C O N S U L T I N G



INSIGHTS 🖗

SAP BTP SERIES:

OVERVIEW AND BUSINESS CASES - WHAT IS A TECHNOLOGY PLATFORM?

by Keith Johnson, Practice Manager, Titan Consulting

If you have been to any SAP event or webinar, or read a SAP article in the last several months, you have heard of BTP. SAP is emphasizing the strategic importance and versatility of the SAP Business Technology Platform (BTP) as a critical enabler for a client's Digital Transformation journey. The messaging focuses on integration, automation, and the extension of business processes, and BTP provides a central platform to execute on these through cloud-based innovations, low-code development tools, and artificial intelligence (AI). When we evaluated how to best present this material, we decided to do so in a multi-part series. Part 1 and Part 2 were written by Keith Johnson, one of the Practice Managers at Titan. This first paper centers around the overall concepts of a Technology Platform, and the second article will elaborate specifically on the components and architecture of SAP's BTP platform (Article 2). Future articles will explore business cases for BTP within your SAP ecosystem, helping you identify areas for evaluation and potential improvement.

— Warren Norris, Managing Partner

Before we explore the SAP Business Transformation Platform (BTP), let's start with the fundamental concepts of a Technology Platform.

Technology Platforms

A **Technology Platform** is an ecosystem of connected components that enables the development, deployment, and management of various applications, services, and products. The platform includes applications, development tools, security features, and life cycle management capabilities, all of which work together to support efficient and effective operations. These components not only interact with one another but also rely on each other, creating a dynamic structure that empowers businesses to achieve more significant outcomes with streamlined efforts.

The five basic components needed for a Technology Platform include the following:



Technology Platform (ECOSYSTEM)

- **Infrastructure:** Requires foundational hardware, such as servers, to support platform functions.
- **Operating System:** Needs a compatible operating system (e.g., Linux, Unix, macOS) installed on the hardware.
- **Language Support:** Must enable development and deployment of applications by supporting necessary programming languages.
- Network & Security: Should secure communications for safe interactions with external systems and networks.
- **Software Tools**: Provides tools for additional needs, including database management and mobile application support.

With over 40% of the world's population using its services, Facebook relies on a sophisticated technology platform to deliver seamless experiences on an unprecedented scale.

Cloud Storage Providers leverage technology platforms to deliver scalable, secure, and reliable data storage services. They operate on a global infrastructure with many data centers and use the technical platform to distribute and replicate data across multiple locations, ensuring quick access for users worldwide.



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Cloud Platform Providers like Amazon Web Services (AWS) and Google Cloud Platform (GCP) utilize technology platforms to deliver a wide range of cloud computing services that empower businesses to innovate, scale, and manage their IT infrastructure. This is achieved through various components such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), data storage management, security and compliance measures, artificial intelligence and machine learning capabilities, as well as developer and integration tools.



We will explore these elements in greater detail in the context of SAP Business Technology Platform (BTP). In summary, *a Technology Platform is a comprehensive framework that serves as a foundation for the development, deployment, and operation of software applications, services, and products.* It integrates hardware, software, networking capabilities, and data

storage systems to work in unison, enabling the effective functioning of digital applications.

Intelligent Sustainable Enterprise

Businesses aspire to become Intelligent Sustainable Enterprises, a goal they can accomplish by leveraging SAP

BTP. Let's define what an Intelligent Sustainable Enterprise is, outline the associated business expectations, and see how an Intelligent Enterprise can help to realize this vision.

What are the businesses expectations?

- **Technology Enablement** On-demand self-service that tasks like provisioning space or installing software with a single simplifies click, eliminating the need for manual server setup, OS loading, security, and firewall configuration.
- System Reliability & Availability Ensures broad, consistent network access.
- Data Management & Security Provides safe and secure data handling and storage.
- **Cost Efficiency** Operates on a pay-per-use model, so you only pay for what you use, avoiding unnecessary costs.

Business Alignment – Supports adaptability to new changes, with IT aligning closely with business goals.
 Scalability & Flexibility – Allows quick scaling when needed and flexibility to release resources when they are no longer required.

How does Intelligent Enterprise accomplish this?

- **Innovation and Digital Transformation**: The enterprise platform should support the implementation of innovative ideas, enabling a strong digital transformation journey with an IT landscape that drives business growth.
- Data-Driven Decision Making: Leverage data and analytics to make strategic, informed decisions.
- Task Automation with RPA: Use robotic process automation (RPA) to handle repetitive tasks, saving time and improving quality.
- AI and ML for Process Automation: Automate routine interactions, such as customer inquiries, with AI-driven autoresponders, reducing the need for human intervention.
- Adoption of Leading Industry Practices: Embrace industry standards and trends to drive process innovation and meet market demands.
- Advanced Technology for Competitive Edge: Utilize cutting-edge technologies within operations to maintain a competitive advantage.
- Actionable Insights from Data: Use powerful technology-driven data insights to guide decisions, reduce costs, and create new revenue opportunities.

Intelligent Sustainable Enterprise

What Makes the Enterprise Intelligent?

- ✓ Innovative & Digital Transformation
- ✓ Informed Decisions Based on Data
- ✓ Task Automation with RPA
- ✓ AI & ML in Processes
- ✓ Leading Edge Industry Practice
- Advanced Technologies
 Take Action based on Data Insights

Business Expectations:

- ✓ Technology Enablement
- ✓ System Reliability & Availability
- Data Management & Security
 Cost Efficiency
- ✓ Business Alignment
- ✓ Scalability & Flexibility

An Intelligent, Sustainable Enterprise is one that consistently applies Advanced Technologies and Best Practices with Agile, Integrated Business Processes -- from SAP

The tools available in SAP BTP to support this transformation will be discussed later. In summary, an Intelligent Sustainable Enterprise focuses on integrating sustainability into every aspect of business operations through intelligent processes and data-driven decisions. SAP BTP serves as the technological foundation that enables this transformation by offering the necessary tools, services, and capabilities to develop, manage, and integrate applications. Together, they provide a goal and a solution where technology and sustainability work hand in hand to drive value and resilience. Simple put - *an intelligent enterprise is an organization that leverages advanced technologies and data driven insights to optimize its operations*.

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