



# Transforming SAP S/4HANA Finance with Site Reliability Engineering

How SRE principles revolutionized a global manufacturer's financial platform, delivering unprecedented reliability, performance, and business outcomes.

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# The Challenge



## Unpredictable Performance

Critical month-end processing paralyzed by severe system latency, creating significant business disruptions.



## Global Availability Issues

Multinational teams experiencing frustrating system access disparities, hampering 24/7 operational capabilities.



## Reliability Concerns

Unexpected system outages causing cascading failures across financial workflows and compromising data integrity.



# SRE Approach to Finance Transformation

## Reframe Financial Systems as Services

Treated SAP S/4HANA as a critical service requiring reliability engineering.

## Define Clear Reliability Targets

Established measurable SLOs for availability and performance.

## Implement Continuous Measurement

Deployed monitoring tools focused on user experience and business processes.



# Establishing Financial System SLOs

## Availability Metrics

99.99% target for core financial functions.



## Performance SLOs

Response time thresholds for critical transactions.



## Continuous Refinement

Quarterly review and adjustment of targets.

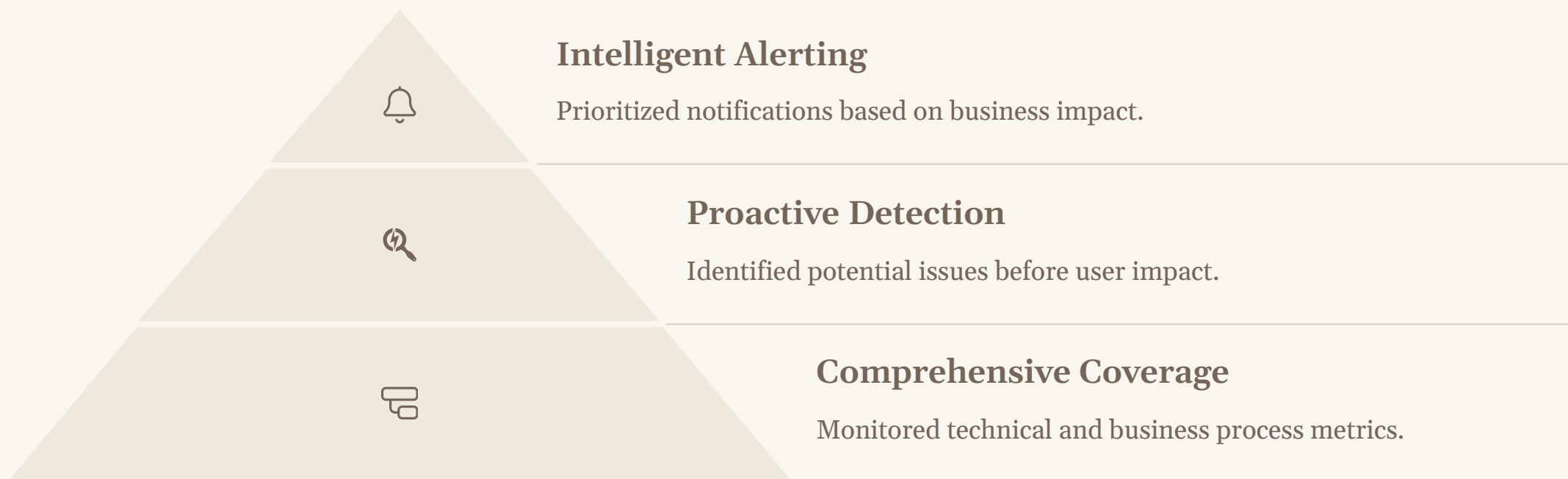


## Business-Aligned SLOs

Higher reliability targets during financial close periods.



# Automated Monitoring & Alerting



The team implemented a multi-layered monitoring approach. It tracked both technical performance and business process completion.

# Incident Response Transformation



## Finance-Specific Playbooks

Comprehensive response protocols tailored for financial system incidents, enabling rapid resolution and minimizing business impact.

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## Cross-Functional Response Teams

Specialized teams integrating IT expertise with finance domain knowledge, ensuring holistic incident management and faster recovery.

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## Blameless Postmortems

Structured analysis sessions focused on systemic improvements rather than individual fault, driving continuous learning and preventing recurring issues.

# Technical Results

99.99%

System Availability

Up from previous 98.5% availability.

75%

Incident Resolution

Reduction in mean time to resolve incidents.

90%

Automation

Percentage of recovery procedures now automated.





# Business Impact



## Predictable Month-End Close

Consistent financial consolidation timelines across global operations.



## Reliable Reporting

System-related financial reporting errors reduced to near zero.



## Real-Time Analytics

Consistent availability of financial insights for decision-making.





# Cultural Transformation

## Shared Ownership

IT and Finance jointly responsible for system reliability. Teams collaborate on improvement initiatives rather than working in silos.

## Data-Driven Decisions

Reliability metrics guide resource allocation. Investment decisions backed by concrete performance data.

## Continuous Improvement

Regular review of incidents and near-misses. Ongoing refinement of monitoring and response procedures.

# Key Implementation Lessons



## Start with Business Metrics

Define reliability in terms that matter to finance operations.



## Balance Feature Velocity with Reliability

Establish error budgets for financial system changes.



## Invest in Cross-Training

SRE engineers need financial knowledge. Finance teams need reliability awareness.



## Measure Business Outcomes

Track both technical metrics and financial operation improvements.





**Thank you**