

# Accelerate Your SAP Basis Operations with Automation for SAP

Automation for SAP is a set of solutions together with tuned HANA-compatible, SAP-focused content, which is able to bring unprecedented levels of automation and orchestration to your SAP environment.

## Automation for SAP at a Glance:

### ■ Simple:

Pre-packaged content, proven use cases, standard software

### ■ Easy:

Non-SAP expert staff can act from the self-service portal. JumpStart package for easy installation

### ■ Fast:

Operational in less than 1 FTE month, includes focused HANA-compatible content

### ■ Smart:

Enable business innovation, support IT & business compliance, mitigate basis operation risks



Based on the OpenText™ Hybrid Cloud Management suite and unique intellectual property, the Automation for SAP solution accelerates service delivery and orchestrates SAP Basis and IT operations workflows. SAP-tuned automation leverages your SAP expert's knowledge to ensure IT budget is focused on evolving the SAP environment, not on maintenance.

## Executive Summary

Chances are you are considering the move to SAP S/4 HANA. It is instrumental to the effective running of your business. You feel pressurized by SAP to complete the migration by

2025 and by the business to innovate faster. But your hands are tied because—as in many other companies—**75% of the SAP budget<sup>1</sup> is still locked into just keeping the lights on.**

OpenText™ Automation for SAP helps you automate your basis operations processes so that you can start focusing on innovation.. SAP S/4HANA is a new ERP software implementation launched by SAP that was designed to replace all current ERP releases by the year 2025.

1 From SAP and customer data.

S/4HANA is based on new technologies, especially the in-memory technology of SAP HANA. Functions and processes have been simplified, cleansed, and readjusted. A wide range of SAP and third-party solutions can now also be connected with less effort.

The migration to S/4HANA requires changes in the underlying IT landscape, whether you undertake a conversion, a brownfield or a green-field approach.

This represents both a challenge and an opportunity for IT. If IT can successfully accelerate delivery in support of their SAP environments, they can unlock their maintenance resources and repurpose them towards innovation and incremental business value-added activities.

Automation for SAP is a solution which has been designed to bring high levels of automation and process orchestration to the daily operations of your SAP environments. Based on the OpenText Hybrid Cloud Management suite and unique intellectual property, it accelerates service delivery and orchestrates SAP workflows to reduce the time required for typical and repetitive actions. This allows your team to accomplish more, and focus their resources where they can drive the most value. In addition, the benefits you will receive from more complete orchestration and deployment automation are not restricted to just SAP environments. The technology underpinning our Hybrid Cloud Management suite can be used to automate and orchestrate any IT process across any environment within a modern hybrid working space.

With Automation for SAP, you have a solid foundation for your migration to next generation, HANA-based architectures. The content we provide is HANA-compatible and our extensive automation capabilities will allow you to automate and speed up intensive migration tasks like database migrations; helping you

throughout your journey to the new SAP HANA and S/4HANA world.

### **Modernizing SAP Operations and Administration**

Many organizations, for whom SAP is their most critical and complex application, have operated SAP for many years, sometimes decades. In many cases, usually due to complexity and cost constraints, their SAP ecosystem (applications, infrastructure, people and processes) have tended to become more and more rigid and isolated from the impact of important trends like cloud, digitization, Big Data, and DevOps.

In fact, to some degree, many SAP ecosystems are run today in a manner that is no longer suitable for a modern digital enterprise. Many SAP Basis Administration teams are constrained by common factors such as:

- A high number of specialized IT employees required per operation
- High training costs and the need to still source external consulting days
- Semi-manual application lifecycle management operations
- Higher overall costs from the need for additional management tools and hardware

Whatever automation exists for the SAP environment, it is often in the form of scripts. Scripts can be created quickly but suffer from several issues like high cost of maintenance (due to frequent manual updates each time a change is needed), lack of any effective audit trail or compliance checks, poor/brittle/complex integrations into other tools, dependency on tribal knowledge and a lack of standardization.

All these issues combine to create a situation where the SAP Basis Administration team is forced to respond to many business requests on a best-effort/project manner. This slow response can be perceived by the business as an impediment to their agility and as a net-cost

burden rather than positively positioning IT as a value enabler.

To help address this problem, the German-speaking SAP user group (DSAG) recently created a blueprint for modernizing the work of SAP Basis Administration teams to assist in bringing SAP Operations and Administration into the digital age.<sup>2</sup> This blueprint clearly identifies automation and orchestration as a critical component of any SAP transformation.

### **Getting Started with Automation for SAP**

Implementing our Hybrid Cloud Management solution together with our SAP focused content will allow you to more completely automate key SAP administration, maintenance and daily processes like:

- **SAP installations.** Provision and de-provision complete SAP systems—standard, distributed and new HANA environments
- **SAP daily routine activities.** Manage SAP user, logon groups and RFC actions
- **SAP application lifecycle.** Copy SAP client
- **SAP System Cloning.** Create an SAP system clone, making use of OpenText™ PlateSpin

The OpenText™ solutions included in Automation for SAP provides your team with a rapidly deployed solution. We leverage unique and SAP-specific automation content and workflows to dramatically improve your time to value and allowing delivery of these capabilities within a one-month timeframe (typical).

Combining the power of the Hybrid Cloud Management suite, our pre-built content and a built-in integration to SAP Landscape

<sup>2</sup> [www.dsag.de/sites/default/files/dsag\\_recommendations\\_the\\_sap\\_basis\\_team\\_of\\_tomorrow.pdf](http://www.dsag.de/sites/default/files/dsag_recommendations_the_sap_basis_team_of_tomorrow.pdf)

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Management, we can help you set up a solid automation foundation, which you can build upon well into the future.

In particular, the combination of the strength and versatility of the Hybrid Cloud Management suite, our unique ability to record and replay operator actions directly from and into the SAP GUI and our integration to SAP Basis Administration Tools (like, for example, Landscape Management) means that your investment and expertise will continue to grow in the future, increasing your ROI, as you expand your automation coverage.

The solutions provided with Automation for SAP help you manage lifecycle processes end-to-end. This enables more comprehensive and broad-reaching orchestration than a script-based approach, which works well for standalone tasks, but limits the automation of complete actions.

## **Moving Beyond Your Initial Implementation: Hybrid Delivery and Orchestration**

Automation for SAP is a great starting point for moving towards hybrid delivery, DevOps and adopting new technologies like containers. The same software solutions and skills you acquire and employ to initially manage your SAP environments can be used throughout your data center to remove manual processing, increase productivity, scale, and quality; and most importantly, free your staff to invest their time in higher value activities.

You can move towards hybrid delivery and orchestrate both SAP and non-SAP environments and end-to-end processes such as:

- DevOps: continuous integration, testing release, and deployment
- Cloud: IaaS/PaaS and container provisioning

- Hands-off processing for common user requests
- Self-healing event remediation
- Automated change management for low-risk changes

## **Benefits**

### **Improve Productivity**

The automation of common, repetitive administration tasks will allow you to reduce the number of FTEs needed per operation—freeing your staff to be more productive and reducing your execution time by up to 90%. This is critical to helping you address your SAP and non-SAP activity backlog across your operations teams.

### **Reduce Cost**

By effectively automating and orchestrating SAP operations, IT is able to reduce training costs and the need for external consulting days. Tuned automation enables less skilled IT and non-IT staff to successfully execute pre-defined SAP operations on-demand using a self-service portal.

### **Increase Compliance**

The use of a powerful orchestration engine—into which you can incorporate your existing scripts—allows you to create documented workflows, instead of manual or semi-manual operations, providing you with audit tracing, ensuring you know exactly what operations took place and what changes were implemented to each system.

### **Increase Quality**

Employing verified automation workflows will help eliminate error-prone manual actions and/or the use of fragile scripts, which will increase the execution quality for all your operational tasks.

## **Reduce Risk**

The elimination of error-prone manual actions and/or scripts will also help to minimize the risk of adversely affecting the stability of your SAP systems or causing outages due to the poor execution of an operational task.

## **Improve Customer Satisfaction**

Offering users an SAP operations focused self-service portal allows them to—with the click of a button—carry out routine administration tasks. This will not only remove a burden from your SAP Basis Administration team but will also increase your users' satisfaction since they will no longer need to wait for IT to prioritize and complete these tasks for them.

## **Simple, Easy, Fast and Smart**

- **Simple**—prepackaged content and recommended practice use-cases for your initial implementation
- **Easy**—non-SAP experts can execute needed actions from a self-service portal
- **Fast**—operational in less than a month
- **Smart**—mitigate risk, ensure compliance and drive business innovation

## **The OpenText Difference**

OpenText provides unmatched capabilities with powerful automation and cloud management software, world-class consulting services and pre-built content that help you automate and optimize your SAP environment and your data center operations:

- **Fast time-to-value.** The implementation of Automation for SAP delivers business value in one month with prepackaged content and recommended practice use cases
- **Flexibility.** A modular and progressive approach to meet your current and future needs enables you to implement now, knowing that your investment is protected with a path for future expansion

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- **Proven track record.** More than 20 years of experience supporting SAP customers to realize value from their OpenText Software investments
- **Peace of mind.** Focused SAP automation helps you protect your investment and support your future business requirements, including a smooth transition to SAP HANA and S/4HANA

- **Education and support services.**

OpenText services works alongside your team to help ensure successful adoption of new SAP technologies.

Only OpenText brings together tuned SAP automation content, the consulting expertise and the industry-leading hybrid cloud management you need to automate SAP actions and help your business perform better.

Learn more at  
[www.opentext.com](http://www.opentext.com)