



How Managed Cloud Services help entplexit give customers a competitive advantage

Leveraging AWS infrastructure managed by Syntax opened the door to developing an innovative software-as-a-service SAP data archiving solution.

Challenge

entplexit needed an external AWS service provider with SAP expertise that was able to manage their cloud infrastructure in a secure way to deliver successfully their SaaS solution to customers.

Outcome

The company has now an AWS infrastructure where customers are technically and logically separated and where Syntax takes care of patch management, monitoring, backup and IT security.

entplexit

Industry: Information Technology
HQ: Eschborn, Frankfurt

Supported Since: 2011
Project Implementation: July 2023

The context: how the right solution for entplexit requires Managed Cloud Services

Common SAP archiving solutions are often based on classic license models - software purchase and maintenance contracts with operation in the customer's own data center or with a service provider.

"We were of the opinion that this could work differently - and the market was also waiting for a more modern variant solution" explains Oliver Greiner, Managing Director for entplexit. The consultant company therefore decided to offer its own SAP archiving software based on the Software-as-a-Service model, with provisioning via the public or private cloud. The idea behind it was to buy archiving software for SAP and refine it with their own added services - in the sense of a managed archive service for the SAP application.



Why AWS made sense as the cloud provider

After finding the right software, the cloud decision was made in favor of AWS due to the wide distribution and acceptance in the market, the high performance, and the good scalability. "In general, an AWS infrastructure can be set up quickly, but patching, monitoring and support are expensive, and we lacked the resources and expertise for this. That's why we were faced with the strategic question of whether we wanted to invest and create internal

positions in an area that is not our core competence, or whether we wanted to bring a service provider on board," emphasizes Oliver Greiner.

Our pragmatic decision: we are not AWS specialists, so we needed to look for a competent partner in this area" adds Greiner. For that reason, once we settled on AWS, then it made sense to find a Managed Cloud Service provider with a strong AWS relationship, such as Syntax.

Powerful Syntax Cloud Management tool completes the picture

entplexit has been working with various IT service providers, with Syntax for example, for twelve years in different contexts. "We knew exactly what Syntax could offer us - SAP expertise, deep AWS and cloud security know-how, ISO 27001 certification and absolute reliability," says Oliver Greiner.

On top of this, Syntax has an additional unique offering: a high-performance multicloud management platform developed for managing and controlling cloud environments. The platform is called Syntax CxHub, and it is designed to provide insight into IT infrastructure resources across all public and private cloud platforms including servers, storage, backup

and databases as well as cost management (FinOps) and support interactions. Because of this robust functionality, Syntax CxHub is considered a key element of how Syntax's Managed Cloud Services enables entplexit to fulfill its vision of providing value-added SaaS solutions for SAP.

Syntax's CxHub also enables advanced billing capabilities. With suitable tagging, the costs in CxHub can be clustered and separated in such a way that entplexit can break them down at customer level. Together with the technical and logical separation, it is possible to separate customers at all levels – for example for instances, storage, VPN, security, or data transfer costs.



Security integrated into the Managed Cloud Services

Since security also plays a very important role in archived data, this was another key element that Syntax contributes to the overall effectiveness of the SaaS solutions entplexit is developing.

As part of the Managed Cloud Services, Syntax ensures the provision and operation of the AWS infrastructure in entplexit's tenant, sets up the technically and logically separate customers there and takes care

of patch management, monitoring, backup and IT security. In doing so, Syntax pursues a comprehensive, integrated security approach based on best practices, which guarantees the integrity of the applications and the data that entplexit stores and processes. Security practices are integrated into the design, systems, standards and processes, integrated encryption and continuous monitoring minimize risks associated with data and confidential information. And customers

securely access their data stored in AWS via VPN access provided by Syntax. Syntax operates a sophisticated information security management system (ISMS) with consistent processes and continuously improves its IT security - systematically and in a structured manner. The ISMS is structured according to SOC 1 and SOC 2, and various internationally recognized IT security standard setting organizations.

Quality, consistency and 24/7 monitoring ensures stability

With the SaaS archiving solution from entplexit, companies that use SAP-ERP can map SAP ILM - the GDPR- compliant processing of personal data in SAP - and connect future cloud technologies to the Business Technology Platform (SAP BTP) via the CMIS interface. Thanks to the quality, consistency, and 24x7 monitoring of the Syntax Managed Cloud Services, entplexit's SAP archiving application for SAP is kept lean, runs very stable and requires no additional database licenses. Billing of the SaaS solution is simple and straightforward, based on the archive volume used (storage space) - with a degressive price model. And thanks to the simple, flexible scalability afforded by AWS, there is maximum investment security. Additional storage can be automatically added as needed.

Another special advantage is that thanks to the partnership between entplexit and Syntax, this SAP

archiving solution can be used very quickly. "Many other service providers need several weeks to provide the infrastructure," says Oliver Greiner. "We can do it in a few days (maximum 5) after the contract is signed and the deliverable service is defined." For new customers, entplexit sends a request for the desired expansion level (small, medium or large) to Syntax and within a very short time the AWS instance is available, the corresponding IP addresses are activated, and it is integrated into the 24/7 monitoring and CxHub. This ensures that the Syntax server and application can restart immediately if an AWS server crashes during operation. "Syntax is an absolutely reliable, pragmatic partner who always finds solutions quickly; we also come from the SAP corner and therefore speak the same language. It's now a very personal relationship, and it's always been a partnership on an equal footing," adds Greiner.



Good planning yields good outcomes

Oliver Greiner recommends that other providers of SaaS solutions tackle the drafting of contracts at an early stage and tighten the framework. What should the solution ultimately look like for end customers, and how can a billing model be presented to the customer. Syntax CxHub was a clear success factor for this. Another important topic to address early is access to the public cloud structure: “For administration and continuous monitoring, users of the service provider must access AWS, the application needs access and of course SAP too,” explains Oliver Greiner. Here it is important not to allow any open flanks and to define an infrastructure strategy in good time, in which the aspect of security in particular is not neglected.

The cooperation between the partners is very successful, CxHub is continuously being further developed, the AWS infrastructure can be relied on and the innovative SaaS-SAP archiving solution has been very well received on the market.

Greiner finally adds: “What we value is direct access to individuals and resources. Of course there is a ticket system, but when push comes to shove, we can just pick up the phone. There are no ping-pong games where tickets are time-consumingly pushed back and forth - if necessary, we set up a video conferencing session and solve the problem together. This is different for many service providers. In our partnership, the ‘together’ is very important.”

Learn more about Syntax’s Managed Cloud Services

With our deep understanding of enterprise cloud computing, we offer services to suit your cloud specific needs. Our strong governance, proven processes, and experience designing and architecting workloads in AWS give you peace of mind, knowing that you have a partner with the people, security capabilities, and track record to manage your public cloud.

Learn more about Syntax & AWS

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Why Syntax

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

With 50+ years of experience, 700+ customers, and more than 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, AWS, Microsoft, and other global technology leaders to ensure customers’ applications are seamless, secure, and at the forefront of enterprise technology innovation.



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