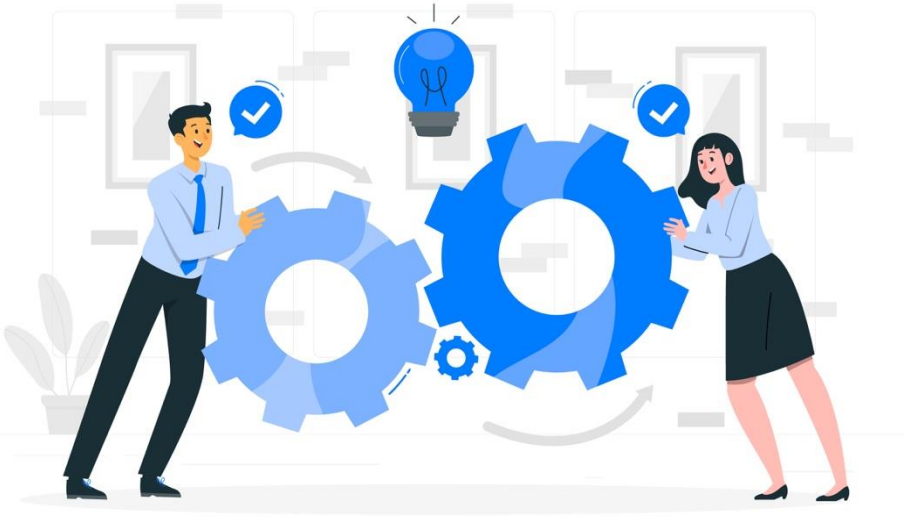
ReleaseOwl
Native DevOps Platform for SAP

Implementing DevOps for SAP Integration Suite

The journey of a luxury products company



Introduction

This case study examines the DevOps journey of a prominent luxury products company that heavily utilizes SAP CPI. They operate in the Cloud Foundry environment and manage over 750 iFlows, integrating various SAP and third-party systems. To complicate matters further, the company relies on multiple vendors for their SAP implementation, making it challenging to maintain control over releases. The company has a strong trust in SAP, having used their on-premise services for an extended period. They have embraced SAP CPI to bridge the gap between on-premise and cloud operations. However, they recognized the need for a DevOps approach to improve their SAP processes.

The company's SAP architecture

- The company uses SAP Integration Suite (CPI) to bi-directionally integrate its various systems, including SAP and non-SAP systems.
- The business processes are streamlined through SAP CPI by automating data exchange between its business systems. It is also used to enable cloud-to-cloud integrations between all its cloud-based applications.
- The company also uses SAP CX and SRM for Customer Experience and Supplier Relationship, respectively.
- SAP GTS is used to regulate international trade processes.
- SAP Ariba is used for procurement and supply chain management.
- ServiceNow is used for User Story Management.

Change management system

The change management process of the company before ReleaseOwl used a lot of manual steps, coupled with a little bit of basic DevOps

- **ServiceNow:** The company uses ServiceNow for its User Story management; however, it had to be updated manually.
- **SAP Git:** SAP Git is used for version control.
- **Manual Approvals:** The approval processes are carried out entirely manually.
- **Testing:** All the testing is carried out manually.
- **Workflows:** The workflow is defined manually, with no automation or orchestration.
- **Security & Governance:** No tools are used for security and governance; it is done manually.

Challenges faced by the company

1. Inefficiencies due to manual processes, increased time consumption, and higher risk of errors from a lack of automation.
2. Coordination challenges due to difficulty in managing iFlows, versions, and changes across multiple teams and vendors.
3. Higher failure rates and downtime without automated validation to identify bottlenecks.
4. Limited rollback capabilities lead to disruptions and prolonged recovery times.
5. Delay in software updates and delivery due to the absence of CI/CD pipelines and an overall robust DevOps framework.
6. Complex and error-prone integration of SAP and third-party systems.
7. Challenges in ensuring synchronization of real-time data across global locations, varied teams, and channels.
8. Suboptimal vendor management resulting in communication gaps and misaligned objectives across teams.
9. Insufficient capability for scalability hinder growth and difficulty in accommodating increasing transaction volumes.
10. Security and compliance concerns when integrating sensitive data across platforms.
11. Inadequate monitoring and reporting tools hinder real-time insights and issue resolution.
12. Customization constraints limit adaptability to business requirements and market changes.

The Company's Goals

The luxury products company had a clear set of goals to accomplish after successfully implementing a DevOps platform:

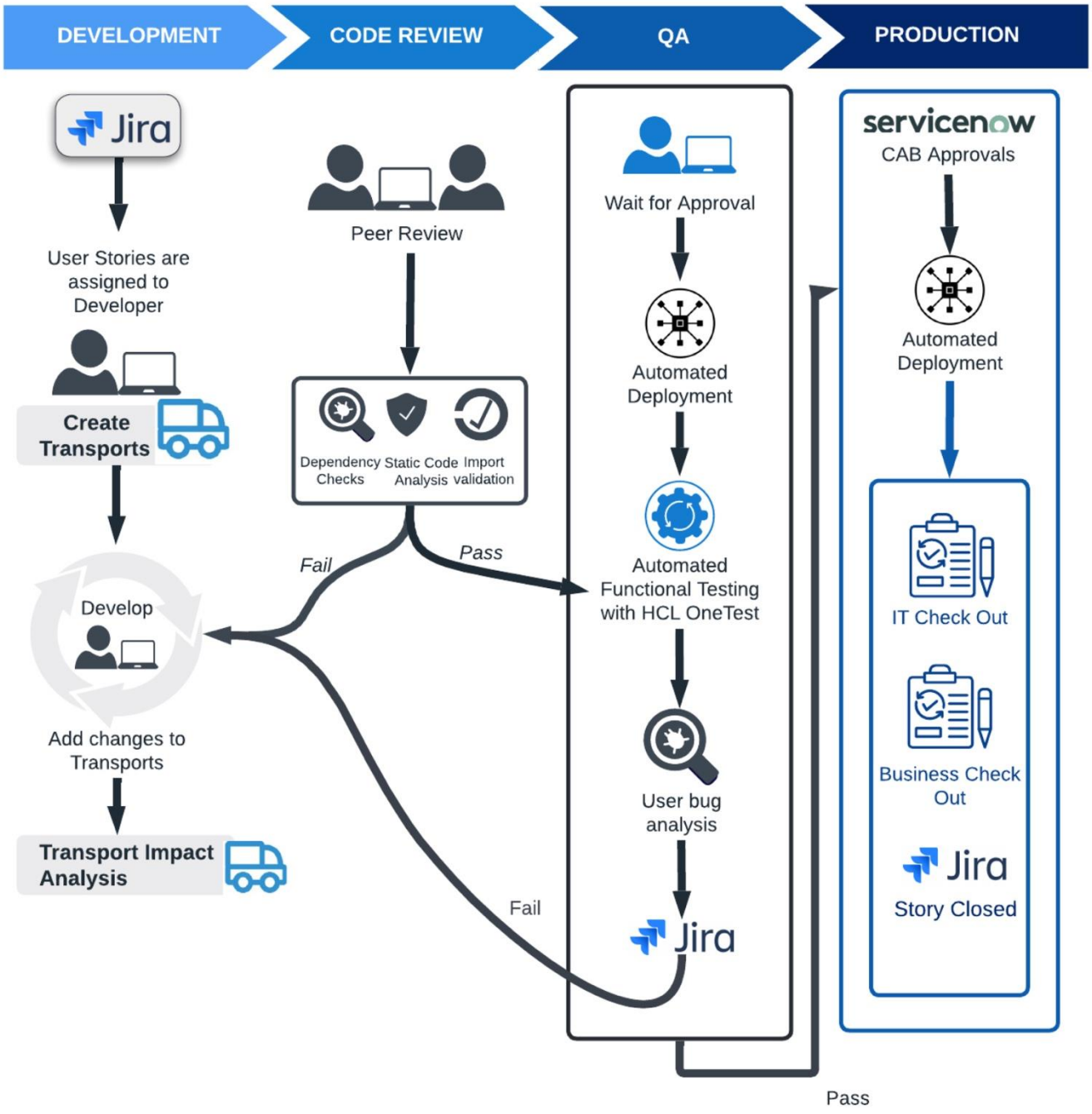
- **Accelerate Software Delivery:** Implement automation and CI/CD to streamline processes and reduce manual labor, enabling faster time-to-market for digital solutions and enhancements.
- **Increase Efficiency and Productivity:** Enhance the quality and dependability of software by identifying and resolving issues earlier in the software development lifecycle, thus improving overall operational efficiency and team productivity.
- **Enhance Software Quality and Reliability:** Improve software quality and reliability by detecting and addressing issues earlier in the development process, ensuring that all digital interactions meet the high standards expected in the luxury market.
- **Improve Scalability:** Effectively scale software and services to accommodate growing business demands, expanding product lines, and entering new markets, ensuring seamless performance and customer satisfaction.
- **Improved Release Management Strategy:** Orchestrate change and release management to gain greater control and visibility over the deployment process, reducing risks and ensuring smooth rollouts of new features and updates.
- **Seamless Integration:** Facilitate seamless integration between SAP CPI and other tools, including ServiceNow, to ensure cohesive operations and data flow across various platforms, enhancing overall business agility and responsiveness.

By focusing on these goals, the luxury products company aimed to leverage ReleaseOwl to enhance its digital capabilities, improve customer experiences, and maintain its competitive edge in the market.

Key features of ReleaseOwl

- **User Stories** integrated between ALM tools like **Jira, ServiceNow,** and **Azure DevOps** reduces manual effort through updates and tracking
- **IFlow configurations** are saved **environment-wide,** making it easy to keep track of the various SAP and third-party systems
- **GIT Integration and version comparison** for CPI artifacts
- **Automated Test Generator** to carry out regression testing
- **Security and Governance Rules** run on CPI artifacts during deployments
- Quality Gates at various stages of release management
- Streamlined and automated **CAB** / CCB (Change Control Board) **approval process**
- **Backup and Rollback** for CPI deployments as part of compliance requirements

End-to-End DevOps for CPI Applications with ReleaseOwl



1. Enabled extensive automation and orchestration using user stories and release pipelines that significantly reduced manual tasks.
2. Integrated the ALM tool in use – ServiceNow, eliminating the need for manual updates.
3. Improved quality and compliance through quality gates, allowing tasks to progress only after validation.
4. Enhanced code quality and reduced failure rates with governance, regression testing, and security checks.
5. Streamlined backup and rollback processes, enabling easy and orchestrated version rollbacks for customers.

After working with ReleaseOwl, the company noticed

Time to market	Failure Rate	Manual Tasks
81% 	73% 	89% 

Join the ReleaseOwl Success Community and be part of the DevOps movement for SAP

ReleaseOwl Success Community is a place where SAP DevOps professionals can learn, grow, network, and collaborate. The Success Community is aimed towards helping professionals grow and succeed using DevOps principles in their SAP development.

- The organization's SAP development teams were given SAP DevOps training that helped them reduce manual efforts and use automation to their advantage.
- The ReleaseOwl Success Community's forums, events, discussion groups helped the developers and change and release managers collaborate with others and brainstorm, solving any issues that arose speedily.

To know more about the ReleaseOwl Success Community, visit ReleaseOwl Success Community

To Summarize

ReleaseOwl helped the luxury products company accelerate their time to market and productivity, reduce their failure rate, as well as manual tasks with the help of automation, integration, and orchestration.

If you would like to know how ReleaseOwl can help your organization, contact us at Contact Us - ReleaseOwl | SAP Transport retrofit

Or email us at success@releaseowl.com or sales@releaseowl.com