

Quickstart guide for migrating off of SAP to commercetools



Are you due for an upgrade?

PERFORMANCE LAG

Is your site too slow? According to Google, 50% of users expect a site to load within 2 seconds and will abandon it website if it does not.

GAPS IN YOUR EXISTING SYSTEM

Your current system is missing features such as support for omnichannel selling and does not have the agility to release new features without disruption.

POOR ADMIN FUNCTION

Working with a non-intuitive eCommerce platform is frustrating for developers. Poorly designed business tooling will slow your team down and result in reduced output.

LACK OF SCALABILITY

Your website can not scale to meet the needs of your growing business, and often crashes during shopping peaks.

HIGH TOTAL COST OF OWNERSHIP (TCO)

Upkeep and upgrade expenses, as well as keeping a dedicated IT department to manage ongoing maintenance and hiring specialized developers are eating into your budget.

The hard facts: SAP vs commercetools

Time to market

commercetools

Microservices-based solution makes it easy to deploy continuously.

SAP

Because of their size and dependencies, monoliths are harder to deploy.

Launching new promotions

commercetools

Takes minutes and doesn't cause disruptions.

SAP

Platform suffers many performance issues with promotions.

Onboarding

commercetools

Onboarding is easy and takes just days thanks to simplified workflows.

SAP

The suite complexity makes onboarding a challenging task of up to 6 weeks.

Extensibility

commercetools

Easily create or customize functionality via extensible APIs.

SAP

Can be extended, but there is a risk of having to upgrade and maintain extensions.

Pricing models

commercetools

Pay-as-you grow. Upgrades and maintenance are included.

SAP

High upgrade costs and expensive customization options.

3 of the biggest SAP migration pitfalls

Costs can be high:

Depending on the SAP version that the customer is migrating off of, the migration must be preceded with a full platform upgrade, which is typically expensive.

Tied to SAP Services:

The migration has "data migration" aspects that can only be performed by SAP Services (at a cost), so customers are bound to SAP longer than expected.



Negotiation pitfalls:

Many customers of SAP Cloud Commerce Version 1 have purchased on metrics no longer available (e.g., the number of Cores used). This must be changed to current metrics (GMV or Number of Orders), and that can introduce a challenging negotiation. Additionally, 12 months ago SAP changed its Legal DPA terms, so new, less attractive contract terms will have to be accepted.

Migration in a nutshell

Build a communication strategy

Bring all the vendors together and make sure all stakeholders know what is happening and who is taking the lead.

Plan as early as possible

Build a migration roadmap for timelines, milestones and business requirements during the vendor selection phase. Bring on a project manager early.

Prepare teams for site migration kickoff

Get all stakeholders and product owners engaged. Delegate duties so all members of the project team are in the same headspace for implementation.

Choose a migration strategy

Big Bang; Waterfall; Agile; Walk, Crawl, Run; and Strangler Pattern are the most common migration strategies you can choose from.

Audit & backup data

Review the existing data to select what to migrate or leave behind. Have a backup location where you can access your data

Import & verify data

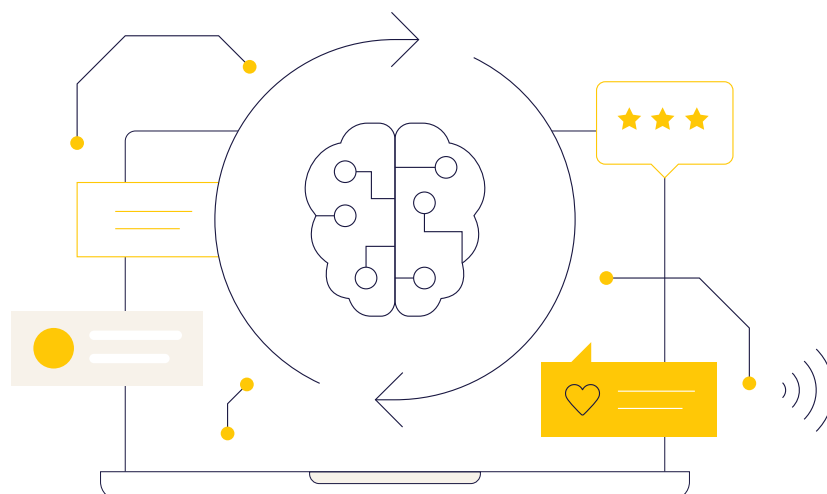
Migrate your product data and customer/order data manually, using a migration app or through a third-party team.

Test before launching

Check all other aspects, features and functionalities to verify that there are no typos, bugs or errors that were missed

Launch

Enjoy the freedom that comes from breaking out of the monolith and all the benefits commercetools brings to your eCommerce.



Hear it from a customer that's been there

The Product Owner at Qantas shared their insights regarding the migration from SAP to commercetools:



Biggest challenges: One of the hardest things to nail down was the product data model and the order data model. An ongoing challenge is with the product feature set such as promotions and customer groups.



Biggest gains: Performance and uptime were the main goals. We definitely saw an immediate improvement by comparison.



Migration approach: Different streams were selected to work on different sectors. A Sprint Zero agile strategy was implemented at the beginning of the project to investigate how to deliver like-for-like functionality.



Migration strategy: A big bang approach was taken due to SAP licensing issues (commercetools customers typically take a step-by-step strategy).



Time to go-live: It took approximately 12 months.



Time to fully decommission SAP: For the rewards store, SAP was offboarded four weeks after the go-live.



Delivery team size: Approx 10 developers (frontend and backend), three QAs, one tech lead, one BA, one PM and one engineering lead.

About commercetools

commercetools is the leading composable commerce platform, allowing companies to dynamically tailor and scale shopping experiences across markets. We equip some of the world's largest businesses with tools to future-proof digital offerings, reduce risks and costs, and build outstanding experiences that drive revenue growth. Headquartered in Munich, commercetools has led a global renaissance in digital commerce by combining cloud-native, technology-agnostic, independent components into a unique system that addresses specific business needs. We empower brands – including Audi, Danone, Eurorail, NBCUniversal, Sephora and Volkswagen Group – to stay ahead of changing consumer and buyer behavior.

