



## CASE STUDY

# How Caverion Migrated to Microsoft Azure Without Skipping a Beat

**How we work and how we live is largely determined by the environment we create ourselves. That is why Caverion works hard every day to make this environment safe, improve conditions for well-being and productivity, and to do so in harmony with the environment and consciously using natural resources.**

Customers rely on our technical expertise over the entire life cycle of buildings, infrastructure projects, and industrial plants - from planning and construction to maintenance and service, from consulting to implementation.

More than 14,000 employees in ten countries in Northern and Central Europe

recently generated an annual sales volume of around 2.3 billion euros.

Caverion's shares are listed on the NASDAQ stock exchange in Helsinki stock exchange. Caverion Deutschland GmbH has 19 branch offices and employs 2,100 people throughout Germany.

## Our SAP Systems are the Heart of the Company

“SAP is our core ERP system and is our most important business application. It contains our master data, and virtually all operating processes are mapped there – effectively being the heart of the company,” explains Florian Kazak, Manager, Enterprise Systems at Caverion Group. Until that point, the system had run in a data center in Finland as an on-premises operation, managed by one of the heavyweights in the IT service provider market. However, Caverion had since adopted a public cloud-first strategy, and by then the company had already moved numerous workloads to the Microsoft cloud.

When time came to migrate their critically-important SAP system, they also needed to consider the timing of the upgrades of their SAP applications. As a result, they needed to find a new partner to handle the migration, and also to take over the management of their future SAP base operation.

## Migrating to Microsoft Azure Offers a Number of Advantages

“Our goal was to migrate a system landscape with around 45 SAP systems to Azure and to consolidate the infrastructure in the process,” says Florian Kazak. Fewer servers mean less monitoring, patching and maintenance effort - and that also saves time and money in the cloud.

In addition, the public cloud offers Caverion a number of advantages over its own data center: more flexibility in designing the landscape, servers can be booted up, shut down or deployed at any time - and systems that are not needed at night, for example, can be shut down by default.

And gaining more options to choose from when it came to sourcing potential service providers was an equally important advantage for Caverion. That greater level of vendor flexibility – apart from the hosting provider - is what they gained by moving to Azure.

That greater level of vendor flexibility – apart from the hosting provider - is what they gained by moving to Azure.



# In Search of Cloud Know-How, SAP Expertise, and Nearshore Support

Caverion found that a new SAP partner might offer even better value for money, despite already enjoying savings by getting their SAP Basis service offshore from India. Nonetheless, with the majority of the company's IT team being in Europe, the building technology provider sought a nearshore model for support. Caverion also sought a partner with a depth of expertise in both SAP and the public cloud and, above all, one that was large enough to support Caverion with its more than 14,000 employees.

"We no longer wanted a provider with several hundred thousand employees," emphasizes Florian Kazak. The providers who met this list of requirements were called upon to present their ideas and services. And One company in particular stood out from this group: Syntax.

"Professional competence, technical expertise, strong European business with a powerful German subsidiary and nearshore support in Europe, partners at eye level - that's what we had imagined," says a delighted Florian Kazak. "We were particularly convinced by Syntax's transparent approach and their clear ideas."

Right from the start, there was openness about how the service would be provided from the EU, and their experts provided us with details about server sizing, backup, failover strategy, etc.. Syntax thus clearly went into advance performance, and into risk. All in all, it was a perfect package - including the price-performance ratio - and completely in line with our expectations."



"Syntax was convincing right from the start with the technical competence of the architects, the entire landscape, and how it was designed and built. I would do a project like this again anytime with the experts from Syntax. And their ongoing nearshore support also serves us well, as expected."



**Florian Kazak**  
Manager Enterprise Systems  
Caverion

## Why the Import/Export Approach to Migrate SAP Made Sense

Once Caverion chose Syntax as their new service provider and settled on the contract terms, the partners began planning and designing the future landscape. One of the most important early decisions made was how the SAP systems would communicate with Caverion's other applications running on other Azure subscriptions.

The specific migration approach, on the other hand, was clear from the outset: Caverion had decided against lift & shift and in favor of an SAP export/import approach. This was clear because of the relative age of parts of their infrastructure, and the important precursors to importing the SAP – the need to first reinstall the server, the OS, and then the databases. In addition, extensive test migrations were planned to keep risks low and minimize downtime.

## Going Live Smoothly and on Schedule

For the go-live, the production systems were divided into two groups and were to be migrated over two consecutive weekends. The largest database comprised five terabytes of data – so migrating that was a challenging feat in and of itself, given the tight timeframe. And yet the partners were right on schedule.

The only scary moment was when thousands of end users accessed the system at the beginning of the week, and suddenly performance problems emerged. However, the fault was quickly identified: The consolidated, high-performance servers were using only a fraction of the available memory due to the server configuration inherited from the old data center.

After updating the memory parameters, the system ran even faster than ever.



# A High-Performance SAP System on the Azure Cloud

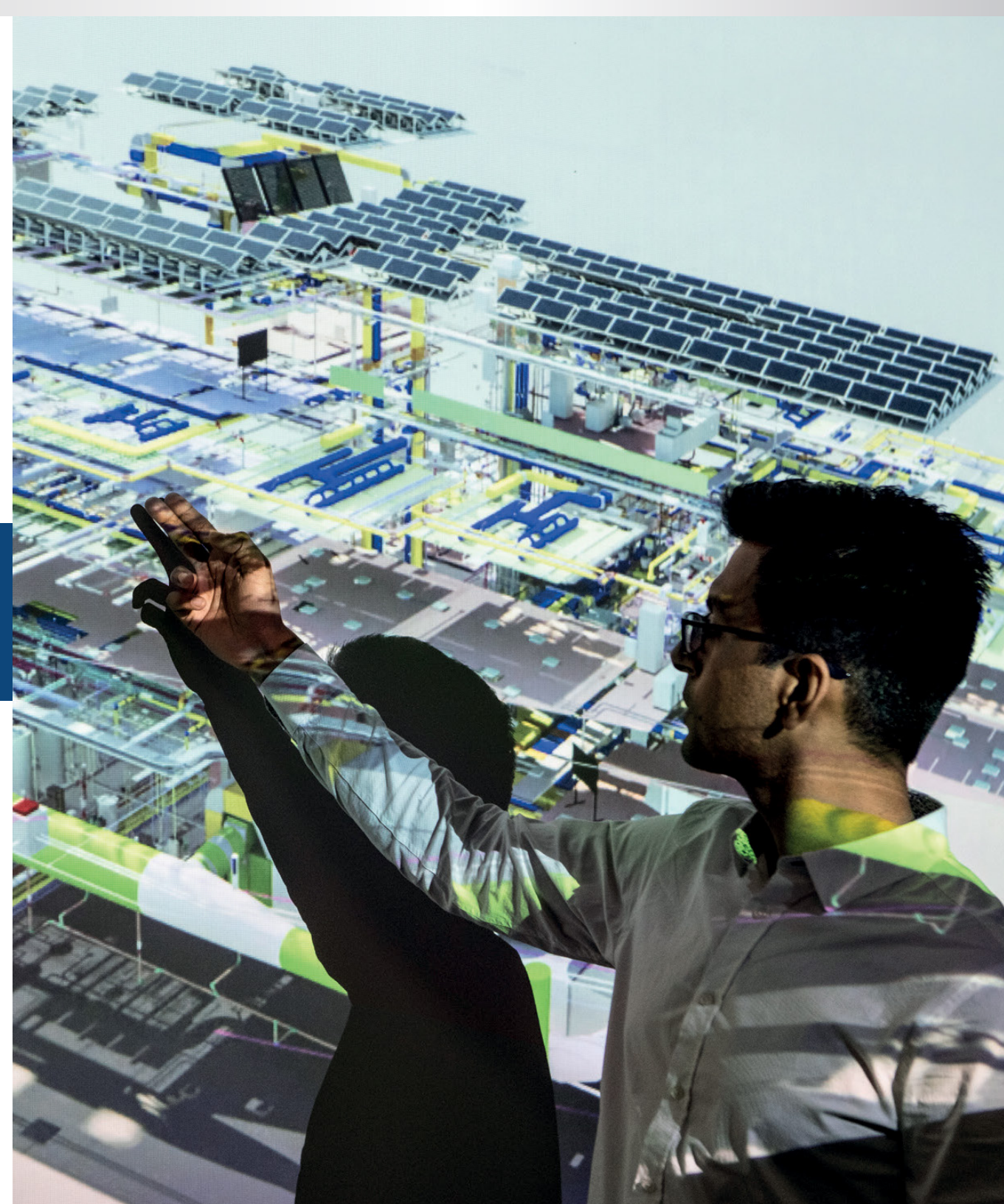
The SAP on Azure performance figures for speak for themselves:

- System response times are up to 40 percent shorter, and
- Batch jobs now run up to ten times faster.

Here, the export/import migration approach, the Azure cloud and the reorganized databases have clearly paid off. In the next step, Syntax optimized and right sized the servers and then reserved the corresponding Azure capacities. Because when companies commit for a longer period, Microsoft offers discounts, “and that saves us money,” says Kazak.

**The SAP on Azure performance figures speak for themselves:**  
System response times are up to 40 percent shorter,  
and batch jobs now run up to ten times faster.

For SAP Basis operations, the IT service provider also developed a solution using Microsoft Power Automate, which automatically sends SAP monitoring alerts to ServiceNow, Caverion's ITSM tool, or as tickets in ServiceNow with a sophisticated logic that prevents flooding. And through integration with Syntax's own ticketing system, tickets can be pushed to the support team in the future, without the need for mail or phone calls. This reduces the workload for everyone involved - and ensures that errors can be resolved quickly.



# Good Planning Yields Good Outcomes

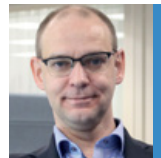
Florian Kazak recommends that companies that are about to embark on an SAP migration of this kind should lay out the responsibilities, availabilities and processes when drawing up the contract in order to avoid misunderstandings. “Our particular lesson learned was - and this is also a tip for others - to address the issue of resourcing at an early stage at both the service provider side, as well as your own.

In all, the resource commitment on our side involved about 20 colleagues, and they all needed to be forewarned and reserved for the right times,” explains Florian Kazak. That’s why it’s important to allow enough time for the early planning phase - as well as for the design and architecture phases. “If you discuss the important aspects in detail at the beginning, get them approved and put them on paper, you can easily work through the migration later and implement it smoothly.” In addition, the IT expert would put even more focus on testing the next time - then that is really time-consuming, but it’s also an absolute necessity to ensure a fully functional system.

Florian Kazak is very satisfied with the SAP migration overall: “We wanted to carry out a project that the end users basically don’t even notice and then at some point realize, wow, the systems run much faster. And we managed to do that.

Syntax was exactly the right partner for this, and we’re looking forward to the SAP Basis operation really taking off soon - it’s going to save us a lot of time in the IT department.”

“Syntax has proven to be a reliable and knowledgeable partner for Caverion’s SAP Basis work. We are convinced that with Syntax we will have not only smooth sailing – no unplanned downtime – but also more wind at the sails – better performance.”



**Heikki Linnanen**  
CIO  
Caverion

## How Syntax’s SAP on Azure Might Work For You

For a closer look at Syntax’s SAP on Azure offering, please download the Syntax SAP on Azure data sheet. This document will be yours as a reference document, and is formatted as a PDF to enable easy sharing with others.

[GET THE DATA SHEET](#)



### About Syntax

Syntax provides comprehensive technology solutions as a trusted global advisor and application-management services to power businesses’ mission critical applications in the cloud.

With 50 years of experience, 700+ customers, and nearly 2,000 employees around the world, Syntax has deep expertise in implementing and managing ERP and other applications deployments in secure private, public, and hybrid environments. Syntax partners with SAP, Oracle, JD Edwards, AWS, Microsoft, and other global technology leaders to ensure customers’ applications are seamless, secure, and at the forefront of enterprise technology innovation.

Visit [www.syntax.com](http://www.syntax.com) for more information.



### Contact Us

[Syntax.com](http://Syntax.com)  
[Marketing@Syntax.com](mailto:Marketing@Syntax.com)