SAP on GCP User Insights

Top Areas of Focus

1. Automation
Similar to non-GCP users of SAP, SAP on GCP users will focus most on automation in 2022. Automating business processes saves companies time and costs for certain tasks and optimizes any cloud infrastructure in place.

2. Change Management
9% more GCP users note change management as one of their key focus areas as new technology is introduced to their organization.

3. AI and ML
GCP users are expecting new and emerging technologies to have a much greater effect on their digital transformation efforts over the next two years. GCP teams build expertise in-house that other teams may be lacking.

4. IoT
Like AI and ML, IoT is on the radar for new tech to incorporate, but these new solutions come with more security concerns to address.

Challenges
SAP users that also use GCP are most challenged by integration issues.

"Integrations are simply hard. Each individual system has its quirks, and every 3rd party product wants you to write to their API, which they promise won’t change in the near future. The challenge is that they do change, and they change often, and we have to constantly adapt to their update schedules."

When migrating SAP instances to cloud, GCP users experience...

...more challenges with:
1. (+16%) Security issues / risk
2. (+14%) Enterprise support
3. (+8%) Cost concerns
4. (+8%) API management

...fewer challenges with:
5. (-6%) Identifying the right cloud solution / platform
6. (-7%) Integration support for increased functionality

Americas’ SAP Users’ Group (ASUG) conducted its annual Pulse of the SAP Customer study in October 2021. The results are based on responses from 715 participants who are members of ASUG, the world’s largest independent SAP user group. Results included here represent ASUG members who use Google Cloud Platform (n=29).