

# Minimized Downtime Operations (MDO™) for SAP



## Challenge

### Reducing Planned Downtime in SAP Operations

The traditional operational procedures used by organizations to maintain their mission-critical SAP systems result in significant amounts of planned downtime. While planned downtime might be perceived to be an inconvenience as opposed to a negative business event because it can be scheduled during off-peak hours, the reality is that planned downtime incurs substantial costs for many companies.

On average, planned downtime costs large companies around \$5.6 million per year. In addition to this opportunity cost, planned downtime can potentially impact productivity and customer satisfaction. Taking all these factors into account, organizations have much to gain from significantly reducing planned downtime in their mission-critical SAP operations.



## The Lemongrass Solution

### MDO for SAP

MDO is a premium managed services solution that significantly reduces the downtime associated with operating SAP in the Cloud. Leveraging Lemongrass's cutting-edge proprietary tool (LCP), MDO enables customers to initiate, monitor, and schedule important operational tasks on SAP Systems and their underlying infrastructure with minimal complexity, effort, and downtime. The solution includes the following capabilities:

- Minimal downtime resizing
- Minimal downtime OS patching
- Minimal downtime DB patching
- Minimal downtime SAP kernel patching
- SAP system refresh/cloning
- Vertical scaling of SAP infrastructure
- On-demand horizontal app server scaling
- Compliance build for ransomware prevention

## Benefits

### MDO for SAP will help you:



#### Reduce Planned Downtime

MDO reduces planned downtime to Cut-over time and associated Post Cut-over Testing.



#### Improve Performance & Reliability

MDO ensures each deployment is consistent, predictable and running at optimum efficiency.



#### Reduce Infrastructure Costs

MDO simplifies scaling, enabling you to reduce infrastructure costs.

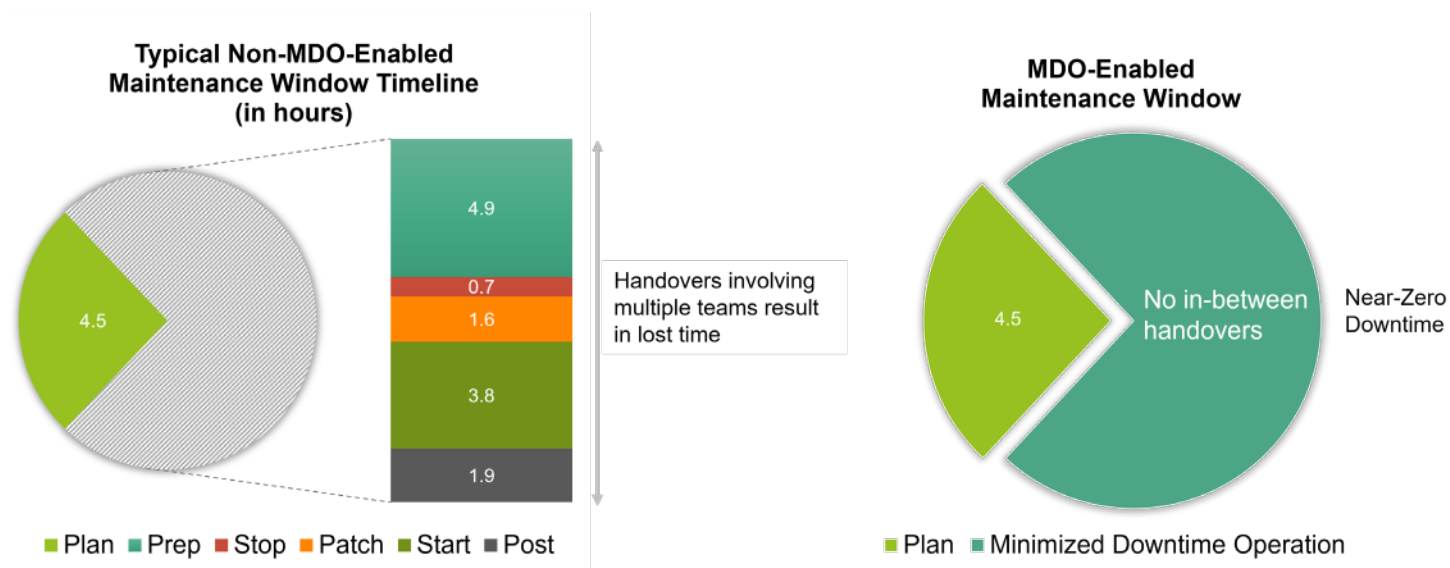


#### Improve Security Posture

MDO minimal downtime patching eliminates vulnerabilities within your SAP systems by enabling more frequent patching.

## MDO vs Non-MDO Maintenance

With MDO, you can perform common change operations in near-zero downtime, reducing the time to plan and execute common maintenance changes to your SAP estate. The charts below show the difference between a typical non-MDO-enabled maintenance window and an MDO-enabled maintenance window.



## Why MDO for SAP

If your organization is looking for a way to reduce planned downtime in its SAP on Cloud operations, MDO is the only solution in the market that enables automated SAP on Cloud operations, thereby reducing planned downtime substantially. By implementing MDO in your SAP operations, you can reduce planned downtime and its associated costs while improving the security posture, performance, and agility of your mission-critical SAP workloads.



[Contact us](#) to learn more about how MDO can reduce planned downtime and transform your SAP operations in the Cloud.

## About Lemongrass

Lemongrass is a software-enabled services provider, synonymous with SAP on Cloud, focused on delivering superior, highly automated Managed Services to Enterprise customers. Our customers span multiple verticals and geographies across the Americas, EMEA and APAC. We partner with AWS, SAP, Microsoft, Google and other global technology leaders.