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Successful DevOps for SAP BTP

A Case Study of a Communications Company



Introduction

This case study describes the DevOps journey of a Communications Company that started with SAP BTP as a parallel extension, along with its SAP on-premise solution.

Being the first SAP BTP project, the team had set the following DevOps goals:

1. Implement agile and DevOps principles for SAP Change Management
2. Preferably, one DevOps tool for both their on-premise and BTP code migrations
3. Support for all the artifact types, with very less manual effort
4. Integration with ServiceNow for change request approval before Production deployment.

Since there were both on-premise and cloud artifacts (including CPI content), the customers considered the following three options:

1. Using Enhanced Change and Transport System (CTS+)
2. Using SAP Cloud Transport Management Service (TMS)
3. Manual Deployments

CTS+

The customer started with CTS+ for importing changes across the landscapes, but faced the following challenges:

1. CTS+ only supports cloud artifacts that can be packaged as a Multi-Target Application (MTA).
2. Only CAP and UI5 Objects could be packaged as MTA and the remaining three types had to be manually deployed.
3. CTS+ configuration was complicated to set up and maintain.

TMS

The customer then evaluated the TMS offering that relies on content types implementing the APIs. However, only CAP and UI5 Objects were supported, while there were many in the roadmap.

Since neither CTS+ nor TMS was providing the right kind of ROI in terms of time, effort and cost, the team decided to go with manual deployment. The developers then created packages (MTA, Zip) for each content type and hosted them in a common space with the Basis Team taking care of deployments into QA, UAT, and Production.

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The challenges faced with manual deployments were:

1. Maintaining spreadsheets with component lists by coordinating with developers
2. Missing components and dependencies
3. Overwriting of the changes.

It was becoming increasingly difficult for the BASIS teams to handle these heavy manual activities, deployment failures, and project errors resulting from deployments due to code overwrite.

About ReleaseOwl

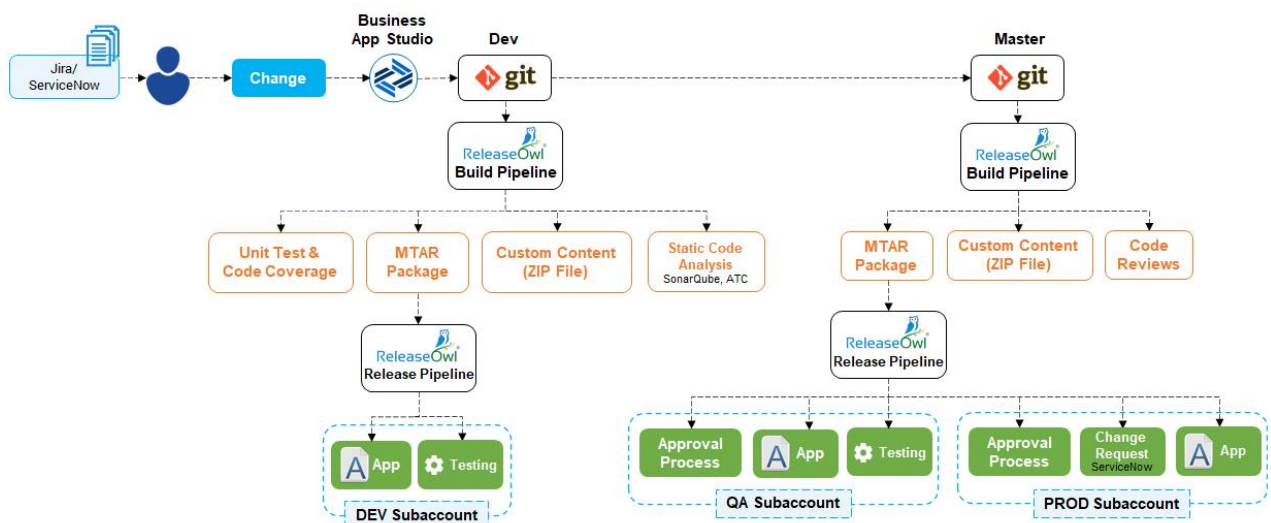
ReleaseOwl was referred to the customer, as the Native ONE DevOps platform for SAP applications built on-premise and on BTP. You can define, orchestrate, and automate the Release Management process for SAP applications using ReleaseOwl.

ReleaseOwl had instant appreciation from the client for the following reasons:

1. Native Solution, certified by SAP and focused on SAP DevOps
2. Supports all the artifacts of applications built on ECC, S4HANA, SAP BTP, and CPI
3. SAAS offering with no Installation and additional infrastructure required
4. No additional expertise is required to run the ReleaseOwl pipelines
5. Above all, the ReleaseOwl team, with a mission of accomplishing 360 degrees DevOps for SAP applications, was willing to go the 'extra mile' to achieve the goals of the customer.

ReleaseOwl Solution

Customer was able to implement end-to-end DevOps for the SAP BTP applications with ReleaseOwl. A brief outline is given below:



Assign the User Story

A user story is assigned to the Developer from Jira.

Validate and Build the Change

1. The artifacts (MTAR build and the ZIP file with custom content types) are deployed to Dev sub-account
2. Dev teams do their testing and approve for QA
3. The user story feature branch is merged with the Master
4. The change is again validated and new MTAR and ZIP files are built from Master
5. The artifacts created from Master are deployed to the QA sub-account
6. Once the QA sign-off is done, RFC is created from ServiceNow, for production deployment
7. The artifacts are deployed into the production sub-account.

Benefits Reaped by Customer

With ReleaseOwl, the customer reaped the following benefits:

1. Increased efficiency in the change control process, powered by automation.
2. Reduced the manual effort by 75% in the overall SAP Change Management process.
3. The application stability has increased by 80-90% after deployments due to elimination of issues with code overwrites, as well as quality and compliance checks with static code analysis tools.



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