



THE TILE SHOP SHIFTS FOCUS FROM INFRASTRUCTURE TO EFFICIENCY, INNOVATION, AND AI WITH SAP ON AZURE

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CASE STUDY



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WHAT WE'LL COVER

THE TILE SHOP SHIFTS FOCUS FROM INFRASTRUCTURE TO EFFICIENCY, INNOVATION, AND AI

- ❑ “Cloud is just the beginning”
- ❑ Creating a solid modernization plan
- ❑ Moving beyond infrastructure management:
 - ❑ Adopting FinOps
 - ❑ Leveraging automation
 - ❑ Real world AI to add real value



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THE TILE SHOP

ABOUT

Founded in 1985 in Plymouth, MN

Specialty retailer of manufactured and natural stone tiles, setting and maintenance materials, and related accessories

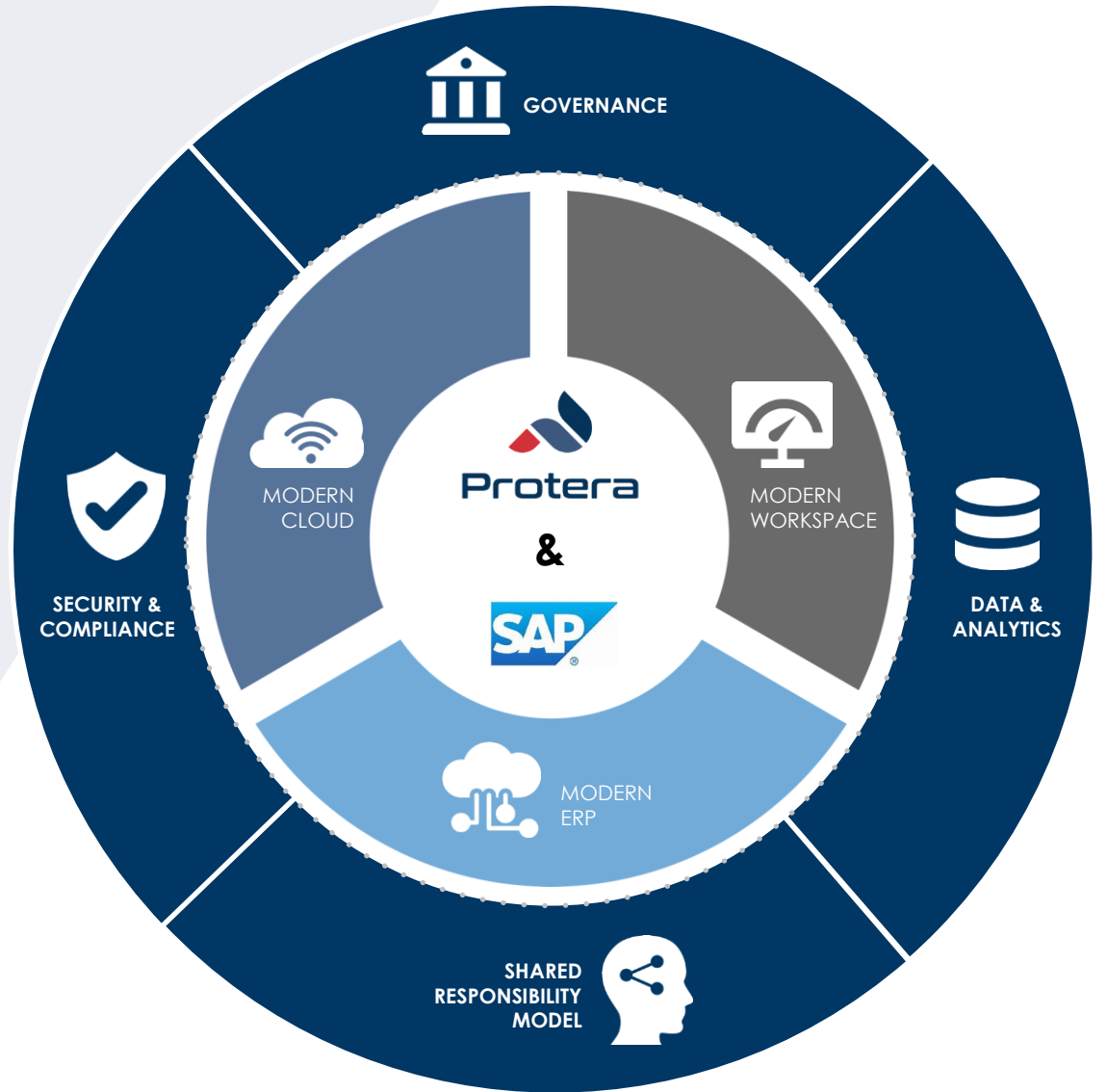
142 stores in 31 states



PROTERA WHAT WE DO

We modernize, optimize, and transform enterprise workloads through a proactive services and support model.

Driving agreed measurable and reportable business outcomes.



“CLOUD IS ONLY THE BEGINNING”

THE BUSINESS DRIVERS LEADING TO MODERNIZATION



AGING ON PREMISE DATA CENTER

Cost to maintain

Security concerns



GROWTH AT SCALE

Time to value

Bringing on new stores

Spinning up project
environments

Testing capabilities



SAP S/4HANA POTENTIAL ON CLOUD

Easy access to SAP
systems at stores

Integration with POS

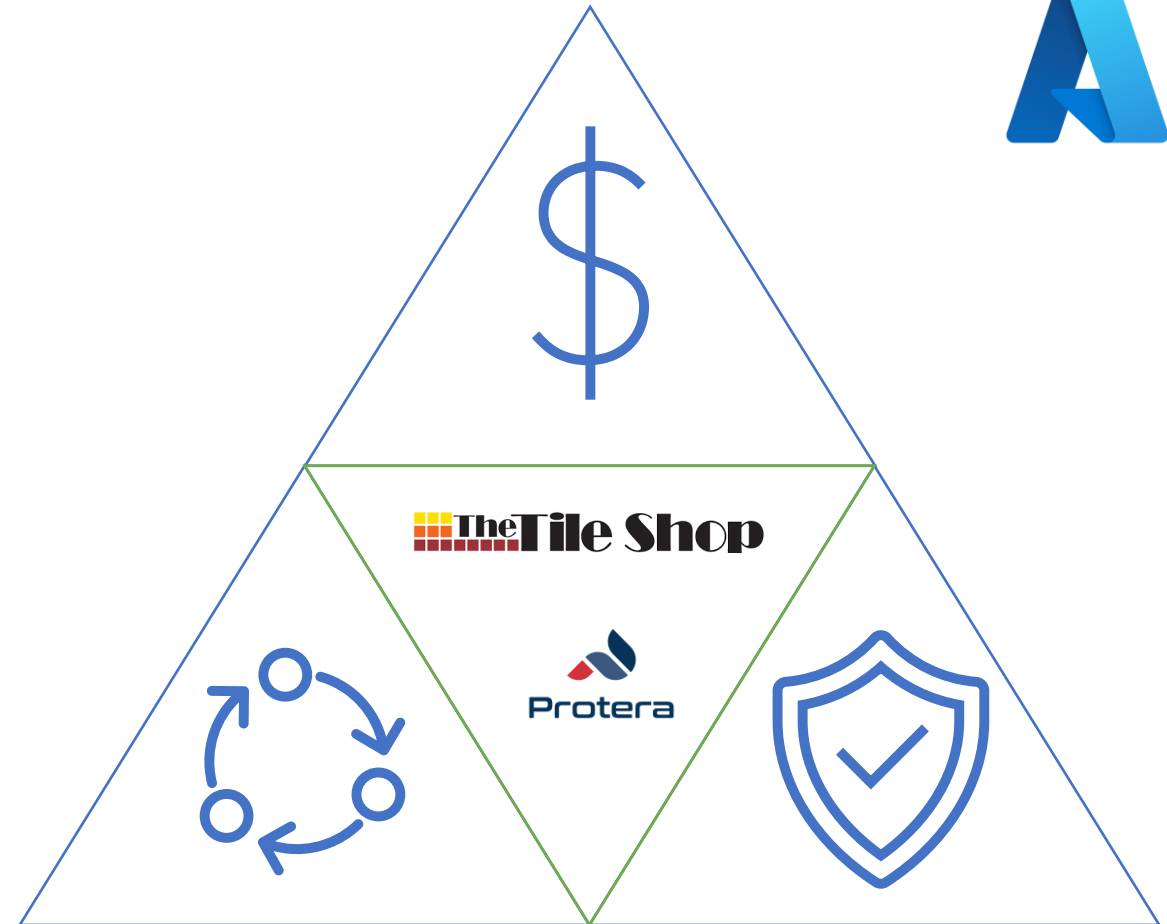
Platform Engineering
– Azure Center for
SAP Solutions

CLOUD SELECTION

THE RIGHT CLOUD FOR YOUR BUSINESS



- Began with Microsoft 365
- Staff familiar with Windows tools
- Cost & Incentives with Microsoft
- Great overall relationship with Microsoft
 - Enterprise Alignment
- License already set with Microsoft so easy to transition



Protera focuses on creating value for our clients by creating multifaceted solutions that focus on saving cost, mitigating risk, and creating scalable platforms and operational models

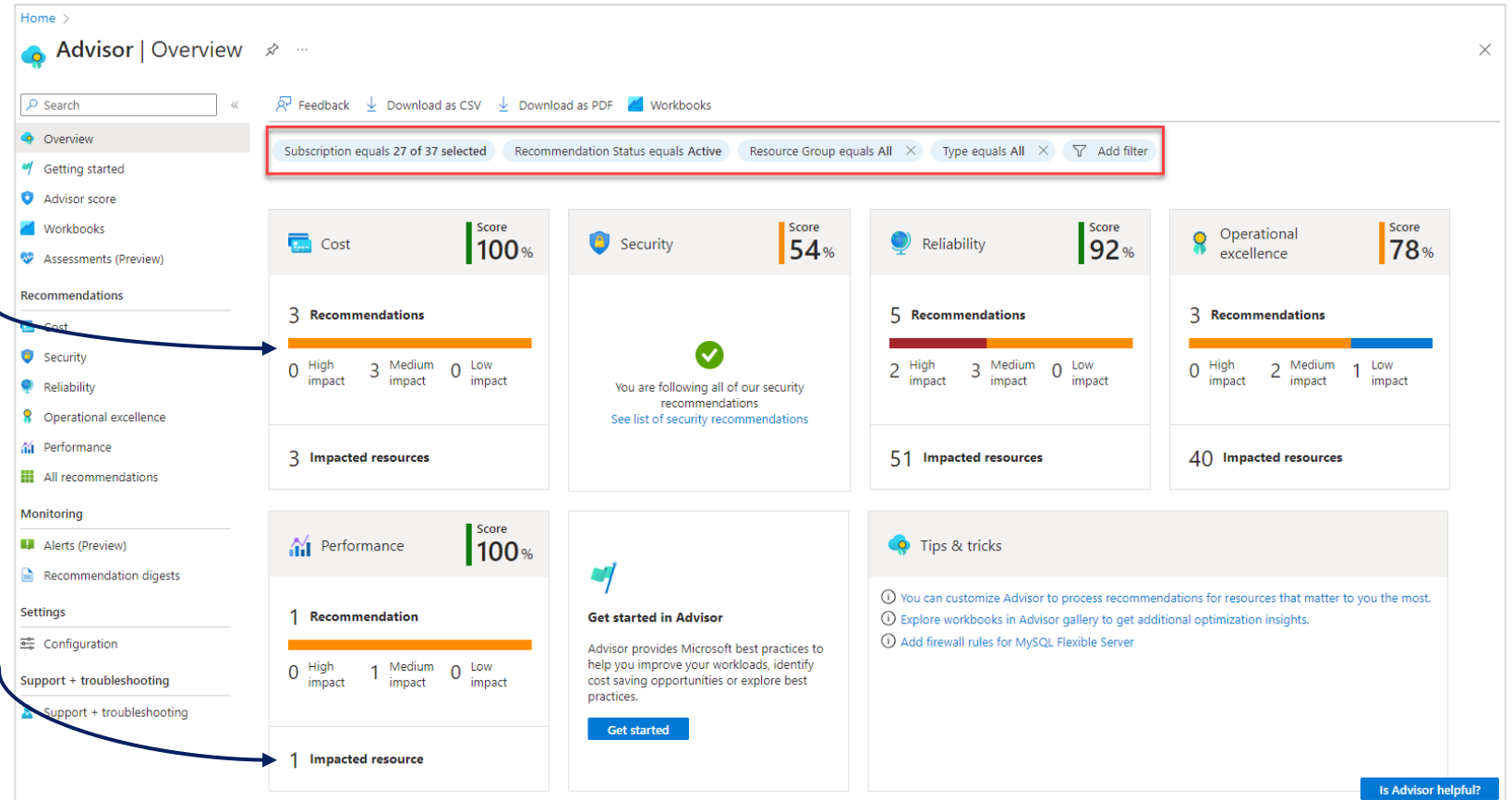
ADOPTING FINOPS: MICROSOFT ADVISOR

ENABLED BY CLOUD NATIVE TOOLS

Offers hints
on potential
cost savings
opportunities

Break out by:

- Subscription
- Reservations
- Resources
- Storage/VMs



FINOPS BENEFITS

ENABLED BY CLOUD NATIVE TOOLS



COST SAVINGS

50% Decrease in cloud bill post migration

Shut down services if 'not in use'



OPTIMIZATION

Consistent

Cost score impact



EXECUTIVE REPORTING

Board ready metrics

Improve accountability to the business

LEVERAGING INNOVATION

Enabled by Cloud Native Tools

Goals and Objectives

- Utilize existing licensing to its potential
 - E5, Defender
- Integrate with cloud native DevOps Tooling
 - ADO
- Leverage real time and automated scaling
 - Spin up and spin down with policy
- Security, Governance Risk
 - Security Center and Azure Advisor
- Maximizing performance of database and application with right sized resources
- S4 retail

| Capability | Base Included with every system |
|---------------------------------|--|
| Automation | Azure Center for SAP Solutions, Microsoft GitHub Repositories, Terraform, Key Vault, Ansible, Azure Functions etc. |
| Cloud Governance | Azure Advisor, Defender for Cloud |
| AI-Ops, Monitoring and Alarming | Azure Monitor & Log Analytics |
| Patching (OS) | <i>Azure Update Center</i> |
| SIEM | Sentinel |
| EDR | Defender for Server (Plan 1 / Plan 2) |
| AV / Anti Malware | Defender for Server (Plan 1 / Plan 2) |
| Backups/ Data Protection | Azure Backup |
| BASIS Automation | Azure Center for SAP Solutions |
| HANA Backup | Azure Backup for SAP HANA |
| SAP Monitoring / Observability | Azure Center for SAP Solutions |

REAL WORLD AI

Enabled by Cloud Native Tools and Polity



CoPilot

Staff access to AI

Efficiency
recommendations

Vulnerability alerts



OPERATIONS

"Schedule install of the patch"

Monitoring, logging



SECURITY

Scripted action based
on patterns

Security/Defender

THE TILE SHOP: IT TODAY AND GOALS FOR FUTURE

IT LANDSCAPE TODAY



















- Aging data center services
- On-Prem Infrastructure Services
- S/4HANA and mix of legacy on- prem applications
- Aging HW footprint
- Tactical DR implementation in Azure
- Hub and spoke WAN
- Appliance based security
- Business Continuity Set up
- IT support footprint modernized
- Cloud first network approach
- Integration with cloud services (BTP)
- Integration and automate order to cash



FUTURE GOALS

- Goal is to migrate total data center, not to have any on-prem
- Get things that connect into SAP into the cloud (progress)
- Grow and scale E-commerce sales/platform (goal for 2024)
- Continue to utilize the Azure tools: AI to more efficiently manage and govern our cloud assets

PROACTIVE MODERN CLOUD SERVICES

| IT OPERATIONS AND INFRASTRUCTURE MANAGEMENT | | | SECURITY & RISK MANAGEMENT | APPLICATION MANAGEMENT | STRATEGY & GOVERNANCE |
|---|---|---|--|--|--|
|  NETWORK MANAGEMENT |  CLOUD MATURITY MODEL |  COST GOVERNANCE |  SECURITY GOVERNANCE, RISK & COMPLIANCE |  SAP Native Managed Services |  IT STRATEGY & GOVERNANCE |
|  SERVICE DESK |  INCIDENT & PROBLEM MANAGEMENT |  AVAILABILITY & CAPACITY MANAGEMENT |  DISASTER RECOVERY & DATA PROTECTION |  RISE with Protera SAP Managed Services |  ENTERPRISE ARCHITECTURE |
|  LIFECYCLE MANAGEMENT |  ASSET MANAGEMENT |  CHANGE MANAGEMENT |  BUSINESS CONTINUITY PLANNING |  APPLICATION PORTFOLIO MANAGEMENT |  PROGRAM MANAGEMENT |

LEVERAGE CLOUD MODERNIZATION AND MANAGEMENT SERVICES
TO ELEVATE THE FOCUS OF YOUR TEAMS UP THE IT VALUE CHAIN

KEY POINTS TO TAKE HOME

- ☐ Create a solid modernization plan
- ☐ Leverage your partners
- ☐ Adopt and incorporate AI that adds real value



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Q&A



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