



# Accelerate your SAP transformation with OpenText DevOps Cloud

Ensure success with lifecycle management, functional testing, and performance engineering



# Contents

Introduction	3
Business challenges	4
Technical challenges	5
SAP supported technology	6
Solution: OpenText Functional Testing	7
Solution: OpenText Performance Engineering	8
Solution: OpenText Application Quality Management	9
Case study #1: Japan Tobacco International	10
Case study #2: Endress + Hauser	11
Case study #3: CONA Services LLC	12
Summary	13



# Introduction

Keeping up with the changes in SAP offerings, together with the move to DevOps, requires unprecedented technological support. To succeed, organizations must be able to provide uninterrupted service to their business and customers while maintaining a consistently high level of quality through transitions.

OpenText offers a full range of solutions to ensure high-quality and fully tested releases that drive successful SAP transformations at any scale. With solutions for lifecycle management, functional testing, and performance testing, the OpenText™ DevOps Cloud portfolio is uniquely positioned to ensure success.

# Business challenges

SAP customers face several business challenges as they work to implement and maintain their systems effectively.

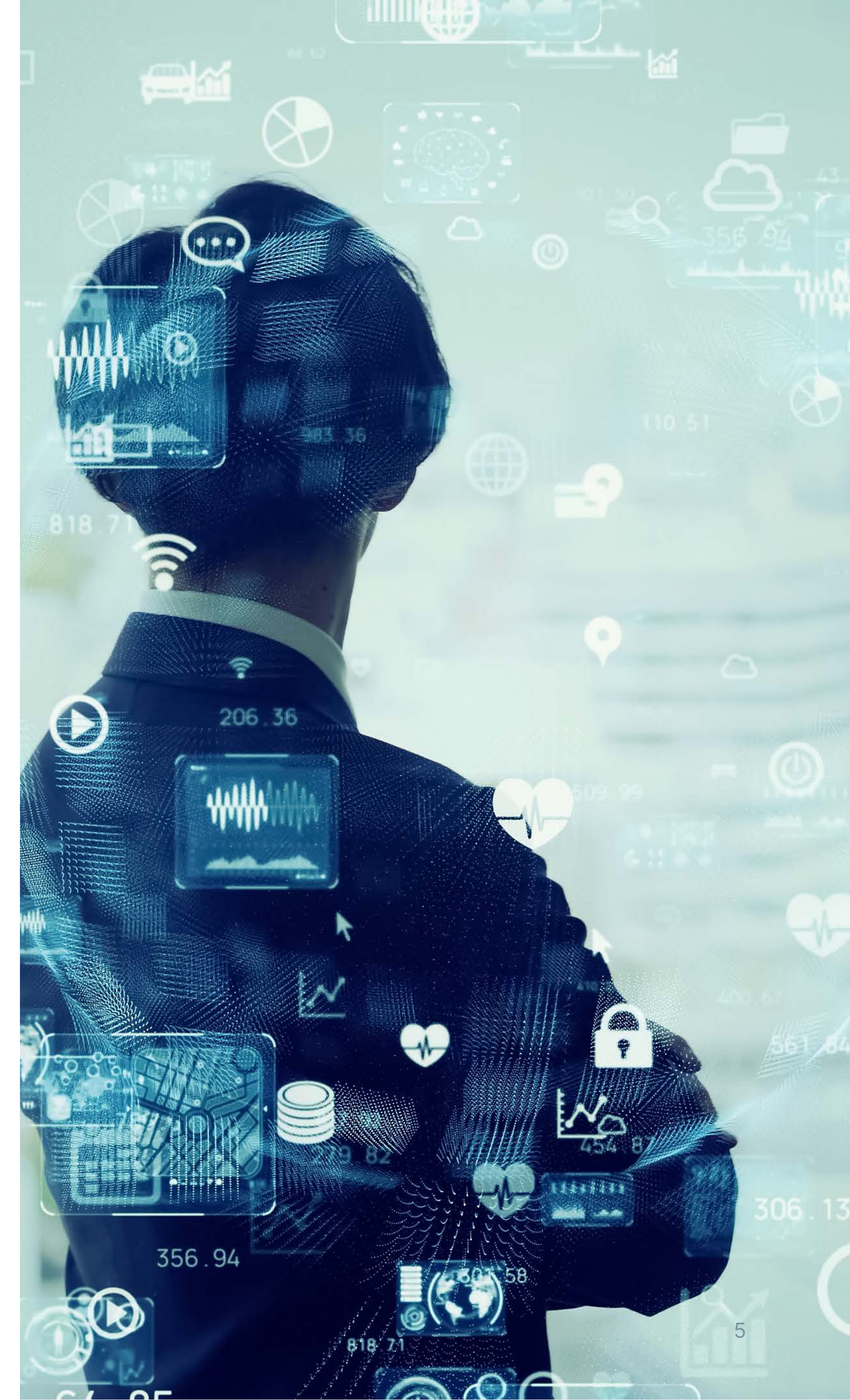
- Each migration can be complex and unique to the organization, often leading to costly and time-consuming planning. There is no “one size fits all.”
- SAP experts are in high demand and challenging to find, creating a skills gap that can slow down or complicate projects.
- Any downtime in SAP services can be catastrophic, disrupting essential business operations and impacting productivity and revenue. Extensive testing is usually required to ensure processes run smoothly, but this can also be resource intensive.
- Maintaining robust data security is always essential to protect sensitive business information, adding another layer of responsibility.



# Technical challenges

SAP customers encounter various technical challenges as they strive to optimize their software development and implementation processes. It is essential to ensure end-to-end traceability, management, and visibility throughout the software development lifecycle, but this can be challenging in SAP's intricate environments.

- SAP's unique user interfaces, like SAPGUI®, SAPUI5®, and SAP Fiori®, come with proprietary elements that demand specialized technology for effective testing.
- The overall ecosystem is complex, with multiple interconnected systems and dependencies, making integration and maintenance a technical hurdle.
- Varying delivery methods add another layer of complexity, requiring diverse approaches for different projects.
- Multi-phase migration processes are often needed, requiring careful coordination to maintain system integrity and minimize disruptions across the organization.



# Supported SAP technology

More efficient and better protection

	OpenText Solution	Supported SAP technology
<b>Functional testing</b>	OpenText™ Functional Testing (GUI test)	SAPGUI®, SAP WebGUI®, Fiori (SAPUI5®), S/4 HANA®, CRM, Solution Manager®, Web Dynpro®, NetWeaver Business Client®, Portal®, Hybris®, Ariba™, SuccessFactors®, Field Glass®, Concur® Business Networks™, SAP Cloud® (Public and Private)
	OpenText Functional Testing (AI test)	Mobile Browser, Fiori (SAPUI5®), SAPGUI®
	OpenText Functional Testing (API test)	IDOC™, RFC™, OData®, SAP.Net Connector®
	OpenText™ Functional Testing for Developers	Fiori (SAPUI5®), SAPGUI®
	OpenText™ Functional Testing Lab for Mobile and Web	Fiori (Hybrid APP & Pure Web™)
	Model-Based Testing	BPMN formats e.g. Signavio®, Solution Manager®, Celonis™
	Business Process Testing	Business users, packaged App Kit
	Sprinter™	SAPGUI®, SAP WebGUI®, Fiori (SAPUI5), Mobile
<b>Performance testing and virtualization</b>	OpenText™ Professional Performance Engineering	SAPGUI®, Fiori (SAPUI5®), SAP WebGU®I, HTML5®, SAP Cloud®, SMP® (SAP Mobile Platform)
	OpenText™ Enterprise Performance Engineering	SAPGUI®, Fiori (SAPUI5®), SAP WebGU®I, HTML5®, SAP Cloud®, SMP® (SAP Mobile Platform)
	OpenText™ Core Performance Engineering	SAPGUI®, Fiori (SAPUI5®), SAP WebGU®I, HTML5®, SAP Cloud®
	OpenText™ Service Virtualization	IDoc®, RFC®, OData™
	Network Virtualization™	Standard protocols
<b>Lifecycle and quality management</b>	OpenText™ Application Quality Management	Solution Manager® Integration
	OpenText™ Software Delivery Management	Solution Manager® Integration



# Solution: OpenText Functional Testing

OpenText Functional Testing offers SAP users a powerful solution for automating functional testing, ensuring that SAP systems perform reliably across complex workflows. It integrates seamlessly with SAP environments, including SAPGUI, SAPUI5, and SAP Fiori, to test applications.

Its powerful AI capabilities can help SAP customers achieve faster release cycles, maintain system stability, and reduce manual effort. It is a vital tool for organizations relying heavily on SAP systems for mission-critical operations.

Try out OpenText Functional Testing to see how it can make your SAP migration process more error-proof while saving you time and resources.

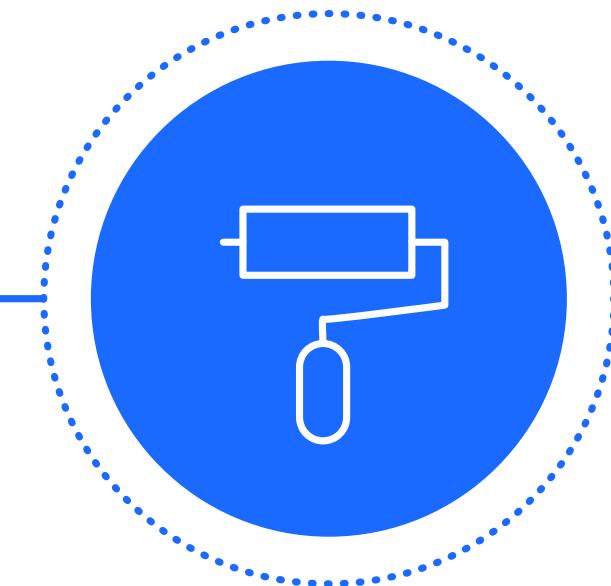
[Sign up for a free 30-day trial >](#)

## Key benefits of OpenText Functional Testing AI capabilities

70% or more reduction in maintenance costs



30% or more increase in automation coverage



threefold increase in test development speed



Extended reach so everyone on the team can test

# Solution: OpenText performance engineering

Simulate real-world loads with varying levels of activity while monitoring application response times, transaction throughput, and overall system stability with OpenText performance engineering solutions. Gathering this information is crucial for understanding how SAP systems will perform during peak operational times, helping to ensure they meet performance expectations without causing bottlenecks or service disruptions.

SAP users can pinpoint performance issues down to the component level, whether they originate in the SAP GUI, back-end databases, or network layers. It also integrates well within SAP's complex ecosystem, making it easier for organizations to maintain seamless and high-performing applications across SAP and non-SAP interfaces.

[Request a demo ›](#)

**“The focus of SAP testing has changed from SAP GUI to testing Fiori/SAPUI5 and web portals. [OpenText Enterprise Performance Engineering] has kept pace with these developments. It supports the TruClient protocol, which helps speed up load testing through the Fiori/ SAPUI5 user interface. In addition, the SaaS solution is easy to manage, and we find [OpenText Enterprise Performance Engineering] test scripts more reusable.”**

**Emiel Smetsers**

Technical Lead,

OrangeCrest Consulting



“Any defects that result from our testing efforts are automatically logged within [OpenText Application Quality Management] and routed to the responsible contact. Since we implemented this model our application quality has increased as we catch and fix defects earlier in the lifecycle, thanks to the clear link between testing and defect management.”

**Isabelle Farina**

Head of Quality Management

Endress+Hauser InfoServe

# Solution: OpenText Application Quality Management

Centralize the testing and defect management process through OpenText Application Quality Management. Teams can monitor quality across SAP-specific technologies as well as within hybrid SAP/non-SAP ecosystems. Powerful analytics and reporting capabilities give teams insights into project progress, quality trends, and resource allocation.

A comprehensive framework allows users to oversee the entire software development and delivery lifecycle, from requirements gathering to deployment and maintenance. This solution emphasizes quality assurance and governance, allowing SAP teams to define, track, and manage requirements in alignment with business goals.

# Case study 1: Japan Tobacco International

## Challenge:

Reduce the software testing burden on business users and support a major migration to S/4HANA with huge testing requirements.

## Results:

Time reduction of:

**72%**

in critical testing

**98.8%**

of defects identified and fixed  
before go-live

S/4HANA migration involved **2,000** business users,  
**160,000** tests, and **16,200** defects

“We could support a huge-scale project such as the S/4HANA migration with trusted tools we were already familiar with. Through testing outsourcing and sophisticated automation, we have drastically reduced the burden on our business users, improved our test coverage, and increased the quality of our service.”

**José Jiménez**

SAP Delivery Center Test Management Lead

IT Global Development Center

Japan Tobacco International

# Case study 2: Endress + Hauser

## Challenge:

Standardize application testing and defect management, while increasing test automation for global consistency.

## Results:

Full integration and

# 55

monthly change requests

**Improved application quality with streamlined defect management**

End-to-end SAP environment testing with

# 250

business components

**Increased global test consistency and test automation**

“We now have a consistent and standardized end-to-end testing approach across the globe, we have expanded our test automation, and [OpenText Functional Testing] AI capabilities allow us to delegate testing to colleagues without deep testing knowledge.”

**Isabelle Farina**

Head of Quality Management

Endress+Hauser InfoServe

# Case study 3: CONA Services LLC

## Challenge:

As a part of the 21st Century Beverage Partnership Model in North America, CONA Services has been chosen to migrate Coca-Cola bottlers from their legacy systems to a modern IT platform. The challenge was to ensure SAP platform stability and uninterrupted service while deploying rapidly at scale during a Coca-Cola bottler refranchising effort.

## Results:

Today the CONA Solution provides participating Coca-Cola bottlers with a common, cost-effective platform delivering the sophisticated business applications they need to:

- Run their operations efficiently.
- Manage procurement and supply chains.
- Grow revenue through market segmentation.

- Collaborate electronically.
- Take advantage of evolving digital technologies, such as advanced analytics to monitor and improve operations.

The platform supports **80,000** users, including **15,000** concurrent users, across **500** locations, generating approximately **90** transactions per second.

**“[OpenText Enterprise Performance Engineering] SaaS works well for us because of its flexibility. We could start with a limited number of users and expand as needed. There is no big capital expense upfront with the SaaS model, and the cost could be shared among our bottling partners.”**

**Andrei Semenov**

Senior Manager PMO & Enablement, CONA Services LLC

# Summary

As organizations upgrade or transform their business software, they must ensure it functions during and after the transformation, without any loss of service or degradation of quality. SAP frameworks present several unique technological challenges that must be addressed to ensure business continuity.

OpenText delivers a wide portfolio of DevOps solutions that include support for all technologies used in SAP platforms. These help organizations to manage and execute their SAP transformations with speed and quality. Customers who choose the OpenText portfolio know they are drawing on a long and close partnership between SAP and OpenText, which has always focused on ensuring customer success and satisfaction.

[Learn more about how to streamline your SAP modernization journey >](#)



## About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](https://opentext.com).

[opentext.com](https://opentext.com) | [X \(formerly Twitter\)](#) | [LinkedIn](#) | [CEO Blog](#)

