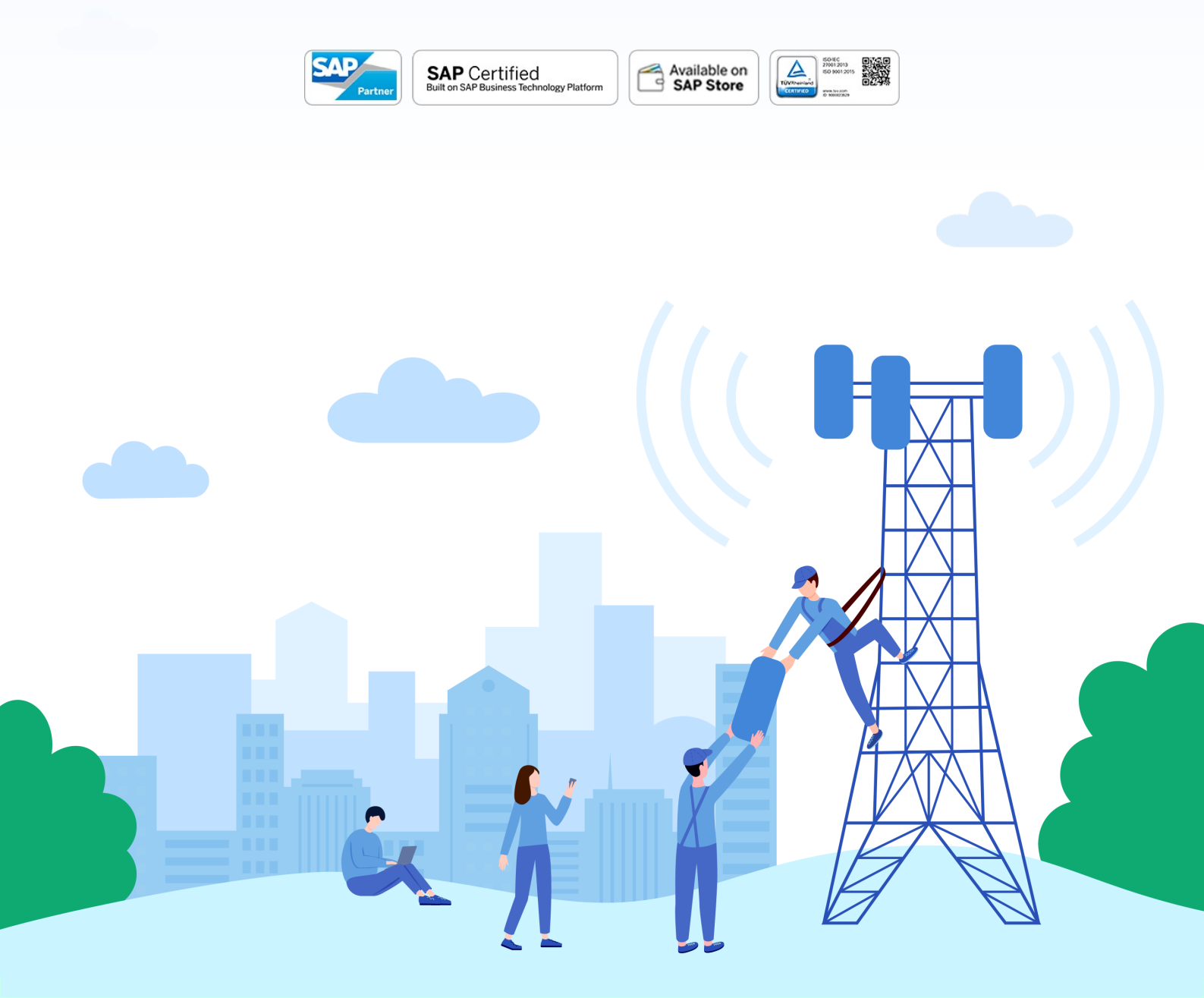




How a Telecom Company Revolutionized their SAP BTP Practice with ReleaseOwl

A case study on using DevOps in SAP BTP



Introduction

This case study examines the DevOps journey of a well-established telecommunications company that heavily utilizes SAP Business Technology Platform (BTP). Company has a strong trust in SAP, having used their on-premise services for an extended period. They have embraced SAP BTP 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 SAP Landscape

- They operate on the Cloud Foundry environment because of its flexibility and scalability.
- SAP HANA is used as its in-memory database platform.
- SAP Integration Suite is used to integrate its various systems.
- SAP Analytics Cloud is used for real-time analytics and reporting.
- SAP Identity Management is used to manage user identities and access.
- SAP Cloud Platform Mobile Services and SAP Cloud Platform Internet of Things is used for development and IoT solutions.

Change Management System

The change management process of the company uses a lot of manual steps, coupled with a little bit of basic DevOps.

- **Azure DevOps:** The company uses Azure DevOps for its User Story management; however, it has to be updated manually
- **SAP Git:** SAP Git is used for version control
- **ServiceNow:** ServiceNow is used for CAB approvals
- **Manual Approvals:** The approval processes are carried out entirely manually
- **Testing:** All the testing is carried out manually
- **Security & Governance:** No tools are used for security and governance; it is done manually



Challenges faced by the customer

The client had faced a few issues in their SAP BTP processes that they wanted to overcome:

- **Lack of automation** in important tasks such as deployment, testing, and monitoring.
- **Difficulty managing artifacts** and changes made to BTP applications across multiple teams and landscapes.
- **High failure rate** due to the absence of static code analysis and code reviews in workflows.
- **Only a basic implementation of DevOps**, making it difficult to achieve Continuous Integration and Continuous Deployment, which are crucial for delivering software quickly and efficiently.



The company's goals with DevOps

The customer had a clear set of goals to accomplish as part of their DevOps strategy:

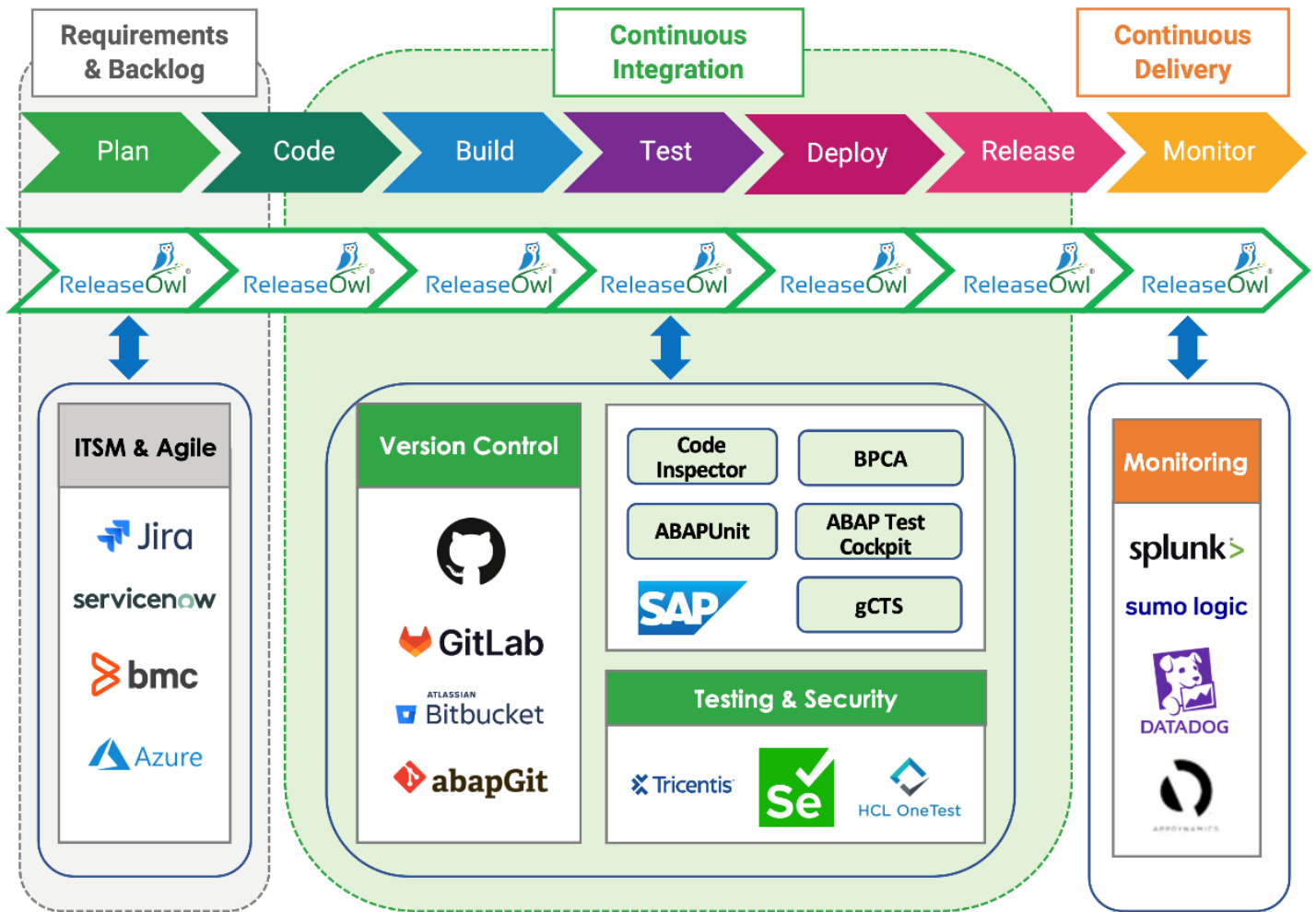
1. Implement orchestrated SAP change and release management, including orchestrated release pipelines
2. End-to-end deployment automation for all SAP BTP processes
3. Quality gates set up and integrated into the DevOps process of the company
4. Automated Testing as a near-term solution



What ReleaseOwl brings to the table

The architecture and workflow of ReleaseOwl is specifically designed to enable DevOps in SAP systems:

Integrated tool chain with ReleaseOwl

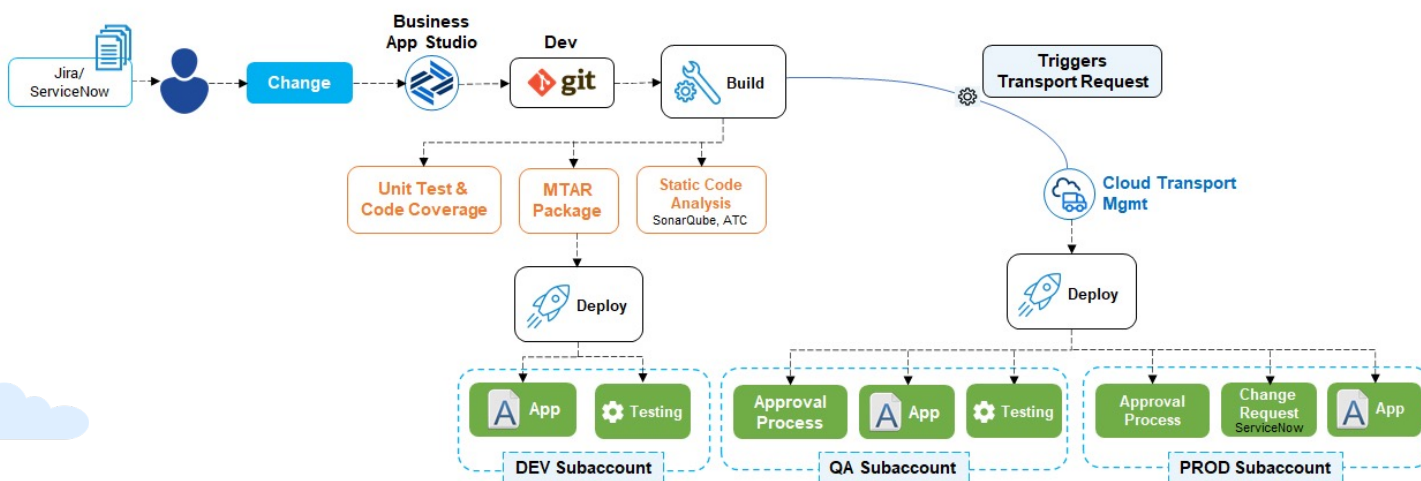


ReleaseOwl is a native DevOps platform built on SAP and designed for SAP applications including ECC, S4 HANA, BTP and CPI. ReleaseOwl is a certified partner of SAP and is available on SAP store as a preferred DevOps platform for SAP applications.

Key features of ReleaseOwl that have helped customer achieve their goals

1. Integrating user stories across ALM tools like Azure DevOps and ServiceNow, eliminates the need for manual updates and simplifies tracking.
2. GIT integration and robust build pipelines that support MTAR and CAP artifacts.
3. MTAR artifacts are subjected to security and governance rules during deployment.
4. Quality gates are implemented at various stages of release management, including static code analysis with SonarQube integration.
5. The CAB/CCB approval process is streamlined and automated with ServiceNow.

The DevOps Model for BTP Applications implemented with ReleaseOwl for the customer



1. Assign the User Story:

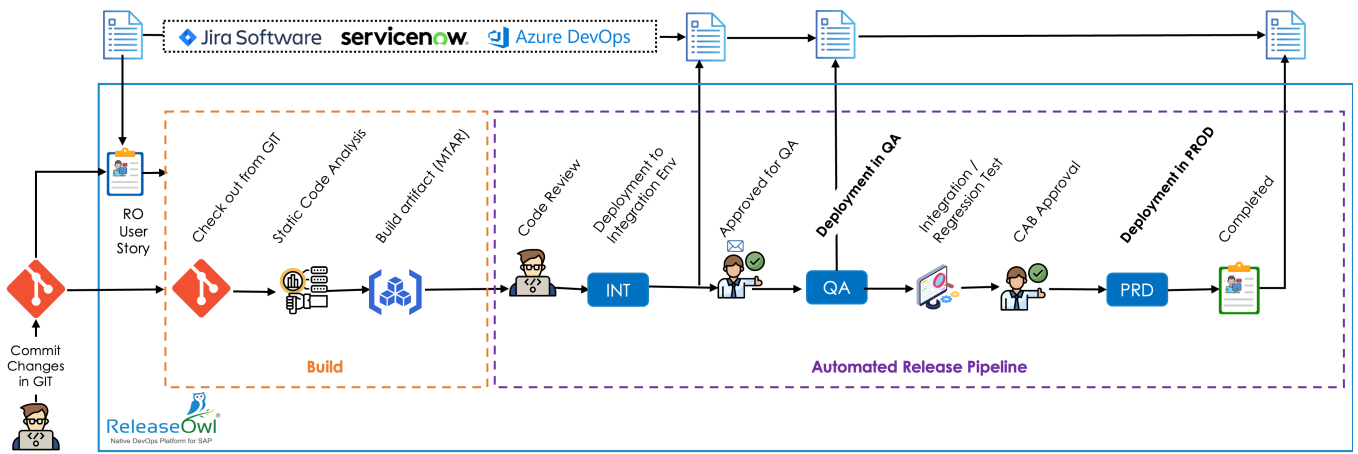
- A user story/incident is assigned to the developer from Jira

2. Validate and build the change:

- Retrieve the changes from the feature branch in GIT
- Create the MTAR bundle using the YAML definition
- Execute unit tests and generate Code Coverage
- Create the changelog for the code review based on the GIT commits in the branch
- Update the user story in Jira
- Perform static code analysis and prepare the report

3. Approvals and Deployments:

- Deploy the MTAR build to the Dev Subaccount
- Conduct testing by Dev teams and approve for QA
- Upload GIT commits as transports to SAP Cloud Transport management
- Utilize Pull commands to retrieve the changes from SAP CTMS into the QA subaccount
- Once QA sign-off is completed, create an RFC from ITSM tools like ServiceNow for production deployment
- Import Cloud Transport into the production subaccount




Benefits

1. Release pipelines have significantly reduced the tracking of manual tasks, allowing for extensive automation and orchestration.
2. The integration of tools like Azure DevOps has eliminated the requirement for manual updates to User Stories, streamlining the process.
3. The use of quality gates has improved quality and compliance by validating results before allowing tasks to move to the next stage.
4. Code quality has been significantly improved, and the failure rate has been reduced by incorporating governance, functional and web testing, and security checks.

After working with ReleaseOwl, the organization noticed

 **72%**
Dev Team Productivity

 **75%**
Failure Rate

 **86%**
Manual Tasks

Client Testimony

“We defined a set of goals for our SAP BTP practice before searching for a DevOps tool. With ReleaseOwl, we overshoot those goals very quickly. Orchestrating our pipelines made it easier to have control over the entire process. Also, it being a native SAP platform made the UX seamless and easy for our development team.”

Jeffrey Larsson
Director of IT

To Summarize

ReleaseOwl helped the telecommunications company increase their productivity and reduce their failure rate as well as manual tasks for their SAP BTP applications with automation, integration, and orchestration.

If you would like to know how ReleaseOwl can help your organization, [Contact Us](#) Or email us at sales@releaseowl.com



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