The State of Integrations and SAP Integration Suite

Speakers

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Research Overview

Background

ASUG and SAP conducted this research to better understand integration processes and experiences with SAP solutions and applications. This marks our second year of collaboration, and some results were compared with our October 2023 research.

Timing

2024 research was fielded in September and October of 2024.

Audience

Qualified respondents are from organizations engaged in integration projects and are actively involved in these efforts.

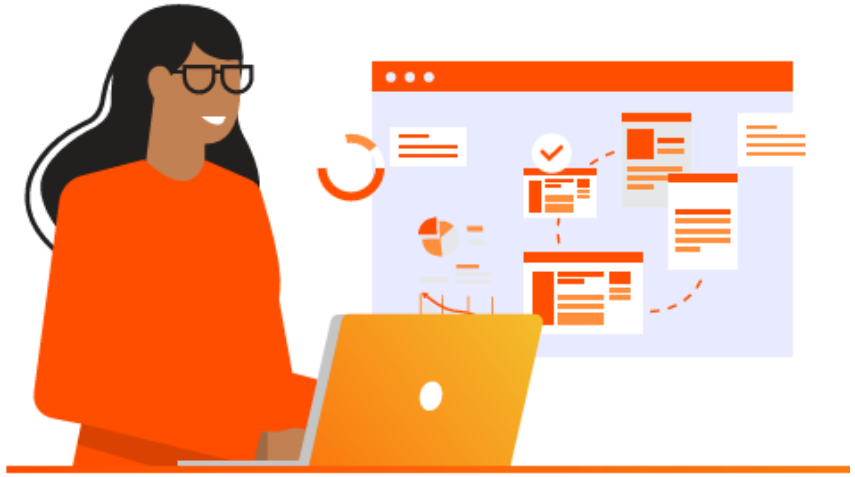
Participants (n=136): U.S. (n=107), Canada (n=23), Other (n=6)

Top industries represented: Consumer Products (n=19), Government (n=15), Utilities (n=12)

Top departments represented: IT Operations (n=58), Enterprise Architecture (EA) (n=11)

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Level of Integration Involvement and Strategy



93% of SAP customers are **somewhat to extremely** involved in integration projects

Integration Strategy Breakdown

52%
Have a strategy
+10%

11%
Do not have a strategy

35%
Still planning

3%
No plans for integration

Q. PLEASE RATE YOUR LEVEL OF INVOLVEMENT WITH YOUR ORGANIZATION'S INTEGRATION PROJECTS. (N=156 (2024), N=142 (2023)
Q. DOES OR DID YOUR ORGANIZATION HAVE A DETAILED STRATEGY FOR INTEGRATION PROJECTS? BY INTEGRATION PROJECTS, WE MEAN PROJECTS INVOLVING DATA, PROCESS AND/OR APPLICATION INTEGRATIONS. N=156 (2024), N=142 (2023)

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Feedback on Integration Strategy



#1

Rely on tools like SAP

- SAP BTP
- SAP Integration Suite
- SAP S/4HANA



#2

Define/source all data elements and clear governance



#3

Standardize and align processes

Q. PLEASE TELL US THE MAIN COMPONENT(S) OF YOUR INTEGRATION STRATEGY:

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Staffing Management for Integrations



68% +16%

Building skills among existing staff



57%

Working with third parties to support integration projects



54% -5%

Hiring consultants who are experts in integration



49%

Recognized integration experts on staff

43%

Working with SAP



13%

Established integration competency center

Q. WHICH OF THE FOLLOWING DESCRIBES HOW YOUR ORGANIZATION HANDLES STAFFING AS IT RELATES TO INTEGRATION? (PLEASE SELECT ALL THAT APPLY.)
(N=136 (2024), N=129 (2023)

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Breakdown of Integration Projects/Scenarios

Types of Integration Projects at Organizations



88% +11%

Integrating SAP to non-SAP applications

29 average projects



81% +5%

Integrating SAP to SAP applications

27 average projects



65% +14%

Integrating non-SAP to non-SAP applications

28 average projects

Q. WE'D LIKE TO UNDERSTAND HOW MANY INTEGRATION PROJECTS AT YOUR ORGANIZATION FALL INTO EACH SCENARIO. FOR EACH OF THE SCENARIOS BELOW, PLEASE USE YOUR CURSOR TO SLIDE ACROSS TO THE NUMBER OF PROJECTS THAT FALL INTO EACH. IF YOU DON'T HAVE ANY PROJECTS FOR A SCENARIO, PLEASE KEEP YOUR CURSOR AT "0". *NOTE: RESPONDENTS COULD SELECT 'DON'T KNOW/NOT SURE' FOR EACH SCENARIO ; PROJECT AVERAGE INCLUDES THOSE WHO SELECTED 0 PROJECTS

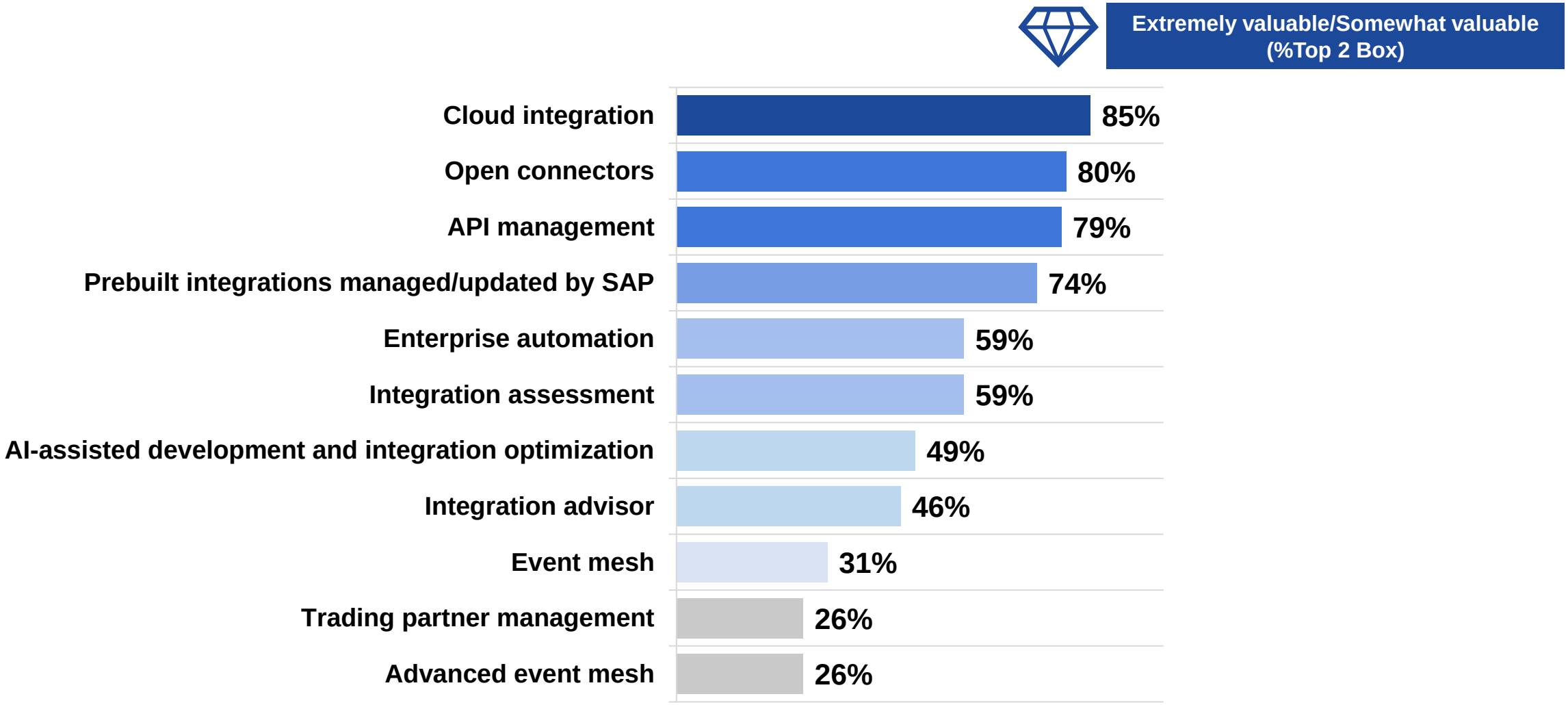
INTEGRATING SAP TO NON-SAP (N=13 DON'T KNOW/NOT SURE AND DID NOT ANSWER QUESTION ; N=4 DON'T HAVE THIS SCENARIO ; N=119 HAVE THIS SCENARIO)

INTEGRATING SAP TO SAP (N=14 DON'T KNOW/NOT SURE AND DID NOT ANSWER QUESTION ; N=12 DON'T HAVE THIS SCENARIO ; N=110 HAVE THIS SCENARIO)

INTEGRATING NON-SAP TO NON-SAP (N=42 DON'T KNOW/NOT SURE AND DID NOT ANSWER QUESTION ; N=5 DON'T HAVE THIS SCENARIO; N=89 HAVE THIS SCENARIO)

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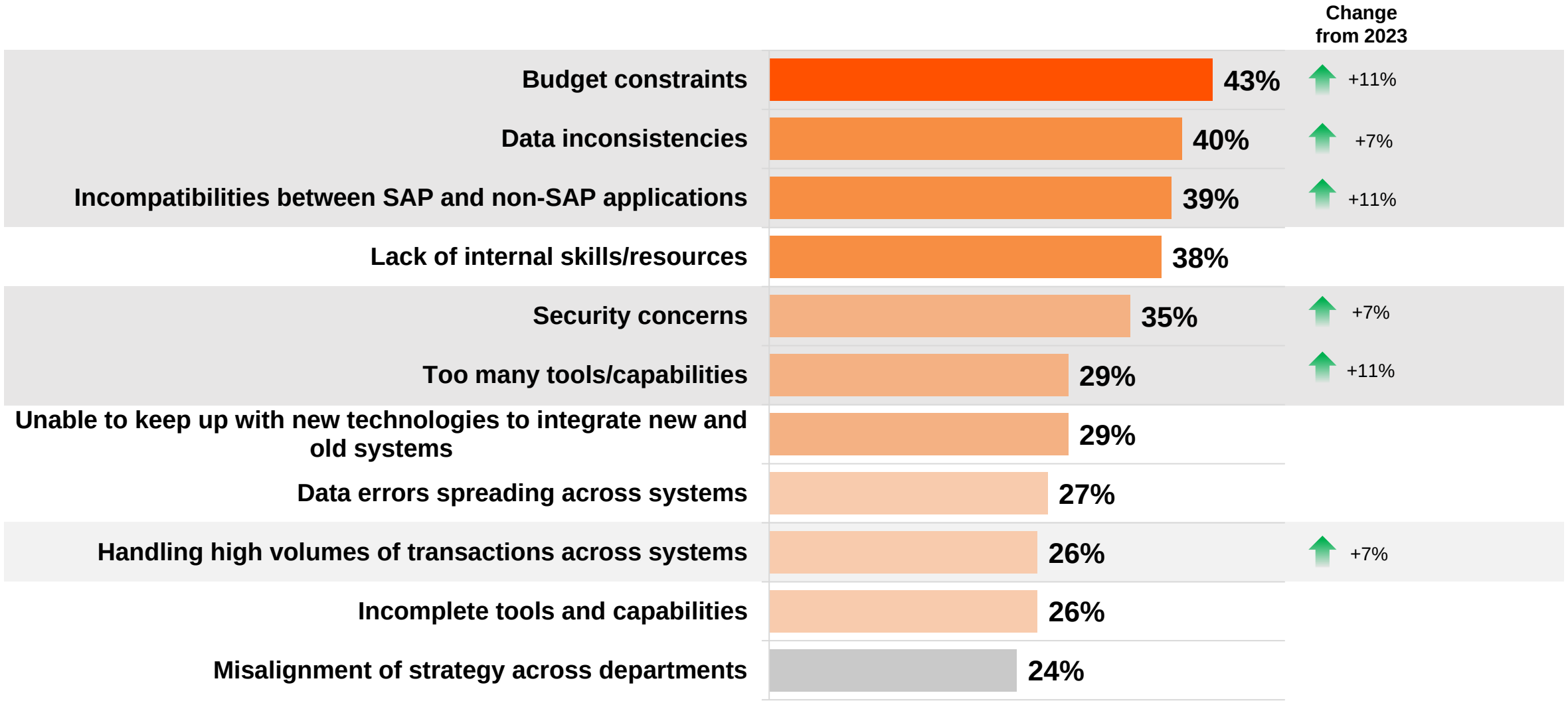
Value of SAP Integration Suite Capabilities/Features



Q. [IF CURRENTLY USING SAP INTEGRATION SUITE] HOW VALUABLE ARE EACH OF THE CAPABILITIES/FEATURES OF SAP INTEGRATION SUITE TO YOUR ORGANIZATION? (N=39)

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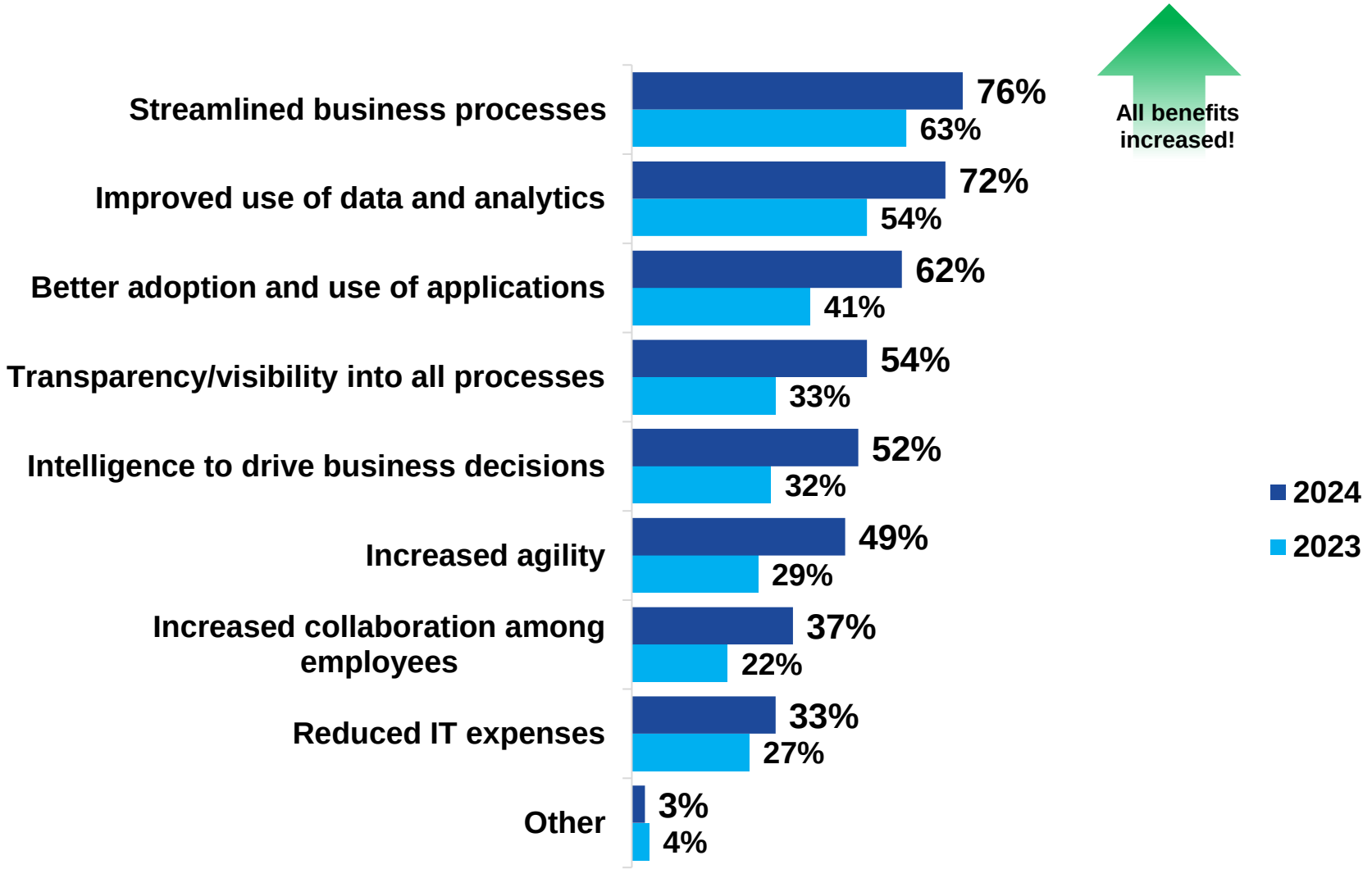
Top Integration Challenges



Q. WHICH OF THE FOLLOWING INTEGRATION ISSUES DOES YOUR ORGANIZATION EXPERIENCE? (PLEASE SELECT ALL THAT APPLY.) (N=136 (2024), N=129 (2023)

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Integration Benefits



Q. [IF INTEGRATION PROJECTS ALREADY COMPLETED] WHICH OF THE FOLLOWING DRIVERS OR BENEFITS HAS YOUR ORGANIZATION BEEN ABLE TO REALIZE FROM INTEGRATING DATA, PROCESSES, AND/OR APPLICATIONS? (PLEASE SELECT ALL THAT APPLY.) (N=89 (2024), N=78 (2023)

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How to Leverage Integrations



60%

Standardized/pre-configured solutions and APIs



57%

Internal alignment of integration strategies across the organization



55%

Advanced internal knowledge of integration solutions and capabilities



49%

High quality integration tools and capabilities



46%

Seamless data mapping for integrations



42%

Executive support for your integration projects and initiatives

Q. WHICH FACTORS, IF ANY, WOULD YOU RECOMMEND ORGANIZATIONS FOCUS ON TO LEVERAGE INTEGRATIONS? (PLEASE SELECT ALL THAT APPLY.)
(N=136)

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Firmographics

Industry*

	2024	2023
Consumer Products	**14%**	11%
Government	**11%**	5%
Utilities	**9%**	12%
Chemicals	**8%**	7%
High Tech	**7%**	5%
Industrial Manufacturing, Machinery, and Components (IM&C)	**7%**	7%
Oil, Gas, and Energy	**6%**	4%
Aerospace and Defense (A&D)	**4%**	2%
Health Care	**4%**	2%
Education and Research	**4%**	5%

Annual Revenue

	2024	2023
Less than $500 million	**10%**	8%
$500 million-less than $1 billion	**11%**	11%
$1 billion-less than $1.5 billion	**7%**	5%
$1.5 billion-less than $2 billion	**8%**	5%
$2 billion-less than $2.5 billion	**1%**	3%
$2.5 billion-less than $5 billion	**11%**	12%
$5 billion-less than $7.5 billion	**5%**	6%
$7.5 billion-less than $10 billion	**1%**	4%
Greater than $10 billion	**27%**	30%
Government/ Nonprofit	**9%**	2%
Don't know/not sure	**10%**	15%

Job Role

	2024	2023
C-level/executive (CEO, CIO, CFO, etc.)	**1%**	2%
IT director/leadership	**16%**	20%
IT Staff	**41%**	40%
VP/SVP	**1%**	2%
Department manager/associate manager	**28%**	16%
Nonmanagerial	**11%**	18%
Other	**1%**	2%

Purchase Decisions for New Technology

	2024	2023
I am a primary decision-maker.	**4%**	9%
I have input in the decision, but I am not a primary decision-maker.	**79%**	66%
I have no input or responsibility about purchasing decisions, but I work with vendors to implement.	**13%**	20%
I have no engagement with vendors at all	**4%**	5%

Department*

	2024	2023
IT Operations	**43%**	38%
Enterprise Architecture (EA)	**8%**	7%
Business Intelligence (BI) and Analytics	**7%**	4%
Development	**7%**	9%
Finance	**7%**	9%
Supply Chain Management (SCM)	**5%**	5%
Information Security	**4%**	4%
Other	**6%**	4%

2024 (n=136) ; 2023 (n=129)
*All other 2024 categories represent 3% or less of respondents

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Questions?

