Top Ten Considerations for Integration in SAP®-Centric Environments

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Executive Summary

Companies and government agencies universally understand that integration is essential to getting the most out of IT investments. Without it, companies simply would not be able to keep up with the pace of business. Today, the classic integration requirements challenges of security, performance and uptime still ring true. On top of this, the requirements for integration have changed dramatically in the past few years. The shift towards Service-Oriented Architecture and other emerging technology paradigms means that companies are treating integration as a foundation for process-centric business infrastructure software initiatives. IT organizations are looking for ways to add value on top of their SAP and other investments, while injecting transparency in the process.

SAP customers benefit from the breadth of SAP, which helps give them competitive advantage. However, the sophistication gained from implementing SAP also introduces complexities that might not surface in other environments. SAP provides integration capabilities with its NetWeaver® XI product, which has been adopted by many customers, particularly for connecting SAP systems to each other. But there are many factors to consider when integrating SAP-centric environments, including Business Process Management and SOA. This paper will examine some of the key trends and challenges facing SAP customers. It is not intended to promote Software AG solutions over SAP’s, rather it is designed to highlight the key factors to consider when designing an integration architecture – which will often include SAP as well as 3rd party integration solutions.
Introduction

In the 1990’s, as the Internet emerged as a means for companies to conduct business with each other, application vendors scrambled to enable their own products to talk to other systems and applications in real-time. They could already communicate with other instances of their own applications (reasonably) well, but little effort had been put into ensuring smooth interactions with other systems. This included systems inside the corporate firewall, as well as applications from partners, customers and suppliers. Out of this challenge, Enterprise Application Integration (EAI) and Business-to-Business Integration (B2B) technologies emerged and quickly moved to the mainstream.

SAP realized it needed a viable solution for their customers as quickly as possible. So, they evaluated the market, and based on technical evaluations and customer demand, decided to OEM the Integration and B2B offering from webMethods. The SAP Business Connector by webMethods was then distributed to thousands of SAP customers as the standard solution for integrating their SAP systems with non-SAP applications.

A few years after Business Connector was released, SAP began to develop its own integration product – SAP Exchange Infrastructure (XI). Over time, SAP began pushing its customers to use XI instead of the Business Connector, but XI was (and still is) an incomplete solution compared with application-agnostic offerings from independent vendors. XI has a large physical footprint and requires a large upfront effort to implement; and lastly, XI is not compatible with integration development done on Business Connectors, meaning that any coding done on Business Connector has to be re-created in XI. As such, many Business Connector customers have resisted migrating to XI. In fact, SAP has twice announced that they are ending support for the Business Connector, but customer revolt prompted them to reverse this decision.

Today there are an estimated 1000 customers still using the Business Connector, sometimes in conjunction with XI, sometimes instead of. But all SAP customers, regardless of whether they are using Business Connector or not, must carefully examine their options to make sure that their integration strategies are optimized for today and the future. As a key component of Business Infrastructure software, integration is an increasingly important technology investment.

Integration today must support application composition – building and delivering applications that span existing systems and processes. In order to best illustrate the requirements for modern integration, we’ll examine the top ten specific challenges facing SAP customers and identify the decision points which must be resolved.

Ten Considerations for SAP Customers Integrating Their IT Environments

1. Process-centric approach to requirements
2. Heterogeneity is paramount
3. Don’t neglect B2B requirements
4. The exception is the norm
5. Mainframes – alive and kicking
6. Business Information Warehouse (BW) – more than just a data warehouse
7. Prepare for composite applications
8. SOA – beyond the application
9. The case for monitoring
10. What about the Business Connector?
1. Process-centric approach to requirements

When application integration projects hit the mainstream, initial implementations often focused on a specific project designed to prove that the technology worked. Sometimes this project was centered around part of a business process, such as procurement. But as the deployments moved from initial trials to enterprise-wide implementations, they were typically managed by ERP or other application administrators. This was especially true for SAP customers, where the integration projects started by connecting SAP with some other internal or external systems.

So as the deployments matured, they tended to be increasingly SAP-centric. First, the technical requirements to integrate with SAP were the overriding selection criteria for the integration technology. This meant that you had to support the RFC/BAPI and ALE/IDOC interfaces of SAP. Java support was considered less of a priority, even if many of the other internal or external systems were Java-based.

The need to offer their customers a superior integration solution is what drove SAP to OEM the webMethods Integration Platform – the SAP Business Connector. Fortunately for Business Connector customers, it combined strong support for SAP-specific requirements with an industry-best solution for heterogeneous integration. Many of the Business Connector customers were able to successfully integrate their SAP applications without having to compromise support for the rest of their application integration requirements.

Today, economic pressures are placing new prominence on process improvement initiatives. Advances in Business Process Management (BPM) software are accelerating this emphasis, helping companies to quickly improve process performance, and sometimes overhaul processes altogether. A core requirement for BPM is the ability to visualize all aspects of an end-to-end business process, regardless of the systems and applications which power the process. In an order-to-cash scenario, this means being able to understand how each step your process is performing in real-time, across all of the applications which support it. This requires BPM software built on an integration foundation that is agnostic to the applications it is connecting.

Using only XI to power BPM, one would get the SAP-centric view of the process, which doesn’t necessarily include parts of the Order-to-Cash process that reside in other systems. With an independent solution, you get a process-centric view of the process, including insight into every step, regardless of whether or not it touches SAP. The point of a process improvement initiative is to improve the process, not the technology, so it is critical to ensure optimal insight and integration with all applications supporting the process, not just the ERP system.

![Typical Order-to-Cash Process, based on SCOR model – with processes both inside and outside of SAP.](image-url)
2. Heterogeneity is paramount
When it comes to selecting solutions for integration, one must consider the entire breadth of systems involved. The integration technology must be compatible with all of the various vendors, standards, and protocols, without limiting its best functionality to a particular subset of the involved systems.

SAP and SAP customers like to tout that they are “all-SAP” or “wall-to-wall SAP.” This implies that the only business applications they run are from SAP, which in turn implies that their only integration needs are confined to connecting SAP instances to each other. In this case, SAP might have a strong argument: “Why not just use our own integration technology, SAP Exchange Infrastructure (XI)?” In fact many, but not all, SAP customers who run new versions of SAP leverage SAP XI for connectivity between SAP instances. However, when one considers the types of applications that might need to connect with SAP, it is hard to believe that none of them would be non-SAP systems.

If you think your business is “SAP only,” then see if you answer “Yes” to the following questions:

1. Are you completely positive that your company will never build or buy any new systems for any reason that are not SAP-based?
2. Do every single one of your suppliers run SAP?
3. Will your desktop productivity software never interact with your processes?
4. Does SAP physically ship and deliver your products or services to your customers?
5. Can you guarantee that any other company you might acquire or merge with will run SAP only?

Unless you can answer all of these questions resoundingly with “Yes”, then you should approach your integration requirements with an eye towards technology. Even if you are wall-to-wall SAP, then what about your customers, suppliers and other business partners? And don’t forget heterogeneity within your own SAP landscape. Many companies run a mix of different SAP systems and versions. In fact, SAP’s integration capabilities vary based on the release.

For these reasons, most organizations are realizing the importance of an ERP-agnostic solution for integration. Within SAP customers, XI gets installed often whether customers ask for it or not, usually alongside webMethods or another integration vendor. In fact, a common scenario for SAP customers is to leverage XI to connect their various SAP instances, and then use webMethods to integrate everything else (any and all non-SAP systems) with SAP – either through XI or directly to the underlying individual SAP systems. There are exceptions, however, as some companies do choose to bypass XI altogether and use webMethods for even their SAP-to-SAP integration.

3. Don’t Neglect B2B Requirements
When industry experts and integration vendors talk about integration and ESB today, they often focus on the effects of SOA-based technologies and infrastructure. But if you were to revisit the late 90’s, when integration was becoming mainstream, you would see that the early growth of integration was driven by the need beyond their own firewalls with their customers and partners. Leveraging the emergence of the Internet as a transport medium, along with innovative standards such as XML, companies scrambled to put in place a sound B2B integration strategy to give themselves a competitive advantage by automating and streamlining their multi-enterprise processes.

Today the market attention around B2B is often overshadowed by newer technologies such as AJAX and Web 2.0, but the mandate for a bulletproof B2B integration technology has never been stronger. We’ve entered into a market environment where process differentiation trumps product differentiation, making interactions with customers, suppliers, and other business partners more critical than ever. And in fact, for most companies with mature application integration environments, whether they are in the financial services, high tech manufacturing, CPG, retail, or any other industries, B2B is a central component of their integration infrastructure. More interestingly, however, companies embarking on integration projects for the first time are typically starting with B2B projects, whether they are implementations of an Electronic Data Interchange standard or an industry-specific XML standard, as a necessary step in doing business with their partners. Not only is B2B here to stay, it’s an increasingly important aspect of an organization’s overall integration strategy.

So how does this trend impact SAP customers? SAP chose to OEM the webMethods integration platform as its integration strategy primarily because of its strong B2B capabilities. And today, while SAP provides its customers with different means to achieve B2B integration, their latest strategy presents some serious challenges. First, SAP has not developed its own B2B capabilities, they currently rely on 3rd party vendor SeeBurger for their B2B gateway technology. SAP customers should be conscious of the danger of SAP changing their B2B strategy again, potentially introducing expensive migration costs. Additionally, SAP relies on 3rd parties to build adapters to other applications, as opposed to building and maintaining them directly. This means that as new versions of applications roll out, customers must hope that the 3rd party vendors will update their adapters accordingly.
Finally, SAP charges customers a fee to transmit data to other applications over their XI middleware solution. For small, infrequent exchanges, these costs would not have a large financial impact. But for companies who do a lot of B2B data exchange, the cost of leveraging XI can quickly grow prohibitively high. Even if your organization’s integration strategy does not center on B2B, it is imperative that you ensure your strategy supports B2B requirements in a future-proof, cost-effective manner.

4. The Exception is the Norm
SAP implementations are often the most complex endeavor undertaken by IT departments. This shouldn’t seem illogical, as ERP systems are often the backbone of a company’s operations. And integrating all of the various SAP systems together with each other as well as other enterprise applications is obviously a significant project in its own right. One thing that many organizations fail to plan for, however, is the breadth of customizations that are done to SAP systems, and how those customizations impact their integration strategy.

If you subscribe to the theory of taking a process-centric approach to integration, then you should look at processes as a point of customization. SAP ships a “standard” set of core business processes for Sales Order Management (Order-to-Cash), Procurement (Procure-to-Pay), Financial Management, Inventory Management, Manufacturing, and more. Each of these processes can be implemented as-is, and deployed in a relatively straightforward manner. However, as noted above, we are in the age where process differentiation trumps product differentiation, so many companies build their own business processes on top of or in place of the standard SAP Business Processes.

Customizations to processes can include creating new steps in the process, bypassing or ignoring certain steps, creating logic to route transactions through various paths or sub-processes dynamically, and so on. Underlying these process customizations are often complex custom ABAP code snippets and User Exits. And of course, regardless of the level of process customization, IDOCs are used to help manage data flow between SAP and non-SAP systems, and IDOCs themselves are frequently customized in structure and content.

The implications of these customizations from an integration perspective is that you can not build a framework around how your SAP environment and processes work today (or in the case of new deployments, how you think they will work). Rather, you must build a flexible architecture that will work with any and all customizations and changes to processes, application code, and anything else relevant to your integration needs.

5. Mainframes – Alive and Kicking

“"I predict that the last mainframe will be unplugged on 15 March 1996."”

Industry pundits, and client-server computing advocates have been predicting the death of mainframe computing for years. Today, however, companies continue to invest in new mainframe applications, and hardware vendors such as IBM continue to deliver advancements in high-end computing.

“"Mainframe users are sitting on more than a trillion dollars’ worth of legacy mainframe code.””
- Computerworld, 2006

So are mainframes the “New Black?” Not too many companies are migrating their existing applications to mainframe platforms. However, mainframes certainly aren’t going anywhere. Now, ERP vendors would have you believe that their systems will eventually obviate the need for mainframes. And of course, Software-as-a-Service-based vendors portend that the days of packaged applications are numbered and that the hosted, model will kill off ERP and mainframes through a combination of lower upfront investment and lower Total Cost of Ownership (TCO). But regardless of this posturing, companies want to ensure that their mainframe data is made available to their users.

Traditionally, there are three ways in
which mainframe data is “modernized”, or made available to users in a convenient fashion.

1. SQL-based data access via adapters – connectivity to proprietary mainframes to move data to other systems. This is similar to regular application integration, but like ETL, is based on SQL access. It effectively treats the mainframe as a data source and enables access via reporting and Business Intelligence (BI) tools.

2. User interface modernization – by converting mainframe-based interfaces into web-enabled UI’s accessible by users anywhere, the reach of the mainframe is greatly extended.

3. SOA-based modernization – in this emerging paradigm, architects can leverage existing enterprise user sessions, programming logic and transactions from mainframe systems to create Web services. By stringing these services together, the mainframe walls are effectively removed, giving visibility into the mainframe portions of business processes without any technical barriers.

Many, if not all, SAP customers leverage mainframe systems throughout their environments. It is critical for these companies to remove any barriers to accessing the data from these systems in the same fashion they can connect their SAP and other packaged applications. They should also make sure that they can modernize their mainframes using all three of the methods described above.

Ideally, the same platform used to integrate their packaged apps can liberate their mainframe data as well. As an ERP vendor, SAP does not focus on this -- another reason customers should look for integration solutions with built-in application modernization functionality.

6. BW: More than Just a Data Warehouse

Ask any SAP implementation expert what the most frequently deployed products from SAP are. The answer might surprise you. Besides SAP ERP (ECC, formerly known as R/3), the most commonly deployed SAP solution for medium and large businesses is SAP Business Information Warehouse (BW). BW is the data warehouse solution which pulls in transactional information from various SAP (and non-SAP) data sources. It includes connectivity to SAP data sources, and with the help of Extract, Transform, and Load (ETL) technology, it converts non-SAP data into its star-schema data model (“Infocubes”). Lastly, through its own reporting tools, as well as third party tools, reports can be generated and run for OLAP analysis or simple web reporting.

So what does BW have to do with application integration? Most people associate ETL with BW “integration.” However, BW has grown over the years into more than a simple data warehouse. Through its family of sophisticated tools for financial management, including consolidation and planning, BW is effectively a transactional application in its own right, much the same way that R/3 is. And following the acquisition of Business Objects, SAP’s own suite of BI applications will become much more diverse, creating a heterogeneous environment within the product family itself.

The data that is processed and analyzed in BW should be treated as another application asset that can be integrated with the rest of your application assets. Just because the BI end-users might run their reports on an infrequent basis, it doesn’t mean that other applications can’t benefit from the inclusion of the real-time information. If you don’t connect to BW with (bi-directional) integration technology, it effectively becomes an “Information Dead-End”, and you have to rely on – and wait for – your end-users to take action on the resulting data manually. When planning your integration or Enterprise Service Bus (ESB) deployment or enhancements, make sure that SAP BW is included in the planning process.

7. Prepare for Composite Applications

Much has been said about Composite Applications. Whether you know them as Composite Apps, X-apps, Cross-Apps, or anything else, you probably know that they are on your horizon.

Composite Applications are currently defined on Wikipedia as: “An application built by combining multiple existing functions into a new application…. Composite applications leverage enterprise and enterprise-ready sources. A composite application consists of functionality drawn from several different sources. The components may be individual selected functions from within other applications, or entire systems whose outputs have been packaged as business functions, modules, or web services.”

SAP was one of the first software vendors to rally around this theme, especially as they seized on the ability to leverage a tightly integrated BW and Enterprise Portal to enable the delivery of the first generation of composite applications. However, as you can see by the Wikipedia definition, composite applications today are much more than the simple surfacing of BI-driven data into user-friendly portals with links back to the financial applications which feed data into the BW system.

While SAP’s own composite application story is well-polished, composite apps typically rely on multiple, heterogeneous underlying applications and data sources –
In Integration-speak, this means shifting from adapter-centric EAI (Enterprise Application Integration) to service-oriented ESB (Enterprise Service Bus).

By leveraging standards-based Web services, enterprise architects can expose their SAP-related services beyond just SAP systems, while not constraining the services to just SAP. This increases re-use, an increasingly common KPI for IT departments.

9: The Case for Monitoring
In the early days of integration, people thought that connecting their systems would make them run better, faster, and more efficiently. And while integration efforts certainly helped automate manual or infrequent updates of data between systems, they performance of the processes connecting these systems did not dramatically improve as a direct result. The fastest way to improve business processes is to identify and resolve problems in the processes – including specific transactions with errors, as well as macro-level issues in the process definition.

Based on this need, Business Activity Monitoring (BAM) came to the forefront in the early 2000’s, and continues to gain momentum today, often as part of Business Process Management Suite implementations. BAM is fundamentally about measuring volumes and velocities of process transactions, to help identify and resolve errors and anomalies in real-time. By understanding the model of the process, and building a base of statistics about the behavior of the process, BAM solutions can “learn” how a process should behave, and notify process managers when something is going awry. The process often flows from one underlying application to another, to another, and so on. With each “step” of the process, data is recorded, and checks are made to ensure that the process is performing normally.

The challenge when monitoring Business Processes in SAP-centric environments is that large parts of the process tend to exist inside SAP, but not the entire
processes. As discussed earlier, the need for an end-to-end view of a business processes is superior to a SAP-centric view of the process. And since BAM relies on a foundation of integration to collect data in each process step, BAM users need an integration solution which is optimized for SAP as well as non-SAP systems. If the underlying integration platform only connects to SAP, or gives limited visibility into non-SAP systems, then your ability to identify and correct process issues is limited to the portions of the process inside SAP.

Conversely, if your BAM solution is completely external to the SAP system, it is very likely that it will only monitor processes as they go into SAP, and then again when they come out. This means that if a problem with a process arises inside SAP – for example, an order gets stuck, then you are not likely to find out about it until it comes out of SAP if it ever does at all. You’re more likely to hear about it from your customers calling to cancel the order.

So how can you ensure that your BAM efforts are effective in SAP-centric environments? The BAM solution must meet three critical requirements:

1. A foundation of application-agnostic integration to ensure that all aspects of the process can be monitored, including non-SAP-based process steps.

2. The ability to reach directly into SAP to monitor process activity as it flows from step-to-step inside SAP without having to wait for the process to leave SAP (and of course, in a non-invasive fashion with minimal impact to the SAP systems).

3. Certification by SAP to ensure that the third-party technology has been blessed by SAP and it works optimally with the technology.

Recommendation: Look for monitoring solutions which meet the three criteria above. Make the vendor prove it with demonstrations and proof-of-concepts that monitor end-to-end processes within and beyond SAP systems alike.

10. What about the Business Connector?

SAP customers were first introduced to application integration and B2B when SAP joined forces with webMethods to deliver the SAP Business Connector – based on the webMethods integration platform. This relationship and joint development effort was beneficial to webMethods and SAP alike: webMethods gained an incredible base of expertise on how to achieve successful integration in SAP customer environments; and SAP customers benefited from the combination of best-in-class technology with the delivery and support machine of SAP.

As discussed earlier, SAP now encourages its customers to use its own XI solution for integration. While SAP still supports the Business Connector in conjunction with Software AG, the product has not been upgraded to the latest version 7 of the webMethods platform. This means that Business Connector customers are not using the most up-to-date technology available. webMethods is now part of Software AG, giving customers technology innovation plus financial stability.

SAP advises customers to migrate their Business Connector implementations to XI. This means that they have to re-define all of their integration points and re-code all of their development from their Business Connector implementations. Since XI has no ability to import definitions and services from other integration platforms, customers are effectively starting over in their integration efforts. A further wrinkle is that many customers who have deployed SAP XI complain that it does not easily support their requirements for heterogeneous application (e.g. Non-SAP) integration. And of course, the B2B functionality as well as application adapters are provided by multiple third-party vendors. As a result, it is very common to see deployments where SAP XI is used to connect the various SAP instances, and either the Business Connector, or a newer webMethods platform is used to integrate the non-SAP systems, as well as the business partner connectivity (B2B).

Software AG recognizes the frustration felt by Business Connector customers looking to leverage their development investments. In order to support these customers, we have designed a special upgrade path for these customers – webMethods for SAP. webMethods for SAP gives Business Connector customers the ability to upgrade to a fully-functional instance of the newest release of the webMethods Integration Platform. It includes a dual-Processor license of the Enterprise Service Bus (ESB) core, the SAP Adapters, a choice of 2 additional application adapters, and the B2B capabilities of webMethods Trading Networks. These solutions are packaged at an aggressive price point for SAP Business Connector customers.
WHAT IS WEBMETHODS FOR SAP?

webMethods for SAP is Software AG’s comprehensive solution for application and Business-to-Business (B2B) integration for SAP customers. It is the newest version of SAP’s original solution for integration – the SAP Business Connector. The Business Connector was an OEM version of webMethods integration platform, and is still used by thousands of customers today. The webMethods for SAP solution represents the most modern integration solution available, and is widely considered the strongest solution for SAP integration with non-SAP applications. Even in cases where companies have deployed SAP NetWeaver Exchange Infrastructure (XI) for SAP-to-SAP integration, webMethods for SAP is a critical requirement to ensure optimal integration between SAP and non-SAP systems, as well as for B2B integration.

Existing Business Connector customers may have attempted to migrate their Business Connector deployments to SAP Netweaver XI, but many are discovering XI requires a complete re-coding of any mappings performed with the Business Connector – often taking months or longer.

webMethods for SAP includes the core webMethods Enterprise Service Bus, as well as Trading Networks, which provides additional capabilities for managing business processes that extend to external trading partners, suppliers and customers. It also includes access to webMethods’ broad range of application and e-standards adapters for best-in-class integration between SAP and third-party environments. Furthermore, webMethods for SAP is a seamless upgrade from the Business Connector.

webMethods for SAP is priced at a significant discount to encourage Business Connector users to experience the ease in upgrading to the latest versions of Software AG’s webMethods software. For customers looking to integrate non-SAP applications and external trading partners with their SAP environment, webMethods for SAP is the cheapest, fastest and most robust option available.

WHAT IS OPTIMIZE FOR SAP?

webMethods Optimize for SAP is a real-time process monitoring software solution for SAP business processes. It enables business process owners to understand and improve their process performance by identifying specific opportunities for improvement based on detailed analysis of key performance indicators and other process metrics.

Unlike traditional Business Activity Monitoring (BAM) solutions, webMethods Optimize for SAP leverages existing technology investments by integrating with SAP at the most granular business event level, providing real-time monitoring of key business process metrics within and across SAP systems. Relevant information is delivered to business process managers through real-time alerts and web-based dashboards, enabling them to quickly identify and resolve existing issues with business processes.

This improves business process performance now and helps refine processes to improve long-term performance.

Optimize for SAP gives SAP customers actionable real-time visibility within SAP and across end-to-end processes.

Key Benefits:

• Real-time problem reporting and alerting based on business metrics, without reliance on IT to run reports
• Respond to process issues before they impact your performance
• IT-friendly architecture – non-invasive approach to integration with SAP systems
Why Software AG’s webMethods technology?

History of superior solutions for SAP customers

For nearly 10 years, webMethods developers have worked side-by-side with SAP engineers at SAP headquarters in Walldorf, Germany. This resulted in a superior integration solution for SAP customers, ultimately implemented by thousands of organizations worldwide. It also ingrained deep SAP expertise within the webMethods engineering and implementation teams, based on those customer implementations.

From a technical standpoint, webMethods offers a unique combination of application independence coupled with strong SAP support. We have our own Adapter for SAP applications, as well as an Adapter for SAP XI. These adapters support all of the latest as well as some of the earliest releases of SAP. And of course, our SOA-based integration platform allows customers to connect to SAP through open standards (JMS, XML, etc). All of Software AG’s SAP-related products are certified by SAP, and Software AG remains a SAP software partner.

Demonstrated Track Record of Innovation

In addition to a legacy of strong products for SAP integration, Software AG webMethods is also delivering new innovations for SAP customers. Optimize for SAP provides real-time process monitoring for SAP-based business processes. It delivers actionable insight to process managers based on issues that are affecting the performance of their processes. It works across SAP and non-SAP instances alike, and introduces no tangible performance impact on the SAP systems being monitored. SAP customers are quickly adopting this solution to help increase process performance and improve their bottom line.

For more information, please visit: www.softwareag.com/sap

NEXT STEPS

If you are a Business Connector user, Software AG provides a clear upgrade path to the latest version of the webMethods Integration Platform. Rather than re-code existing Business Connector development in XI, simply upgrade to the full Integration Platform and continue to leverage development work done to date. If you are not currently using the Business Connector, but are interested in finding out more about how Business Infrastructure Software can benefit your business, please contact Software AG at info@softwareag.com.
To find the Software AG office nearest you, please visit www.softwareag.com

Take the next step to get there – faster.

About Software AG

Software AG is the world’s largest independent provider of Business Infrastructure Software. Our 4,000 global customers achieve measurable business results by modernizing and automating their IT systems and rapidly building new systems and processes to meet growing business demands.

Our industry-leading product portfolio includes best-in-class solutions for managing data, enabling service-oriented architecture, and improving business processes. By combining proven technology with industry expertise and best practices, our customers improve and differentiate their businesses – faster.

Software AG – Get There Faster

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