Protera

Shifting Focus from Infrastructure to Efficiency, Innovation and AI

The Tile Shop

Case Study

Industry
Retail

Headquarters
Plymouth, Minnesota

About The Tile Shop

Founded in 1985 in Plymouth, MN, The Tile Shop is a leading specialty retailer of natural stone, man-made luxury vinyl tiles, setting and maintenance materials, and related accessories in the United States. The Tile Shop currently operates over 140 stores in 31 states.

Challenge

Facing organic growth, The Tile Shop team sought a modernized enterprise platform that would support the adoption of scalable and agile practices across the business. The Tile Shop had an aging on-premises data center that was increasing in cost to maintain and upgrade, and unable to easily scale and flex to support growth and innovation. "We had some hyper converged infrastructure with our network and storage and compute," said Eric Pawlowski, Director of IT and Infrastructure at The Tile Shop. "Facing the end of life of the hardware and a refresh of the data center facility, I knew right then and there it was time to evaluate cloud."

Solution

Protera provided a tailored solution that involved architecting, migrating, optimizing and securing mission critical SAP, SAP S/4HANA and surrounding workloads on Microsoft Azure. The planning phase of the migration was thorough- covering the technical aspects of the project but also focused on holistically integrating governance around cost, security, and end user access. Protera leveraged Microsoft native tooling such as Azure Monitor, Azure Backup, Azure Site Recovery and Azure Security Center as part of the process.

Quick Stats

80 Systems Migrated to Microsoft Azure

8-week Migration

Adopting automation and AI

"Our team's focus is now on the business outcomes that we want and the ability to bring a better experience to our employees and our customers when they come shop. That's our job."

-**Eric Pawlowski**
Director of IT and Infrastructure

Results

The Tile Shop successfully migrated its SAP and S/4HANA systems to Microsoft Azure, transforming its IT infrastructure in eight weeks. The transition of approximately 80 servers to Microsoft Azure enabled The Tile Shop to achieve faster time to value, higher levels of security, better business continuity, and more observability and automation of its SAP system.

"SAP is our mission critical workload – our solution for point of sale, finances, inventory, transportation, and warehouse. Now live on the cloud, upgrading these solutions- such as point of sale- takes weeks, not months," shared Pawlowski. "Our team's focus is now on the business outcomes that we want and the ability to bring a better experience to our employees and our customers when they come shop. That's our job."

Cost Savings

80 Systems Migrated to Microsoft Azure

8-Week Migration

Operational efficiency and flexibility

Future-Ready Infrastructure

Looking to the Future

This strategic move delivered substantial cost savings, enhanced flexibility, improved security, and greater operational efficiency. It not only resolved immediate challenges but also positioned The Tile Shop for sustained growth and future success.

Pawlowski and his team are reviewing integrations with cloud-native DevOps tooling, leveraging real-time and automated scaling, and deploying SAP S/4 Retail. Embracing innovation, Pawlowski and staff have leveraged automation to start and stop systems or install patches, as well as real world artificial intelligence (AI). Microsoft CoPilot has been rolled out to the IT team, which offers efficiency recommendations and vulnerability alerts. Running on Microsoft Azure, The Tile Shop also leverages Microsoft Defender to enhance security best practices.

"We have a lot of big ideas at The Tile Shop, primarily around innovative ways to interact with our customers," said Pawlowski. "Whether it's mobile capabilities, taking payments in a different way, we can now build an exciting roadmap for the next three, four or five years."

Protera

Jumpstart your cloud modernization plan today.

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