



INNOVATE WITH SAP BTP

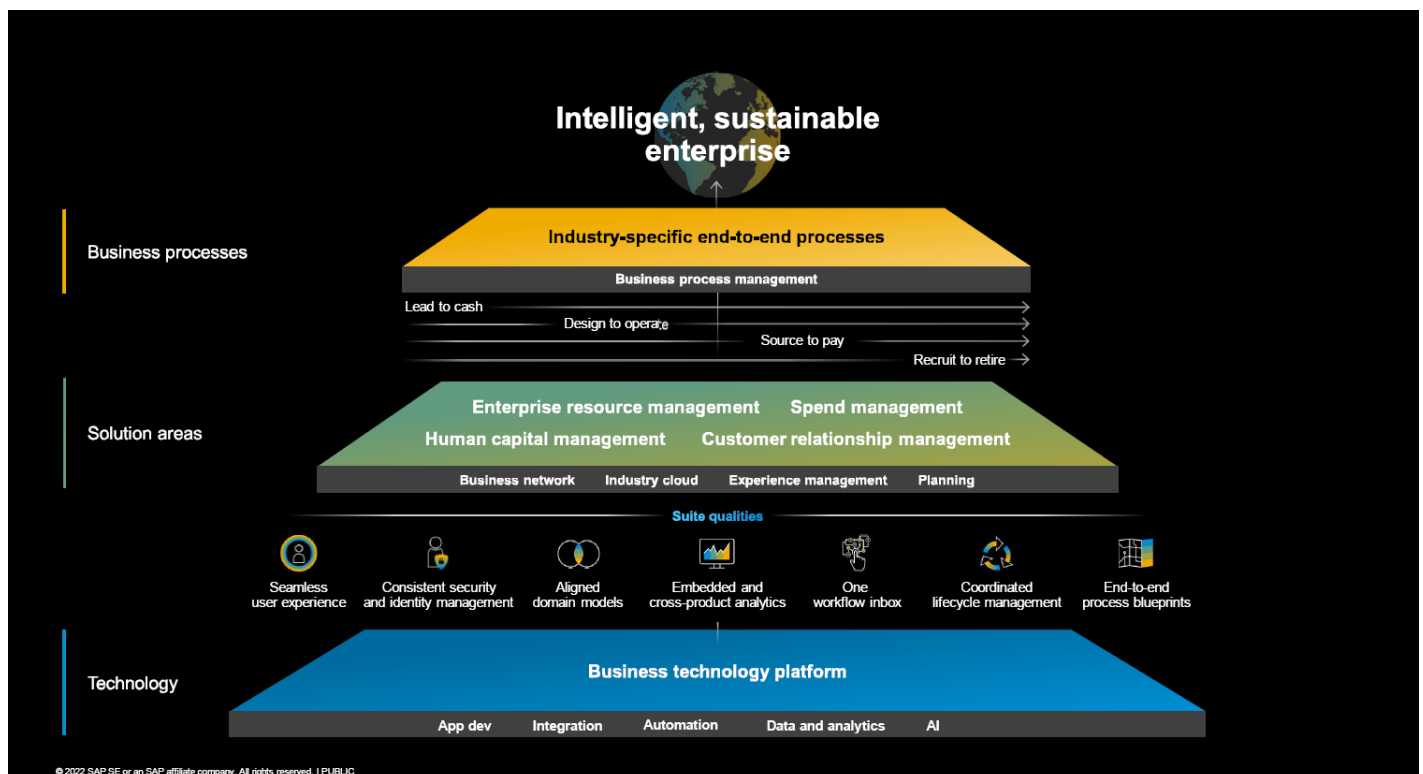
Keep the core clean

To paraphrase a popular saying, customization is king until it is time for a system migration. This is particularly and painfully true of companies trading up massive enterprise-wide systems. For instance, customers upgrading to SAP S/4HANA have spent as much as 15 months in migration due to the weight of customization weighing down the legacy system. In addition, customization and its ongoing maintenance add to the technical debt of IT infrastructure - research indicates that engineers spend 33% of their time dealing with technical debt.¹ Unfortunately, keeping technical debt under control is the most unrecognized and ignored aspect of developing custom enterprise software applications. Yet can enterprise software do without customizations? The fact is that zero custom development, while it sounds attractive, hinders a company's ability to differentiate its business processes from the competition, and it could also stifle innovations.

So, perhaps we should be asking not 'why' but 'how' - can customization be engineered for agility? The answer may lie in decoupled development. Decoupled development provides companies with an option to manage technical debt and core ERP while continuing to innovate. It offers IT departments a pathway to upgrade faster, take on lesser technology debt, lower costs and innovate rapidly. It not only increases the pace of innovation but also allows developers to bring together valuable data from the ERP system with new technologies such as machine learning, reporting process automation and the Internet of Things.



In the SAP universe, this role is fulfilled by the SAP Business Technology Platform or SAP BTP, which combines application development, integration, data analytics, automation, and AI capabilities under one unified open source based technology platform. Furthermore, for customers migrating from ECC to S/4HANA, the SAP BTP future-proofs legacy investments - they can modernize ECC applications using BTP and keep them relevant in the S/4HANA universe.



¹[the-developer-coefficient.pdf \(stripe.com\)](https://www.stripe.com/the-developer-coefficient.pdf)

Let's take a look at how a few companies have leveraged SAP BTP to accelerate future-proof innovation.

How do you move a billion people every day?

In the business of elevators and escalators used by over a billion people globally, a European company has been an early adopter of SAP BTP, which has now emerged as a key piece as the company forges ahead with migration to S/4HANA.

The company has utilized BTP capabilities to build customizations that reflect user priorities and greater usability. It has also been the lever to implement mobile capable solutions, a critical ask for a company with a huge number of teams on its customer sites worldwide deploying its elevators and escalators. SAP BTP architecture allows the company to offer users at different levels information and reports that are highly reliable and always available, no matter where they are.

Migration to new platforms can be costly when companies are unable to modify and change systems to meet new business requirements during the often extended transition. SAP BTP allows customers to manage this challenge as they can start to use BTP on the ECC platform itself without waiting to implement S/4HANA. The company has forged ahead with its innovations without



piling on technical debt, as BTP architecture will ensure a seamless transition to the S4/HANA environment in the future.

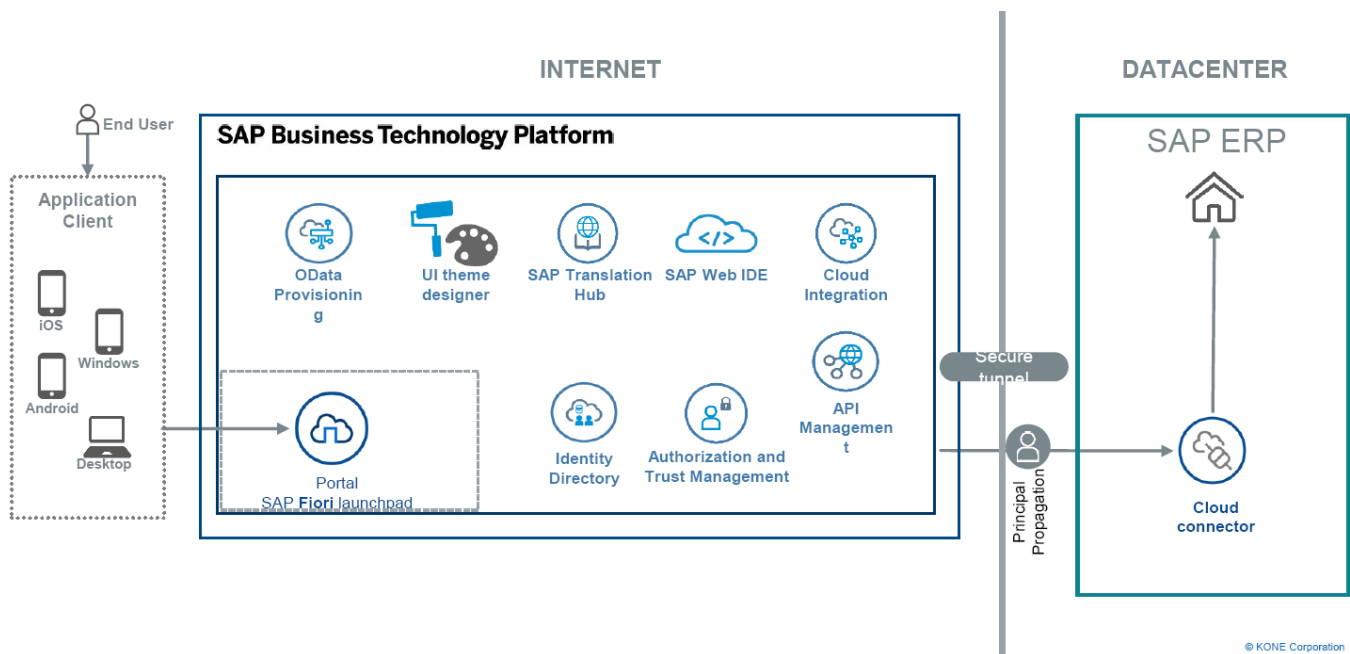


Figure1: The European company's SAP BTP Architecture

It has also migrated to a CPEA model as it allows it to use SAP BTP functionality to 'light-up' new services, experiment and extend functionality based on demand. Under the CPEA model, there is no need to license an SAP BTP service individually anymore.

Instead, cloud services can be used when the demand arises and be retired if not needed. Charges accrue on actual usage and will be charged monthly against the prior purchased cloud credit².

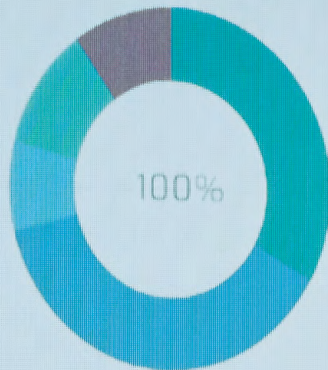
² [FAQ Consumption-based commercial model CPEA & Cloud Credits \(sap.com\)](https://www.sap.com/faq/consumption-based-commercial-model-cpea-cloud-credits)

Top 5 Performers

Previous ■ Current ■



- 1. John Keats 10%
- 2. Emily Dickinson 12%
- 3. William Blake 23%
- 4. Lord Byron 42%
- 5. Sylvia Plath 34%



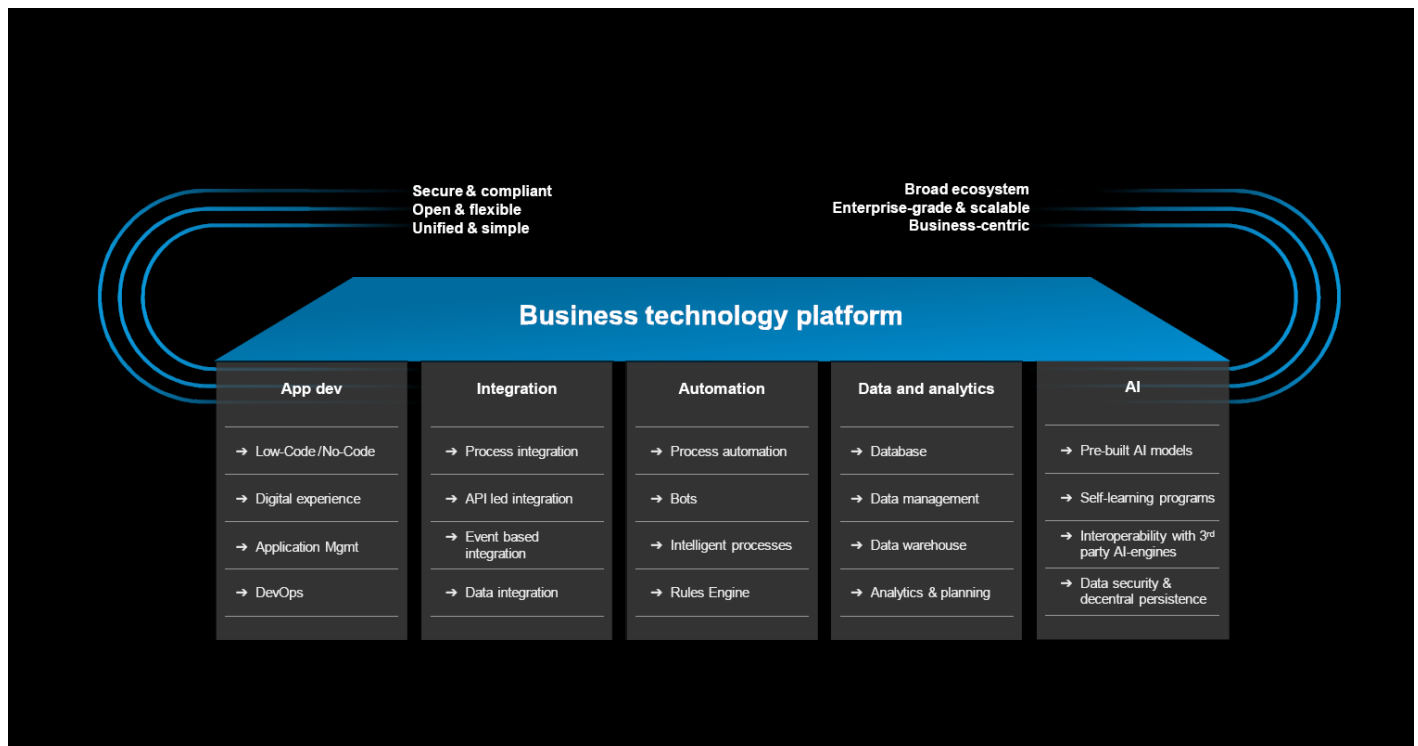
A cure for the Big C

Basel, Switzerland-based Novartis touches nearly 800 million patients each year. Among the most complex of these engagements are personalized medicine or individualized therapies. In 2017 Novartis obtained US FDA approval for Kymriah, a one-time personalized treatment that uses the body's own immune system to fight certain types of blood cancers. The treatment has reported a 5-year relapse free survival rate of 44% - half the treated patients remain cancer-free post Kymriah therapy.

To support the roll-out of this therapy, Novartis developed Cell Chain PRO, a state-of-the-art platform for autologous therapies. The platform addresses the needs of multiple stakeholders of the treatment value chain, from physicians and cell therapy labs to internal users spanning Supply Chain, Data Management, Customer Service and Logistics.

At the heart of this system is the SAP BTP, which does the heavy lifting in terms of business processes, including labeling, scheduling, dual logistics and flexible workflows. As each patient cycle is a month long, the platform is critical for Novartis to stay updated on where the patient is within the treatment lifecycle at any point in time. In addition, SAP BTP orchestrates every single event on the platform, be it from the front end Salesforce.com CRM or the SAP ERP (ECC/S4/HANA). In other words, "It is here to create a digital twin of our treatment... We see it as the brain behind this platform," as Konstantinos Davilas, Associate Director at Novartis, phrases it.

Novartis' decision to go with SAP BTP was decided by the latter's service-oriented architecture as well as its ability to seamlessly integrate with third-party tools and the company's multi-tenant backend architecture. The BTP platform, in particular, scored as it intelligently routes messages to the proper systems within that multi-tenant architecture, reacts to changes happening in the backend or front end, and alerts users about real-time updates. The depth of the Novartis solution demonstrates the use of SAP BTP beyond routine customizations to develop truly innovative business solutions.



Going low code/no code

Most importantly, SAP BTP helped Novartis build the custom features they wanted, which could not be developed in ECC while keeping the core clean. To do this, SAP BTP relies on low code/no-code technology that allows business users to configure processes and workflows on BTP. The low-code/no-code offering services in SAP BTP empower enterprise IT users to quickly build enterprise-ready apps, automation, workflows, and chatbots. To do so, they can tap into an array of pre-built business content for different lines of business, all natively integrated with SAP applications, including more than 260 pre-built robotic processing automation (RPA) bots and almost 40 live process content packages for the SAP Workflow Management service³.

The low code/no-code enhancements on SAP BTP help companies⁴:

- **Maximize speed and agility** and **reduce total cost of ownership (TCO)** through accelerated delivery
- **Bridge the gap** and **increase adoption** through co-development between business and IT
- **Enhance return on investment (ROI)** by using existing investments through seamless integrations
- **Accelerate time to value** by implementing best practices with pre-built content packages



³<https://news.sap.com/2021/11/sap-now-provides-unified-low-code-no-code-offering/>

⁴[SAP Provides a Unified Low-Code/No-Code Offering | SAP News Center](#)

BTP is the convergence of many paths

Syngenta AG is a Switzerland-based agricultural science and technology company with multiple SAP systems currently being consolidated. It also has custom applications based on the SAP UI5/Fiori framework. The company recently began its BTP journey to modernize the shop floor user experience where its corporate VPN is unavailable. Syngenta is also using the translation hub on the BTP to make platform customizations available in multiple languages. As Dhanashree Kulkarni, New Technologies Leader, Syngenta, puts it, "I think BTP really helps in providing real-time access to SAP data using various services. It also provides many options to build user-friendly services, and that's how I see this would be adopted more and more in the future."

At another point in the user spectrum is an American semiconductor giant, which uses a multi-cloud environment with different hyperscalers. The company has also begun S4/HANA migration and deployed BTP. The BTP implementation is helping it address security issues. As its Director of IT, puts it, "We want to keep our core S4 secure, but unfortunately, we also need to expose many of the interfaces to the external world, so that's where we use BTP as a kind of sandwich."

The semiconductor company is also looking at deploying standard SAP UI5 and FIORI based applications "so these can be extended to use some of the inbuilt BTP libraries despite being custom applications. The idea is to use some of the technology innovations that BTP already has", says the Director of IT.



The I in AI

How does BTP stack up against competing platforms? SAP believes that this lies in BTP's ownership of business processes. While other platforms may do magic with data and AI, running a business is not in their DNA. What SAP BTP does is to expose business processes and compliance rules – in essence, all the information needed for the AI to be used intelligently in a business context. And it does this without radically altering product hierarchy structures and without changing definitions of metrics like profit margin views. Instead, it shows enterprises data they can understand and act on immediately.



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Satinder has 22 Years of SAP Consulting, Architecture and Program Management experience. He leads the technology track of Infosys S/4HANA Transformation Center of Excellence which primarily focuses on customer adoption of new products/technologies. He is also responsible for providing strategy and architecture involving S/4HANA implementations and its possible extensions and integrations. Satinder specializes in the adoption of Keep Your Core Clean approach for SAP ERP applications and has helped customers with decoupled development using SAP Business Technology Platform.

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