



# Virtual Customer Center of Expertise Event

October 5th - 7th 2021

## Future Ready your Enterprise with your Integration Strategy

Udo Paltzer / Gabriela Gahse, SAP  
October 7, 2021

PUBLIC

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# Intelligent enterprises are integrated enterprises

Integration in the cloud is a key pillar of SAP's strategy

SAP's vision and strategy: deliver integrated end-to-end business processes across SAP, partner, and third-party applications

Integration [strategy paper](#) with roadmap



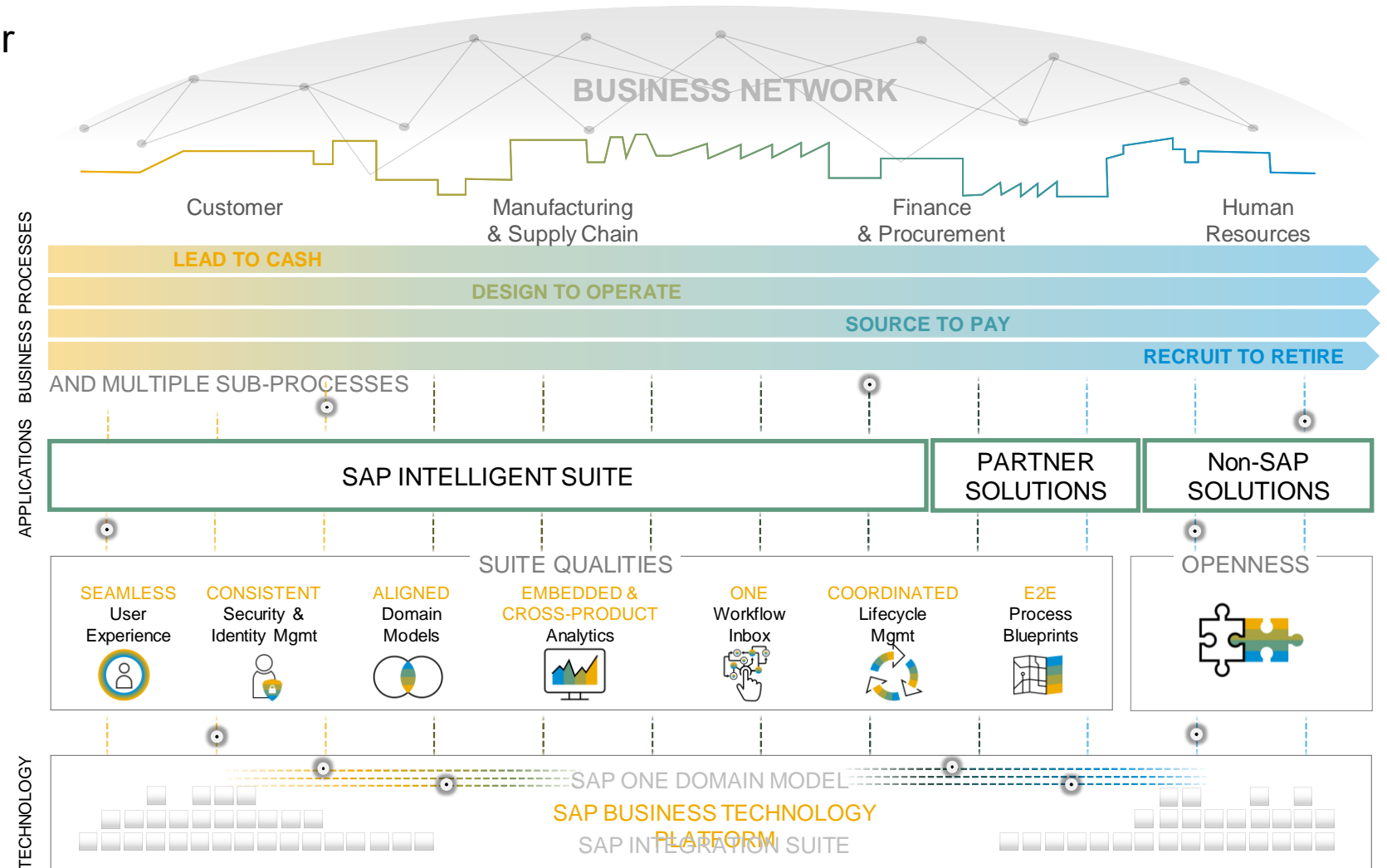
Jürgen Müller

CTO & Member of the Executive Board  
Technology & Innovation



Thomas Saueressig

Member of the Executive Board  
SAP Product Engineering



# Accelerate business outcomes with simplified integration



Holistic  
integration

## **Versatile, multi-cloud platform**

Support all types of integration use cases required in cloud and hybrid landscapes

Open  
integration



## **Integrate anything, anywhere**

2700+ APIs and 170+ connectors for third-party solutions and custom extensions by SAP and partners



Out-of-the-box  
integration

## **Accelerated time to value**

Mission critical business processes with pre-defined 2100+ integrations for cloud and on premise

AI-Driven



## **AI-assisted to speed integration**

Accelerate the speed of intelligent integrations to attain desired business outcomes

**CONNECT**

and customize  
experiences

**ACCELERATE**

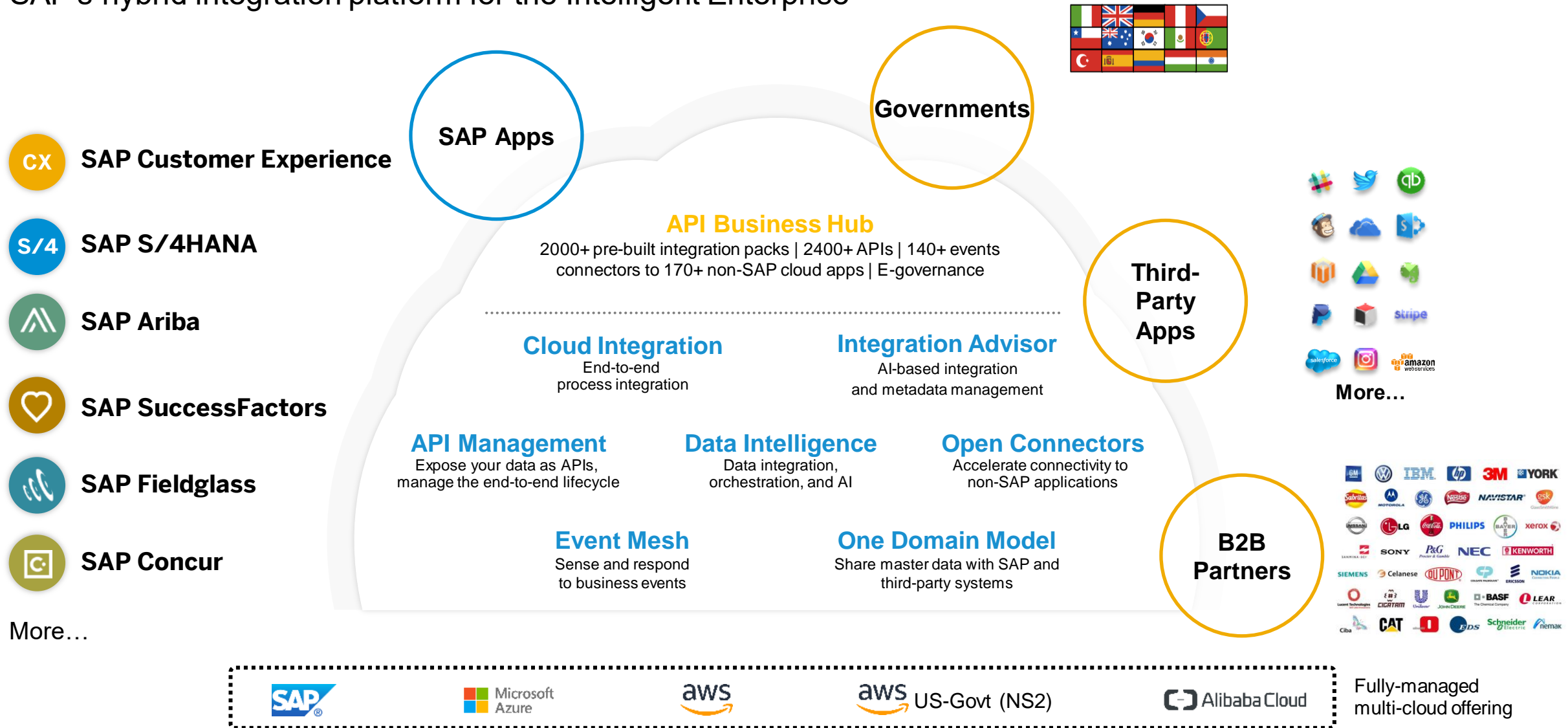
innovation by starting  
with integration

**EMPOWER**

Practitioners beyond  
central IT

# Suite of integration capabilities at SAP

SAP's hybrid integration platform for the Intelligent Enterprise



# SAP Integration Suite

Leading Enterprise Integration Platform-as-a-Service (EiPaaS)

## 2020 Leader in Gartner Magic Quadrant for EiPaaS



Key factors to become leading platform

- Completeness of Vision
- Ability to Execute
- Customer References

Published Sept 21<sup>st</sup>, 2020 | ID: G00397953  
[Read a complimentary copy of the full report](#)

## 2021 Gartner Peer Insights Customers' Choice for EiPaaS

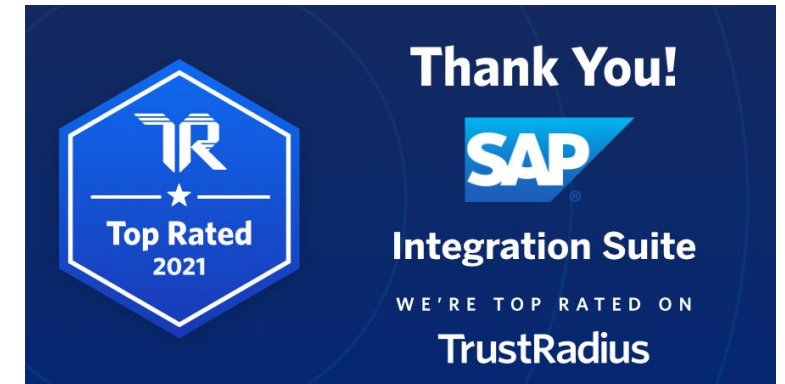


Highlights

- Highest reviews among the companies
- 93% would recommend us as preferred EiPaaS
- Customer's choice for midsize enterprises

Published April 1<sup>st</sup>, 2021 | ID G00745387  
Read Gartner Peer Insights 'Voice of the Customer' [report](#)  
or [read our blog](#)

## 2021 Top rated TrustRadius iPaaS Award



Highlights

- Based solely on reviews provided by verified customers

Published May 27<sup>th</sup>, 2021  
Read the [reviews](#) or read our [blog](#)



Integration PaaS | Integration SaaS | Integration clouds



# Boehringer Ingelheim has improved the traceability and authenticity of pharmaceuticals – **safeguarding patient health.**

Boehringer Ingelheim created a digital network on SAP® Cloud Platform and integrated it using **SAP Cloud Platform Integration Suite** to track and trace its products at every stage of the supply chain. This enabled:

- Optimal implementation of source-to-pay and design-to-operate processes, leveraging the cloud integration capabilities of SAP Cloud Platform Integration Suite
- Higher security as a result of simplified integration among connected participants due to the cloud integration capabilities of SAP Cloud Platform Integration Suite
- Improved peace of mind for hospitals and pharmacies that they are providing patients with genuine – rather than counterfeit – medicines
- Increased trust in the Boehringer Ingelheim brand
- Enhanced business agility and lowered transaction costs, thanks to simplified processes for onboarding new supply chain partners
- Ability to react more quickly in response to changes in legal regulations in the healthcare sector

“By leveraging the pharma network across all our stakeholders through SAP Cloud Platform Integration Suite, we have the **transparency to better guarantee** that patients are receiving the medicine they need and not a faked copy.”

Andreas Henrich, IT Enabling Functions and Platform Services, Boehringer Ingelheim GmbH



Picture Credit |Boehringer Ingelheim GmbH, Ingelheim am Rhein, Germany. Used with permission.



Boehringer Ingelheim GmbH  
Ingelheim am Rhein, Germany  
[www.boehringer-ingelheim.com](http://www.boehringer-ingelheim.com)

Industry  
Life sciences

Employees  
51,000

Revenue  
€19 billion

Featured Solutions and Services  
SAP Cloud Platform Integration Suite  
and SAP Cloud Platform

THE BEST RUN 



# Integration patterns, personas and capabilities

## SAP Integration Suite

### Users



#### Integration Developers

Develop and integration scenarios;  
provisioning customer-specific APIs



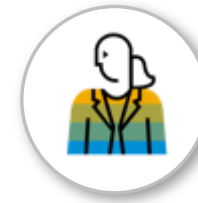
#### Business User

Works with tasks, digital process,  
and apps



#### Citizen Integrators

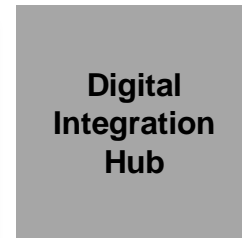
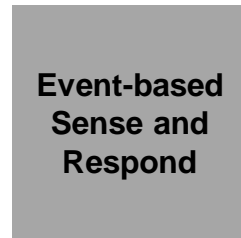
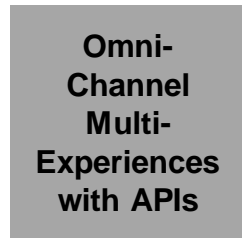
Develops integrations and apps using  
low-code build experiences



#### Data Analyst

Analyze data from pattern  
detection and knowledge  
acquisition

### Patterns



### SAP API Business Hub

Out-of-the-box business integrations | Open APIs | Business events | Accelerators and best practices  
from SAP and partners

### Capabilities



- Cloud Integration
- Integration Advisor
- Connectivity



- API Management
- Open Connectors
- API/microservices development in multi-cloud environment



- Workflow, Business Rules and Inbox
- Blockchain and Distributed Ledgers



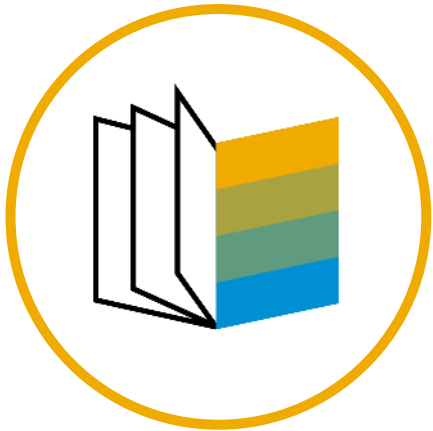
- Event Mesh
- Streaming Analytics



- SAP HANA-aaS in-memory data grid
- Data Intelligence
- Smart Data Integration

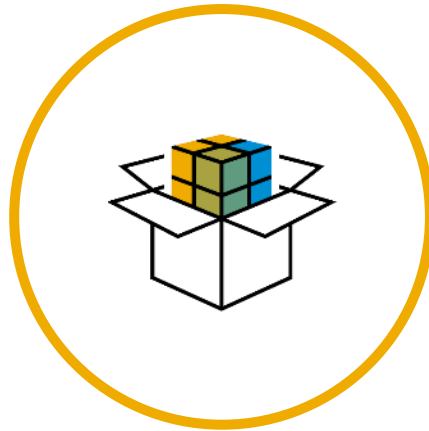
# SAP API Business Hub: **out-of-the-box** integrations and more

Search, discover, experience and consume **predefined integration content**, versioned and supported from SAP and select partners for your digital transformation projects.



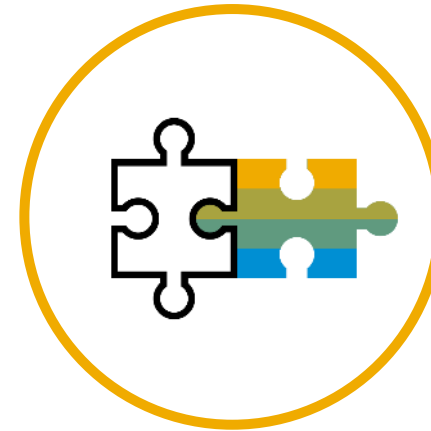
## **Catalog**

Central place from SAP  
and its partners



## **Prepackaged accelerators**

Integration, APIs, API  
Templates, Business  
Processes...



## **Easy consumption**

Integration with developer  
IDE and code generations

# RISE with SAP Integration Suite

Accelerate RISE with out-of-the-box integrations for SAP and non-SAP apps

Fully Maintained by SAP

**2100+**

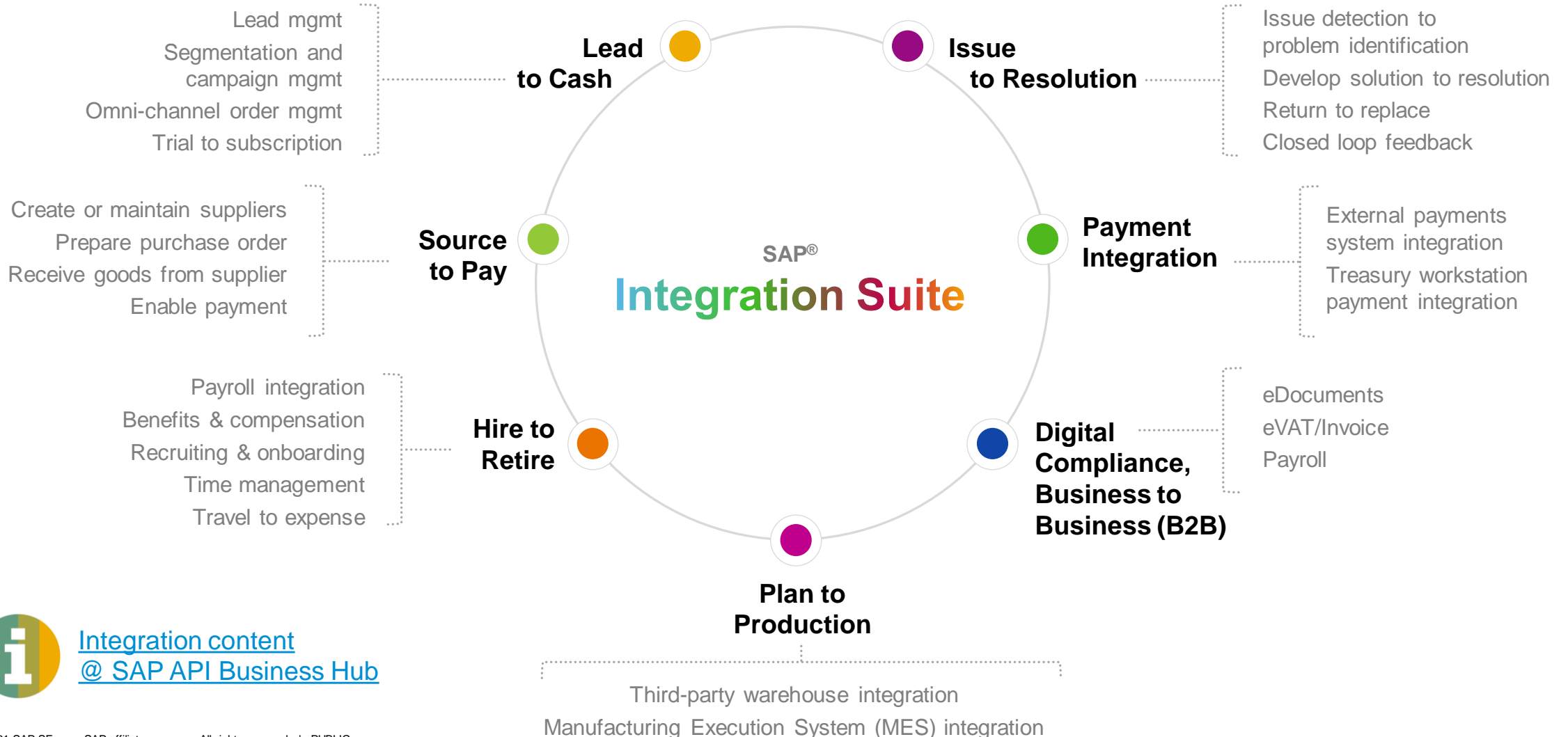
Out-of-the-box  
Integrations

**170+**

Business Events

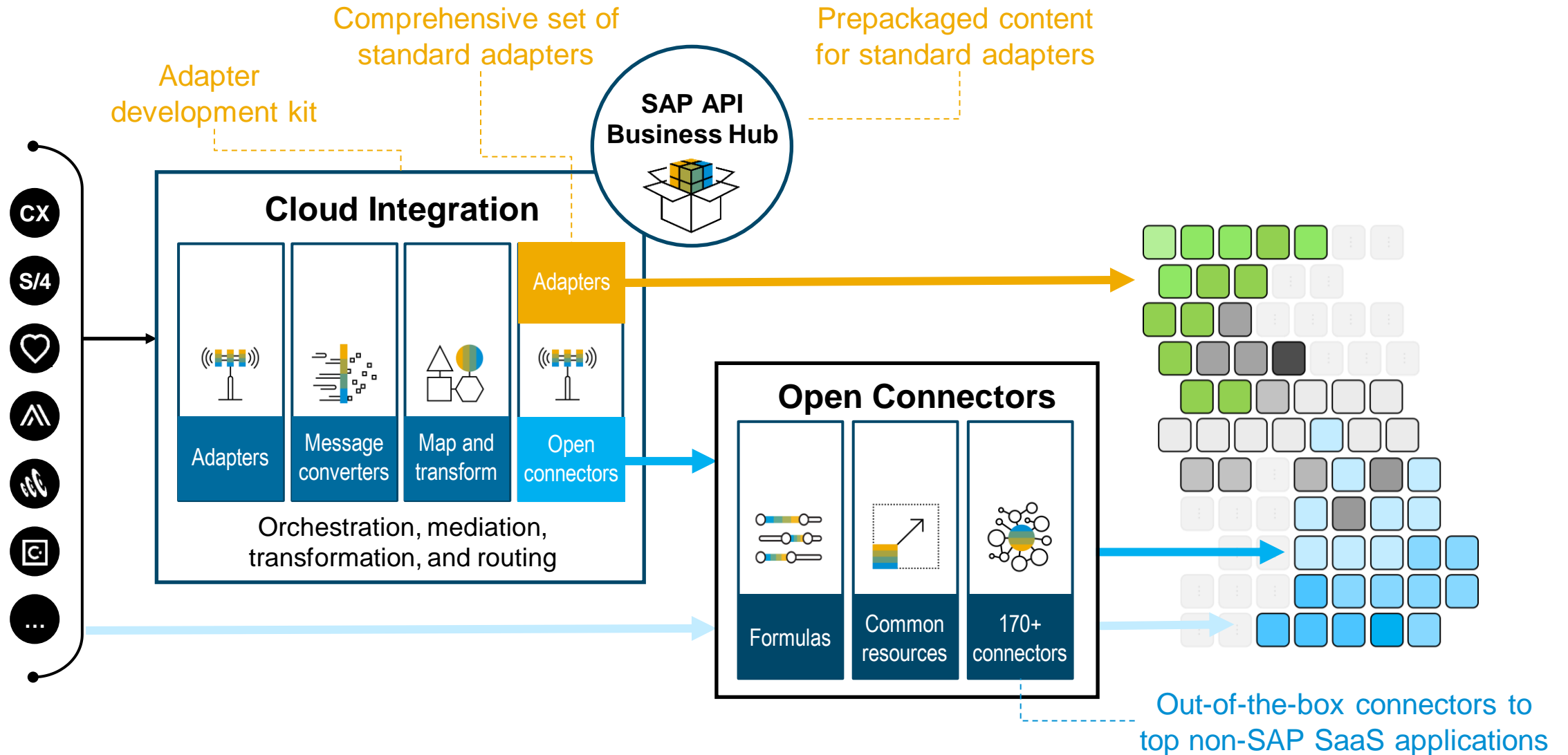
**170+**

Open Connectors



[Integration content](#)  
[@ SAP API Business Hub](#)

# Extended connectivity to numerous non-SAP applications



# Integration Suite at large scale at our customers

**3+ Billion**

Messages processed per month across all SAP Integration Suite tenants

**1+ Billion**

API calls per month across all SAP Integration Suite tenants

**10+ Million**

Largest number of messages processed by a single customer per day

**5.7 Million**

Messages processed via SAP Ariba Cloud Integration Gateway per day

**23+ Million**

Largest number of API calls by a single customer per day

**3 Million**

B2B transactions by a single customer per week

**900+**

Largest number of Integration Flows deployed by a single customer on a single tenant



**SAP Integration Suite**  
**@ Large Scale**



**2000+**

Recruitment Integration messages by a single customer per day



# SAP Integration Suite

Example customer & partner success in numbers



**50 – 60%**

Reduction of IT spend for integration



**50%**

Reduction in integration costs using SAP Integration Suite



**20%**

Faster time to market due to quicker development time frame



Endress+Hauser

**>5x**

Increased project speed and reduced costs

**20%**

Cost savings using predelivered integration packs



**75%**

Faster migrations to Integration Suite, compared to migrations using third-party integration tools



**80%**

Faster time to value with real-time integration

**30%**

Lower implementation costs and lower total cost of operations



**15.2%**

Increase in sales consultant productivity in one year

**33%**

Fewer carbon emissions through improvements across supply-chain, logistics, and production processes

# **SAP Integration Suite –** **Recent Innovations and Roadmap**



# Recent innovations SAP Integration Suite

1

## Increased development productivity

- [Fine granular access policies for design time artifacts](#) and runtime-related actions on artifacts
- [Message mappings as reusable artifacts across integration flows](#)
- [Copy and paste single steps across flows](#)
- [Deployment status view](#) in CPI designer

2

## Simplified & upgraded experience

- Onboarding, provisioning, administration - harmonized across capabilities
- New user experience for [SAP API Business Hub](#)
- Industry cloud content in SAP API Business Hub

3

## Cloud based B2B

- Trading partner management and B2B monitoring (beta)

4

## API Development and Management

- [API business hub enterprise](#) as central enterprise-wide API catalog for managing APIs from SAP and non-SAP gateways



5

## Enhanced operational support

- [EU access compliance](#)
- [Reduced planned quarterly updates from 12 hours to 4 hours](#) and [99.95% SLA](#)
- [Transport of single integration artifacts](#)
- [Archiving data on external CMS](#)
- Expired certificates in health monitoring of SAP Cloud ALM

6

## Additional capabilities

- Increased connectivity options: [Kafka](#), [ServiceNow](#), [Workday](#)
- Exactly-once support for ID mapper

7

## Accelerators and Guides

- Migration accelerators to multi-cloud for [API Management](#) and [Cloud Integration](#)
- [Migration guide](#) from SAP Process Orchestration to SAP Integration Suite

# Workday and ServiceNow adapters in SAP Integration Suite



Integration  
packages

**SAP® S/4HANA**

**SAP® S/4HANA Cloud**

**SAP ECC**

**SAP® S/4HANA**

**SAP® S/4HANA Cloud**

**SAP SuccessFactors** 

Integration  
scenarios

Replication of

- cost center
- employee basic master data
- exchange rate

Replication of

- cost center
- users
- exchange rate

Available with SAP Integration Suite, standard and premium editions

# Commitment to enterprise readiness

## SAP Integration Suite

### Multi-cloud strategy

- Fully vendor managed multi-cloud offering
- Benefits:
  - Flexibility to choose cloud-provider
  - Centrally access multi-cloud deployments within one cockpit
- Availability on AWS, Microsoft Azure, Alibaba Cloud, US-Govt (NS2), GCP\*

### Maintenance windows

- Zero downtime for feature upgrades
- For Neo environment 2 hours during the weekend

### Major upgrade windows

- 4 hours per quarter during the weekend

**99,95% SLA\*\***

➔ Designed for business critical processes

\* planned Q4.2021

\*\* For SAP Integration Suite, standard and premium editions

### SAP Cloud Services

The table below lists the Maintenance and Major Upgrade windows for the applicable SAP Cloud Services. It provides the start times and maximum scheduled downtime duration for the following regions:

- ✓ MENA - Middle East and North Africa
- ✓ APJ - Asia-Pacific and Japan
- ✓ Europe
- ✓ Americas

Maintenance and Major Upgrade Windows for vendor-branded cloud services, i.e. services provided by a third party, are [listed in a separate table](#).

All times are specified in Coordinated Universal Time (UTC).

Search: integration X

Cloud Service	MAINTENANCE WINDOWS				Frequency	MAJOR UPGRADE WINDOWS			
	MENA	APJ	Europe	Americas		MENA	APJ	Europe	Americas
SAP Cloud Integration	FRI 7 pm (2 hrs)	SAT 3 pm (2 hrs)	SAT 10 pm (2 hrs)	SUN 4 am (2 hrs)	Up to 4 times per year	FRI 2 pm (12 hrs)		FRI 10 pm (12 hrs)	SAT 4 am (12 hrs)
SAP Continuous Integration and Delivery		SAT 3 pm (3 hrs)	SAT 10 pm (3 hrs)	SUN 4 am (3 hrs)	Up to 4 times per year	FRI 2 pm (4 hrs)		FRI 10 pm (4 hrs)	SAT 4 am (4 hrs)
SAP Data Privacy Integration	Zero down- time	Zero down- time	Zero down- time	Zero down- time	Up to 4 times per year	SAT 3 pm (3 hrs)	SAT 3 pm (3 hrs)	SAT 3 pm (3 hrs)	SAT 3 pm (3 hrs)
SAP Emarsys Customer Engagement, advanced integration capabilities	Zero down- time	Zero down- time	Zero down- time	Zero down- time	Up to 4 times per year			SAT 4 am (12 hrs)	SAT 4 am (12 hrs)
SAP Integration Suite	Zero down- time	Zero down- time	Zero down- time	Zero down- time	Up to 4 times per year	FRI 2 pm (4 hrs)		FRI 10 pm (4 hrs)	SAT 4 am (4 hrs)
SAP S/4HANA Cloud for credit	FRI 7 pm	SAT 3 pm	SAT 10 pm	SUN 4 am	Up to 4 times per	SAT 12 am		SAT 7 am	SAT 1 pm



# Comprehensive set of guidelines and pattern descriptions for Cloud Integration

## Guidelines to model enterprise-grade integration flows

- 30+ integration flows
- 3 application specific guidelines (SuccessFactors, API Management)
- See [Documentation](#) or [@ API Business Hub](#) or directly in CPI:

## Enterprise Integration Patterns

- E.g. aggregator, scatter-gather, splitter
- 9 patterns, 15 integration flows
- [Blog series](#)

## Enterprise Integration Pattern Community

- 60+ enterprise integration patterns implemented with Cloud Integration
- [Overview blog](#)



[Huge and active community](#)

**SAP Help Portal** SAP Cloud Integration

SAP Cloud Integration English

This document Enter keywords or a product name

Advanced Search

Home / SAP Cloud Integration / Development /

Table of Contents

- Developing Integration Content with SAP Cloud Integration
- Integration Flow Design Guidelines**
  - How to Work with the Example Integration Flows
  - Learn the Basics
    - Getting Started
    - Access Headers and Properties
    - Configure Adapters
    - Convert Files
    - Decouple Processing
    - Delta Synchronization
    - Encode and Decode Content
    - Message Mapping
    - Modify Content
    - Persistence
    - Message Monitoring
    - Content Transport
  - Guidelines to Design Enterprise-Grade Integration Flows
  - Guidelines to Implement Specific Integration Patterns
- Developing an OData API Project
- Developing Custom Adapters
- Parameterizing Integration Flows Using the Partner Directory
- API Documentation
- Security, Cloud Foundry Environment

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Next>

## Integration Flow Design Guidelines ☆

As an integration developer, you need to make sure that you design integration flows in a robust fashion in order to safeguard your company's mission-critical business processes.

This section provides guidelines for integration developers covering the following two main aspects:

Learn the Basics	Helps you to understand the basic capabilities for modeling integration flows.
Guidelines to Design Enterprise-Grade Integration Flows	Provides guidelines to design <b>enterprise grade</b> integration flows in a robust fashion in order to safeguard your company's mission-critical business processes. Provides clear and easy-to-apply guidelines to help integration developers design robust enterprise grade integration flows to safeguard your company's mission-critical business processes.  For example: applying highest security standards, keeping your integration flows readable and easy to understand, and handling errors in a good way.
Guidelines to Implement Specific Integration Patterns	Provides guidelines to implement the basic enterprise integration patterns.  For example: content-based routing, content enricher, and splitter.

For each design guideline, one or more reference integration flows are documented. You can also access the integration flows from SAP API Business Hub as described in [How to Work with the Example Integration Flows](#).

The integration flows are designed to meet the following requirements:

- Each integration flow focuses on one dedicated guideline or pattern to make it easy for you to understand the topic.
- Each integration flow can be deployed and executed with minimum effort. That way you can test each guideline or pattern on your own.
- You can use each reference integration flow as a basis for creating more complex

Was this topic helpful?

Yes No

# Migration accelerators to hyperscaler environments

Help customers transition to Integration Suite from Neo to multi-cloud environment in a non-disruptive way

## Cloud Integration

- Free migration tooling [SAP note 2937549](#)
- Support from SAP side [sap.cp.migration@sap.com](mailto:sap.cp.migration@sap.com)
- In scope: prepackaged integration content, custom integration, number ranges, public certificates, value mappings

## API Management

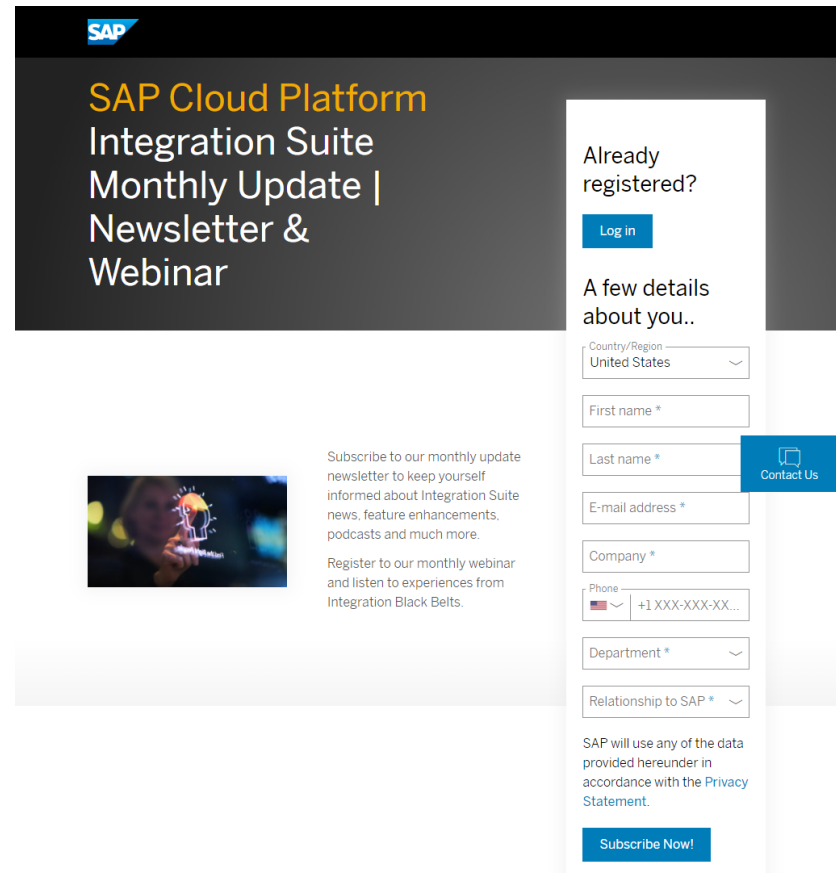
- Migration of design-time artifacts [Command line tool](#)
- Step-by-step tenant [migration guide](#)
- In scope: API products, API proxies, rate plans, policy templates, access control for API products, developers, application developers, custom charts, key value map (unencrypted)

The image displays three overlapping screenshots related to SAP migration accelerators. The top-right screenshot shows a SAP Note titled '2937549 - SAP Cloud Platform Integration for process services: Content Migration from Neo to CF Environment', version 12 from Nov 5, 2020. It lists details such as Component: LOD-HCI-PI-DOC, Category: Upgrade information, and Release Status: Released for Customer. The bottom-left screenshot shows a 'Collection Runner' interface with a list of migration tasks like 'CPI MIG 01', 'CPI MIG 02', etc., and their respective request counts. The bottom-right screenshot shows the 'SAP Cloud Platform API Management' documentation page, specifically the 'Migration Assistance for API Management from Neo to Cloud Foundry Environment' section, which provides instructions on how to migrate API Management subscriptions from Neo to Cloud Foundry.

# SAP Integration Suite - monthly update

## Newsletter

- Every **first Monday**
- Links to blogs, upcoming events, important news, updates, recordings

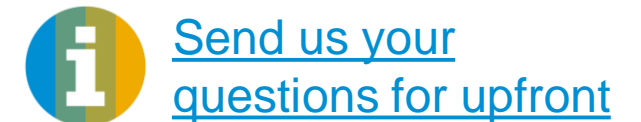


The screenshot shows a registration form for the SAP Cloud Platform Integration Suite Monthly Update. The form is titled "SAP Cloud Platform Integration Suite Monthly Update | Newsletter & Webinar". It includes a "Log in" button for already registered users and a "Contact Us" button. The registration fields include: Country/Region (dropdown menu), First name (text field), Last name (text field), E-mail address (text field), Company (text field), Phone (text field with a country code dropdown), Department (dropdown menu), and Relationship to SAP (dropdown menu). A "Subscribe Now!" button is at the bottom. Below the form, there is a section with a small image of a person and text encouraging users to subscribe to the monthly update newsletter and register for the monthly webinar.




## Webcast



- Every **last Tuesday**
- **Product updates**
- Alternatingly:
  - **#IntegrationBlackBelt:** Interact with Integration Black Belts
  - **#AskAnythingIntegration:** panel of experts answering any questions you have on integration. Send us your questions upfront



# SAP Integration Suite Roadmap

 **Road Map Explorer**



ProductsProcessesIndustriesMy Road Maps

 Disclaimer

SAP Integration ... x43 Road Map Items x

Products 1IndustriesFocus Topics

Current - Latest

 Save

Q4 2021 CURRENT 9 Road Map Items

Future Release

API and Integration Marketplace

Integration of community content as part of the SAP API Business Hub

SAP API Business Hub

Integration with SAP Cloud SDK

SAP API Business Hub

API Development and Management

API proxy decoupling design time and run time

API Management

Availability on Google Cloud Platform

Cloud IntegrationAPI Management

B2B Integration

Business-to-business (B2B) monitoring in integration scenarios

SAP Integration Suite

Q1 2022 20 Road Map Items

Future Release

API and Integration Marketplace

Support of partner Cloud Integration adapters

SAP API Business Hub

API Development and Management

Integration of API Management with SAP Cloud ALM for health...

API Management

B2B Integration

Extended validation rules

Cloud Integration

Reordering of structures in the message implementation guideline...

Cloud Integration

Connectivity and Adapters

"Exactly-once" (EO) support for duplicate checks

Cloud Integration

Q2 2022 7 Road Map Items

Future Release

API Development and Management

API proxy multi-revisioning support with the last active revision

API Management

Refreshed user experience in the API business hub enterprise

API Management

B2B Integration

Availability of Integration Advisor on AWS GovCloud (US)

Cloud Integration

Envelope guidelines – provide envelope template structures

Cloud Integration

Support for duplications of nodes on target side in the MAG editor

Cloud Integration

Connectivity and Adapters

Q3 2022 3 Road Map Items

Future Release

B2B Integration

Optimize mapping proposals in MAG editor of Integration Advisor

Cloud Integration

Reusable customer code lists in the message implementation guideline...

Cloud Integration

Process Integration

Hybrid deployment option (Beta)

SAP Integration Suite

Q4 2022 3 Road Map Items

Future Release

Connectivity and Adapters

Flat file to XML converter

Cloud Integration

REST adapter

Cloud Integration

Process Integration

Integration flow test with persistence of the test case and API support

Cloud Integration


2023 1 Road Map Item

Product Vision

Process Integration

Tool to support process integration

Cloud Integration



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# Road ahead: 5 Big moves we will make!

1

## **Additional Integration Packs and Adapters for SAP and non-SAP integrations**

- Integration Packs as Community content
- Enhanced support for partner adapters and content (e. g. consumption of adapters, publishing of content)

2

## **Hybrid deployment option for SAP Integration Suite**

- With long-term road map for container-based deployments
- Ease customers transition from SAP Process Orchestration to SAP Integration Suite

3

## **Cloud Based B2B**

- Trading Partner Management (available as beta already)
- B2B Monitoring (available as beta already)

4

## **Increased Operational Support**

- Availability on Google Cloud Platform
- Increased high availability across multiple availability zones in multi-cloud

5

## **Additional capabilities and continuous improvement**

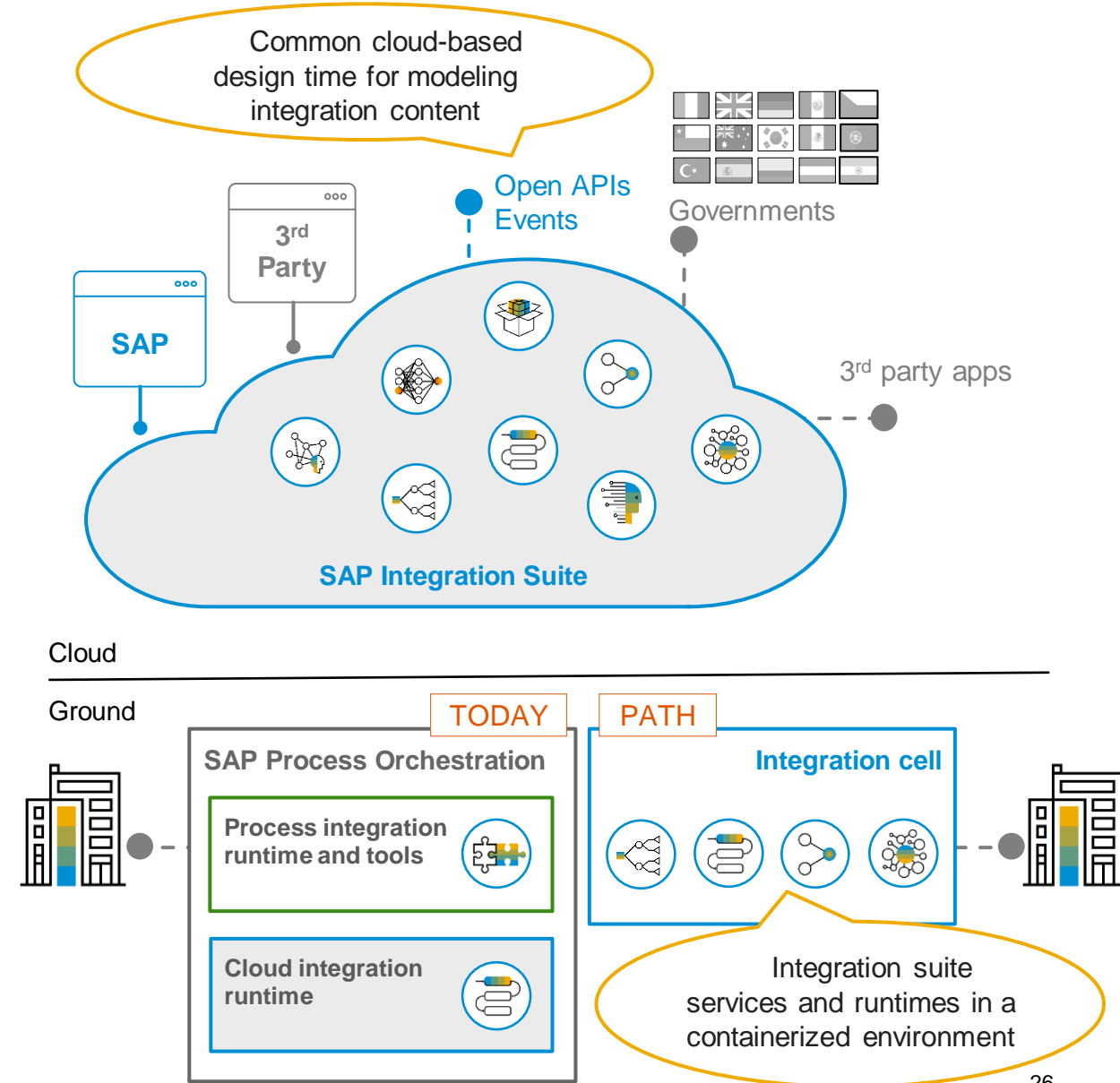
- Integration of API Management with SAP Cloud ALM for health monitoring, refreshed user experience SAP API Business Hub Enterprise, Integration assessment service, scenario specific scaling, data type and message type editor, where-used functionality for security material, PGP key management, selected topics from [SAP Influence Session for SAP Integration Suite](#), etc.



# The path ahead: Hybrid integration platform

## SAP Integration Suite: The hybrid integration platform of choice for SAP customers

- Multi-cloud and hybrid deployment flexibility
- Lightweight runtime (integration cell) planned
  - Design, configuration, and monitoring on the cloud
  - Runtime leveraging container technology such as Docker
  - Runtime holding any Integration Suite services or engines
  - Software lifecycle in sync with cloud delivery speed
- Tools provided for seamless migration from SAP Process Orchestration to the new hybrid integration platform



# Customer collaborations to help drive product decisions

## SAP Integration Suite



### Customer Influence Program

**End-to-end request to road map process.**

**300+** requests

**75%** considered as roadmap

Customers and partner can request integration features



SAP review of feature requests and planning process



Consider the requested feature + include to product road map



### Customer Engagement Initiative

Program gives customers and select partners the unique opportunity to get a sneak peak into SAP's product visions, ideas, and prototypes and to share early feedback.

**16** focus topics

**100+** active participants

**250+** registrants



### Voice of Customer

A forum for implementors from customer and partner organizations to share their perspectives, feedback, requests, and directly interact with the SAP Integration Suite product engineering team.



### Synergy Program

3C- Connect, Collaborate, Cultivate

Collaboration between CEX (customer relationship team) and Integration Suite product management team for improving customer, activation, adoption

# Top 10 reasons to choose SAP's Integration Suite as your enterprise-wide integration platform

- 1 Versatile and Enterprise-grade integration platform** covering all integration styles and patterns: A2A/B2B/B2G, APIs, Events, Digital Integration Hub, Digital Ecosystems.
- 2 Out-of-box Integration Packs**, APIs, Events, Domain Models to jump-start your integration projects
- 3 Rich set of connectivity options** and standard adapters for A2A and B2B/B2G integration, 170+ **third-party SaaS connectors**, provided by SAP as well as by partners
- 4 Fully vendor managed multi-cloud services in major hyperscalers** and all in outcome based pay-per-use pricing provides flexibility to run the same integration artifacts across multiple environments.
- 5 Simplify the process of business partners collaboration** with the **power of artificial intelligence**.
- 6 Benefit from SAP's continued innovation and long-term commitment** to simplify and accelerate enterprise integration
- 7 Strong focus on security** such as data isolation, multitenancy, content encryption, and signing, OWASAP Top-10, Single Sign-On, secure on-premise connectivity
- 8 Share and learn from a community and partner ecosystem**
- 9 Create simple connected digital experiences** for your consumers, partners, and employees with full lifecycle management of your APIs.
- 10 Our ISA methodology with strong customer focus** to make our customers run better

# Start today

with SAP Integration Suite

## EXPLORE

[sap.com](#) | [Video](#) | [Infographic](#) | [Solution in Detail](#) | [Service Description](#) | [Roadmap](#)

## GET STARTED

[ISA-M at sap.com](#) | [Discovery Center Missions](#) | [Tutorial Starter Scenario](#)

## LEARN

[SAP Community](#) | [Blogs](#) | [SAP Help](#) | [Learning Journey](#) | [openSAP Course](#) | [Book](#)

## INTEGRATION PACKS

[SAP API Business Hub @ api.sap.com](#)



# Questions & answers





# Thank you.

Contact information:

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[gabriela.gahse@sap.com](mailto:gabriela.gahse@sap.com)

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