Integration Trends

How SAP Customers Value Integration



Extremely high value



Moderately high value



Medium value



Somewhat low value

Why Organizations Value Integration



goals and growth

Where Organizations



and increase flexibility



• 66% SAP

Seek Integration Support

- 39% Other integration solutions
- 17% Don't know/not sure

• 39% SAP to non-SAP applications • 37% SAP to SAP applications

Are Integrating

What SAP Customers

- 24% Non-SAP to non-SAP applications

SAP customer

to increase efficiency across their business and have one source of truth

when making the decisions that drive them forward. Most customers look

"Our organization is seeking to remove silos and increase operational

efficiency via the integration of processes and systems."

Most SAP customers are embracing integration. These organizations want

to SAP for integration support. It's worth noting that 65% of SAP customers use SAP integration solutions for integrating non-SAP applications.

A Look at SAP Integration Solutions

Use of SAP Integration Solutions



in the past **Average Time to Implement Integrations**



48%

Considering it for the future

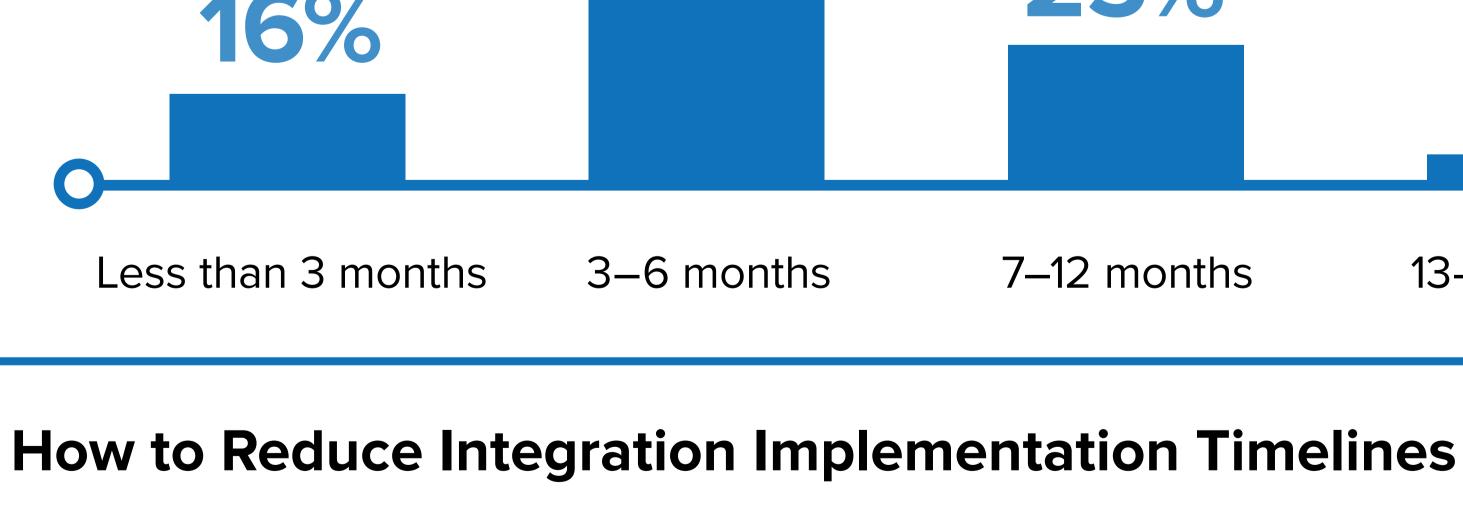
Never used SAP integration solutions, and not considering it

13–24 months

Not familiar with SAP integration solutions

More than 24 months

25% 16%



Standardize and/or preconfigure

and migrations

SAP customer

Organize data for mapping

It takes 64% of SAP customers one-to-six months to implement integration solutions. Organizations told us the top way they cut down on implementation timelines is to possess more advanced internal knowledge of solutions and capabilities. Customers will need support as they integrate solutions because they might lack in-house knowledge.

After integrations

80%

28%

37%

11%

of SAP customers turn

to SAP for support

solutions and APIs integration solutions



Educate IT staff about

"We need to understand all the integration aspects, including security needs and long-term supportability, documentation, upgrades, and the path forward."

Integration Support Where Organizations Seek Support by Integration Timeline

SAP Partner other than SAP

Other

In-house resources



support their integration plans with both SAP and non-SAP applications.

Partner other than SAP

Before integrations

78%

53%

45%

9%

Integration Support Organizations Find Valuable

Most organizations rely on in-house resources for support before, during, and after integration projects. Many organizations, however, also turn to SAP and partners for support. It is clear SAP customers need help to

Other

During integrations

74%

46%

52%

13%

Don't know/not sure

Perceptions of SAP Integration Solutions

Consideration of SAP Integration Solutions for Non-SAP Applications

63% Completely/somewhat agree

Considers SAP

Completely/somewhat agree

Not considering SAP Organizations Believe SAP Integration Solutions Are Best for SAP Applications

13%

Neither agree nor

35%

Neither agree nor

disagree

16% Don't know/not sure Completely/somewhat disagree SAP Integration Solutions Create Value in a Reasonable Amount of Time

Completely/somewhat

Don't know/not sure

disagree disagree

Although most organizations believe SAP integration

solutions are best suited for integrating SAP applications,

half of them consider SAP integration solutions when integrating non-SAP applications. Organizations experience value from SAP integration solutions in a reasonable amount of time. They believe SAP integration solutions are best suited for integrating SAP applications, and that is largely because

critical as you implement your integration strategy.

SAP is the ERP system these customers use. Seeking advice will be

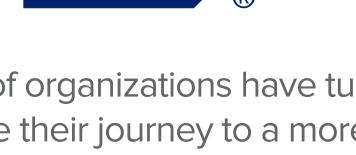
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CISUG

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