes



Challenges Differ by Refresh Frequency



Source: ASUG research, January 2020

“Making sure we have the right talent and communication in place helps us avoid staffing shortages during infrastructure updates.”

– SAP customer

Some of the challenges associated with as-needed refreshes include staffing shortages (41%), choosing the right provider to work with (26%), and getting buy-in from executives and decision-makers (25%). For organizations that schedule their refreshes, these challenges were less significant. Overall, having a planned refresh schedule helps SAP customers avoid these issues while keeping their infrastructure projects on time and on budget.

Implications: Rely on an Infrastructure Provider for Regular Refreshes

You don't have to manage your infrastructure maintenance and upgrades alone. The right third-party provider will help your organization complete regular refreshes on schedule while avoiding the staffing pressures and buy-in hurdles of ad-hoc updates. As you look for the right provider, make sure to choose one that can provide visibility across your SAP systems so your IT team can quickly and easily troubleshoot, reduce downtime, and scale as needed to keep all of your environments running at peak efficiency between refreshes.

[Learn how Nutanix takes the pain out of refreshing your infrastructure.](#)

ASUG

ASUG is the world's largest SAP user group. Originally founded by a group of visionary SAP customers in 1991, its mission is to help people and organizations get the most value from their investment in SAP technology. ASUG currently serves thousands of businesses via companywide memberships, connecting more than 130,000 professionals with networking and educational resources to help them master new challenges. Through in-person and virtual events, on-demand digital resources, and ongoing advocacy for its membership, ASUG helps SAP customers make more possible.

NUTANIX

Nutanix is a global leader in cloud software and hyperconverged infrastructure solutions, making infrastructure invisible so that IT can focus on the applications and services that power their business. Companies around the world use Nutanix Enterprise Cloud OS software to bring one-click application management and mobility across public, private and distributed edge clouds so they can run any application at any scale with a dramatically lower total cost of ownership. The result is organizations that can rapidly deliver a high-performance IT environment on demand, giving application owners a true cloud-like experience.

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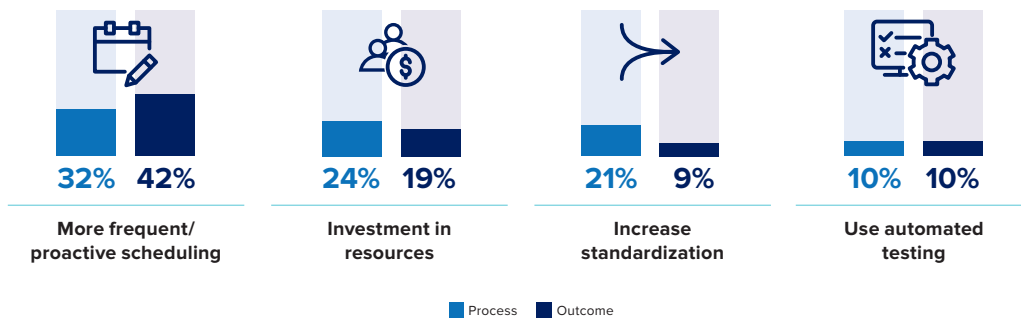


Improving the Outcomes of Infrastructure Refreshes

Proactively planning for and scheduling regular IT infrastructure refreshes improves the processes and outcomes associated with these projects, according to research from ASUG and Nutanix.

Two improvements will help SAP customers the most when it comes to refreshing their IT infrastructure: more frequent and proactive scheduling and investment in resources to assist with additional work. Participants in our research told us these two enhancements would improve not only the update process, but also their business results.

Figure 1: How to Improve IT Infrastructure Refresh Processes and Outcomes



Source: ASUG research, January 2020

“It’s important to have a defined technical road map for infrastructure updates and refreshes, which we use to prioritize and plan in conjunction with business-related capability road maps.”

– SAP customer

Nearly a third of SAP customers (32%) believe more frequent and proactive scheduling improves the refresh process, and 42% said it leads to better outcomes. These customers reported that investing in resources, including outsourcing, vendor support, and cloud tools, would have positive effects.

Other factors that customers said would deliver better results include more standardization to the process and automated testing. Our research found that most SAP customers currently rely on manual testing, which is labor-intensive, time-consuming, and does not catch every issue.

Implications: Achieve Better Outcomes with the Right Infrastructure Partner

One of the best ways to avoid the demands and delays associated with refreshing your IT infrastructure is to outsource the process to a third-party provider. Other SAP customers have learned that extra support can mean the difference between successful or painful projects, and that deprioritizing them amplifies related challenges. When looking for support, make sure that the providers you consider can handle the end-to-end update process and that they offer standardized, repeatable practices to achieve the outcomes your organization requires.

 [Discover how Nutanix can simplify and streamline your infrastructure updates.](#)

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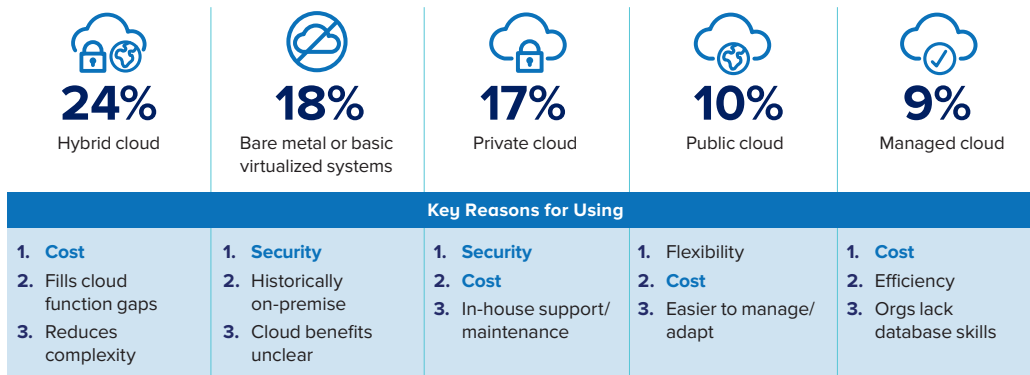


The Move to SAP S/4HANA on Cloud Environments

Two-thirds of SAP ERP customers already have adopted or are adopting SAP S/4HANA. They may be going live on different cloud environments, but they're looking for the same benefits, according to research from ASUG and Nutanix.

The 48% of organizations in this study who are implementing or planning to implement SAP S/4HANA have specific infrastructure needs for a successful SAP S/4HANA deployment. These SAP customers said their top desires from new IT infrastructure include easy, incremental scaling (45%) and the ability to adapt to future needs (40%). The other 33% of organizations are still evaluating SAP S/4HANA, have no plans to move, or haven't heard of it.

Figure 1: SAP S/4HANA Environment Desires



Source: ASUG research, January 2020

“We hope to have faster hardware, more-responsive software, and more bandwidth for data-intensive applications.”

– SAP S/4HANA customer

Although organizations are planning to run SAP S/4HANA across different cloud types, most want the same things from their cloud providers. Cost and security topped the list for almost every type of environment. Yet expertise in setting up appropriate security controls between the infrastructure operating systems and SAP software is hard to find. This demand likely will increase as more organizations move to SAP S/4HANA before the end of legacy system support of SAP ECC in 2027.

Implications: Find an Infrastructure Provider with SAP Security Expertise

SAP customers want adaptable, scalable infrastructure with strong security for their SAP ERP systems. Look for a provider with expertise in SAP security that also can help you run your cloud environments, no matter where you need them to run. The best infrastructure provider will be ready to help you address the top challenges of an SAP S/4HANA implementation, including the threat of downtime, inefficient testing processes, and a lack of internal skills. The right choice will keep your system running smoothly, upgrade after upgrade.

 Find out how Nutanix can help you before and after your SAP S/4HANA migration.

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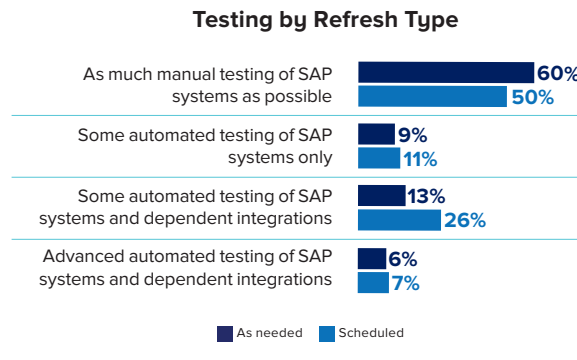
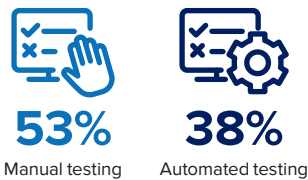


Testing Opportunities for SAP Upgrades and Migrations

Research conducted by ASUG and Nutanix revealed that more than half of SAP customers are conducting manual testing when upgrading or migrating their SAP systems, leaving ample room for automated testing to improve these processes.

Many SAP customers are missing the opportunity to use automated testing to help them with their upgrades and migrations. An ASUG study with Nutanix discovered that 53% of organizations conduct as much manual testing as possible. Only 38% are using automated testing, which is far more efficient and catches more issues than manual testing. This practice has the potential to slow projects for the 66% of organizations that have implemented or plan to migrate to SAP S/4HANA.

Figure 1: Types of Testing Used for SAP Upgrades and Migrations



Source: ASUG research, January 2020

Organizations that schedule their infrastructure updates rely on automated testing more than those that perform as-needed infrastructure refreshes. In fact, 44% of organizations that schedule their updates lean more heavily on automated testing versus 28% of those that do ad-hoc refreshes. All customers have room for improvement, though, because only 6% of organizations that perform as-needed refreshes and 7% of those that schedule refreshes use advanced automated testing of SAP systems and related integrations.

Implications: Turn to Providers that Enable and Excel at Testing

Whether you're migrating to SAP S/4HANA or upgrading your existing SAP systems, you'll need a solid automated testing process that will allow you to fix code errors before you migrate, assess new code before launches, and help you keep your technology landscape secure and running smoothly. Look for providers who can deliver infrastructure that easily accommodates an automated testing program. This will help set you up for success as you migrate and upgrade.

[Explore how Nutanix helps you prepare your infrastructure for automated testing.](#)

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