

Bridging the Gap: Integrate IT and Business Process Automation

A case study of an SAP kernel upgrade

“By applying Devoteam’s solution we saved more than 90% of time for our SAP life cycle management while meeting the regulatory requirements. It has inspired us to explore more automation around optimizing our SAP Day-2 operations and beyond.”

—
Johannes Sauer
SAP Basis Administrator
ERBACHER the food family

Devoteam helps IT operations (IT Ops) teams overwhelmed with manual tasks to automate the issues handling process via a fully regulatory-compliant change management solution.

Reducing the risks of repetitive, time-consuming change management

The growing complexity of IT environments coupled with evolving regulatory and compliance requirements has significantly increased the number of manual tasks for IT Ops teams. Many of these administrative tasks are recurring and time-consuming, can lead to errors, and keep teams from focusing on more strategic initiatives.

To address this, organizations use platforms such as ServiceNow for ticket processing and documentation of change management, however, IT Ops teams need help in ensuring their tasks are executed quickly, compliantly, and efficiently.

One example is the management of an SAP® Kernel. While the process itself is well described, it consists of several manual steps that lead to slow turnaround times and inconsistencies and are inherently error-prone, affecting the update process’s reliability.

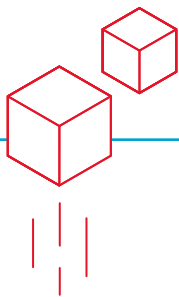
Many organizations want to adopt robust automation solutions that boost productivity while improving speed, accuracy, auditability, and governance.

Save time and lower operational costs with automation

Together Red Hat® Ansible® Automation Platform and the ServiceNow Business Process Platform can streamline infrastructure management and system application management (e.g., SAP), while improving efficiency and security, cost-effectiveness, and regulatory compliance.

Devoteam has created a solution to automate IT business processes¹ and change management by integrating the capabilities of Red Hat Ansible Automation Platform with ServiceNow. The integration allows customers to benefit from general automation advantages (reducing time, costs, errors, and risks) and adds a new element of compliance with regulatory requirements, as relevant documentation is generated automatically and saved in a single place.

¹ An ‘IT business process’ refers to the systematic integration of Information Technology into business processes in order to make them more efficient, automated and effective. IT business processes connect a company’s operations with IT systems in order to achieve strategic and operational goals.



SAP Kernel customer use case

SAP maintenance processes are often time-consuming and involve much manual interaction, however, as they are well described they can easily be enhanced with automation. Devoteam implemented its Red Hat Ansible Automation Platform and ServiceNow solution for ERBACHER the food family to help it save time and increase productivity by automating the SAP Kernel upgrade process. As a result of implementing the following steps, the customer’s execution time was reduced by over 90% as 20 SAP servers were updated in less than 3.5 hours:

- 1. Initiation:** A user submits a service request in ServiceNow, specifying the SAP system and the desired update time.
- 2. Preparation:** ServiceNow asks the service team to download the most recent sources from the SAP Software Center.
- 3. Kick-off:** Upon approval, ServiceNow triggers an Ansible workflow.
- 4. Automation:** Ansible updates the SAP Kernel by applying the new update packages and verifying the successful completion.

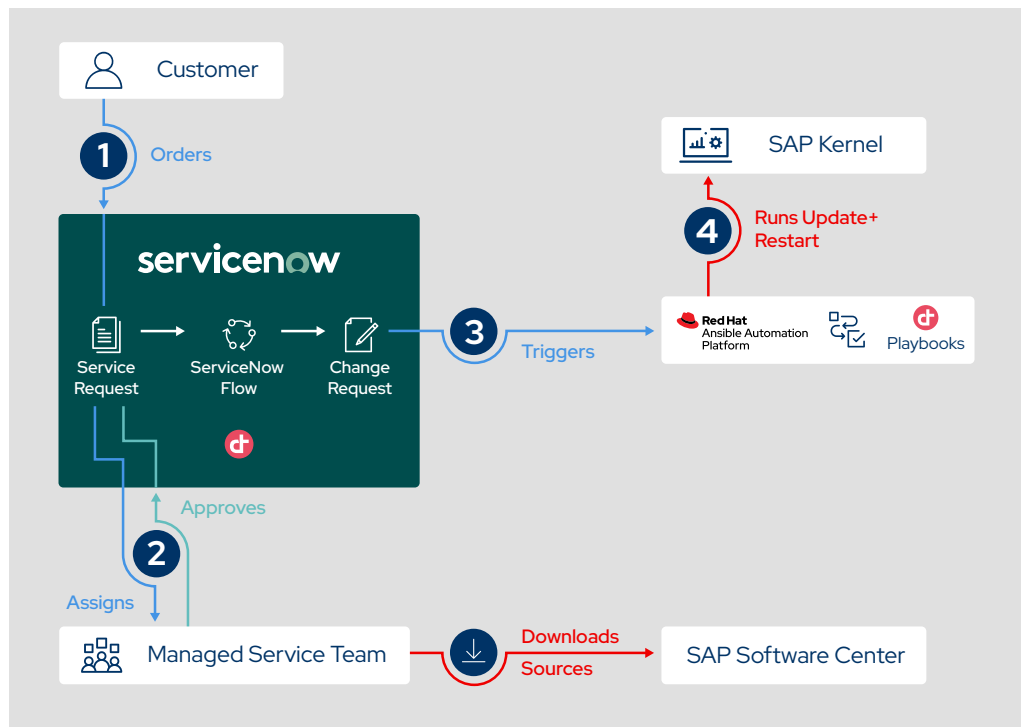


Figure 1: New data flow use case diagram

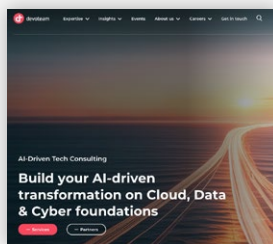
Simplify the management of your SAP infrastructure with Devoteam

Devoteam handles the provisioning of Red Hat Ansible Automation Platform and integrates it with ServiceNow to optimize SAP Kernel and other SAP infrastructure processes. This includes creating new playbooks and setting up the delivery process, as well as helping IT Ops teams become familiar with the installation, configuration, and usage of all components. As a result, customers can benefit from:

- ▶ **Greater compliance** with implicit documentation covering tracking and logging information of automated activities.
- ▶ **Increased efficiency** as automation significantly reduces manual effort and processing times for Kernel updates.
- ▶ **Enhanced consistency** with Ansible workflows ensuring standardized and repeatable execution of update tasks, eliminating the risk of human error.
- ▶ **Improved security posture** through the integration enforced approval workflows and automated security best practices.
- ▶ **Enhanced visibility** as real-time monitoring and logging within ServiceNow provides high visibility and control over the update process.
- ▶ **Reduced costs** as automation minimizes manual interventions, leading to cost savings in personnel resources.

Reduce manual, error-prone tasks by automating IT processes

If you're looking for a comprehensive automation solution that performs changes such as SAP Kernel upgrades throughout the entire SAP infrastructure, Devoteam can help.



[Watch the video](#) to learn more about Devoteam's solution

Contact info@devoteam.com to discuss automating your SAP landscapes.




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