ROJO INTEGRATIONS

Change the lifecycle, not the team.

Agentic AI in iDevOps for SAP Integration Suite

Put AI into the integration lifecycle itself: reuse what your team has already built, validate while the work happens, and resolve incidents against the ones you have already seen. A practical guide for integration leaders and the business stakeholders who depend on them.

40-60%
faster delivery of new interfaces and changes

~50%
lower incident MTTR, P1 to P4

70%
of incidents need someone outside the integration team

Delivery and MTTR figures are covered in chapter 06. The 70% is indicative and varies by customer and integration, covered in chapter 03.

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If you only have five minutes, read chapter 01 and chapter 06.

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How to use this whitepaper

You have 2 minutes. Chapter 01. The numbers, the argument, the next step.

You have 20 minutes. Chapters 01, 04, 05 and 06. Why context matters, what the agents do, and what changes.

You are running a workshop. Chapters 02 and 08. The questions to put to your team, and the readiness check.

The short version

Enterprises run over a thousand applications, share a quarter more data every year, and now expect real time instead of overnight. Adding people is the usual response, but it does not scale. iDevOps puts AI into the lifecycle itself.

40-60%

Faster delivery

Of new interfaces and changes, from request to go-live. Roughly half the time.

~50%

Lower incident MTTR

Across P1 to P4 integration incidents, on a 24/7 SLA.

70%

Of incidents

Need someone outside the integration team. Indicative.

Delivery and MTTR figures: chapter 06 has the before and after. The 70% is indicative and varies by customer and integration: chapter 03.

Five things worth knowing

01 **Change the lifecycle, not the team.** iDevOps is an intelligent integration DevOps lifecycle. AI supports developers, integration leads, managers and operations engineers through design, build, test, deploy and monitor.

02 **Reuse before you rebuild.** A new interface starts from the templates, patterns and earlier interfaces your team already built, instead of an empty canvas.

03 **No incident should start from zero.** Failures are checked against the comparable errors your landscape has already produced. Self-healing applies only where the cause is known and you approved the remedy.

04 **Context decides, not the model.** Generic AI gives generic answers. An agent configured with your standards, guidelines and history recommends what fits your enterprise.

05 **Governance first, and the human stays responsible.** Agents need standardisation and guardrails before they act. The agents prepare, check, search and propose; your team reviews and decides.

Where does your lifecycle lose the time?

About three minutes. Find out where the hours go, what an agent could take over first, and what has to be in place before it can.

Take the assessment

What today's integration lifecycle quietly costs you

None of this shows up as a line on a budget. It shows up as interfaces and incidents that take longer than they should, and a queue that grows faster than the team.

01 Demand grows faster than capacity

More applications, more SaaS, more data shared between them, and AI initiatives that only work if the data behind them is reliably integrated.

02 The same interface gets built twice

Developers rebuild work that already exists, because nothing tells them it does.

03 Validation depends on who is checking

Standards get applied unevenly. Quality depends on who is free that week rather than on a standard.

04 Every incident starts from zero

You find out from the logs, then spend hours tracing root cause with no memory of what happened last time.

05 Know-how sits with a few people

The experienced engineers carry the operational knowledge in their heads, and the process stops when they are unavailable.

06 Flows carry no business context

Interfaces move data correctly and understand nothing about it, so there is no intelligence in the flow to support a business decision.

The common thread. Every one of these is a knowledge problem wearing a technology costume. The error was solved before, by someone who left. The standard exists, in a document nobody opens. AI is useful here because it is good at retrieving and applying knowledge that already exists inside your landscape.

THREE QUESTIONS WORTH PUTTING TO YOUR OWN TEAM

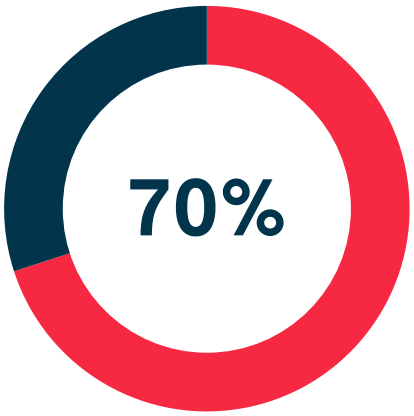
1. Is your integration DevOps process becoming too costly or too inefficient to keep running as it is?
2. Is development demand rising faster than your team's capacity to absorb it?
3. Are governance and standards difficult to enforce across everyone who builds?

If the answer to any of them is yes, the assessment takes about three minutes and tells you where the time goes.

Start the assessment

The solution often lies outside the integration team

Many incidents cannot be closed by the integration team alone. Clear communication is key to error resolution.



of incidents need someone outside the integration team

Integration team alone

Indicative figure. The share varies by customer and integration.

WHO THEY NEED

Data owner | Finance user | IT | Application owner | Third party

HOW IT TRAVELS TODAY

Error → Incident → Service desk → Email → Waiting → Owner → Waiting → Solution

Clear communication is key to error resolution

The right message

Clear, in business language, with the cause.

To the right people

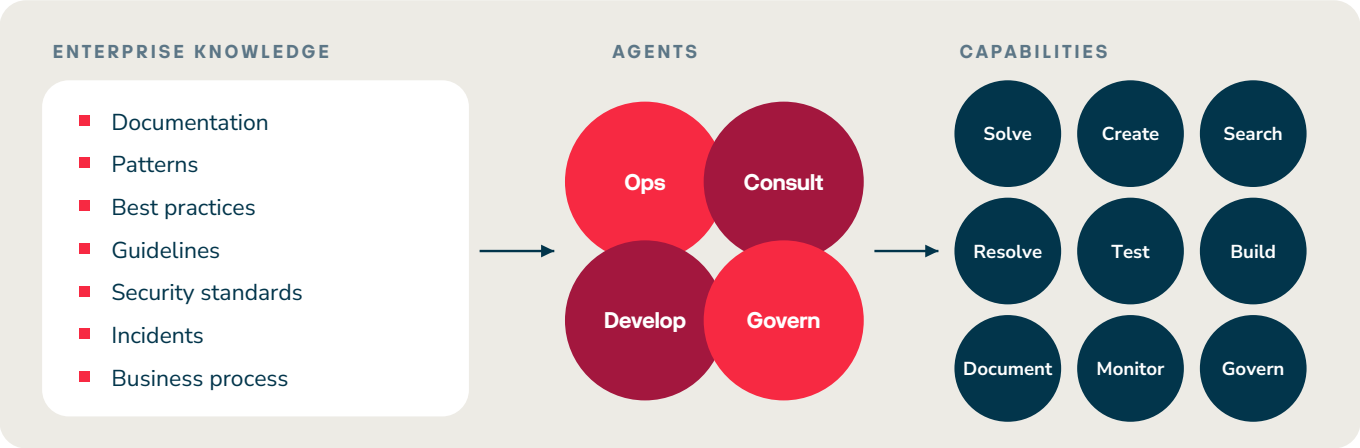
The owners who can act on it.

At the right time

Before the business is affected.

Enterprise context is what makes an agent useful

Every iPaaS platform is adding AI. What decides whether it helps your team is not the model, it is how much it knows about the way your organisation builds, governs and operates integration.



Generic AI gives generic answers

SAP, SnapLogic and other platforms ship general AI capabilities, and general capabilities produce general output. An agent configured with your standards, guidelines, documentation and historical knowledge recommends what fits your enterprise, not what fits an average one.

Governance comes first

Agents need standardisation and guardrails before they can be given room to act. For most customers the journey starts with a governance or foundation project, and the agents follow once the enterprise context and controls are in place.

Adapter and incident knowledge

Resolving one incident takes adapter capabilities, documentation, recommended practice, security standards, your own guidelines, and earlier incidents with comparable errors. Our operations agent works from all of it, which is also what we bring from running integrations for other SAP landscapes.

SAP ADAPTERS AND SUPPORT

Exclusive OEM partner of SAP

Rojo is an exclusive OEM partner of SAP for integration with third-party apps, and manages the incidents related to those adapters across the globe. That adapter knowledge, from documentation and best practices to past incidents and their resolution, is what our operations agent works from.

18,000

customers served by the integrations we support, running around the clock

Why one knowledge base and not four. The four agents, Develop, Consult, Govern and Ops, share one knowledge base. Separate agents with separate context is how you end up with four confident answers that contradict each other. One knowledge base means the agent that flags a governance issue reads the same standard as the agent that generated the flow.

Do this next: name an owner for the knowledge base before you name one for the agents. Unowned context goes stale in a quarter.

Where the agents do the work

Six places in the development and operations cycle where the iDevOps agents take the repetitive part. It uses full integration landscape context, across design-time and runtime data.

DEVELOPMENT

Templated and automated integration scaffolding

A new interface starts from what your team has already built. The agent searches your templates, patterns and earlier interfaces, recommends the closest starting point, and scaffolds from it.

DEVELOPMENT

Automated configuration of parameters

Endpoints, credential references, retry behaviour and error handling are set from the conventions your landscape already follows, per environment. Your developer reviews values rather than typing them.

DEVELOPMENT

Automated mapping generation using an LLM

Source and target structures go in and a draft mapping comes out, generated against your own conventions and existing mappings. Field logic is reviewed and corrected by the developer, not accepted on trust.

DEVELOPMENT

Automated document generation

Interface documentation is generated from the artifact itself while it is being built, in the format your governance process asks for. It stops being a task that gets postponed.

OPERATIONS

AI-powered self-healing

For failures with a known cause and a remedy you have approved, the agent applies the fix, validates the result and reports what it did. Everything else goes to an engineer with the root cause analysis already prepared.

OPERATIONS

Error handling against a known error database

A failure is checked against the comparable errors your landscape has already produced. The engineer gets the earlier resolutions and who handled them, instead of starting the analysis over.

Throughout, the human stays responsible. The agents prepare, check, search and propose. Your developers, leads and operations engineers review and decide. Responsibility for what ships stays with your team.

Half the time, from request to live

The same moments in the lifecycle, before and after the iDevOps agents join the team.

40-60%
faster delivery of new interfaces and changes, from request to go-live

~50%
lower incident MTTR across P1 to P4 integration incidents, on a 24/7 SLA

	TODAY	WITH THE IDEVOPS AGENTS
New interface or change, request to live	~80 to 120 hours per interface	**40 to 60% faster, roughly half the time saved**
Incidents	P1 to P4 integration incidents, on a 24/7 SLA	**~50% reduction in mean time to resolution**
Design and build	Every interface starts from scratch, even when most of it already exists	**Templated scaffolding, automated parameter configuration, and a recommended starting point from your own patterns**
Checks and validation	Manual, and dependent on someone else performing due diligence	**Checked continuously during development, with the developer reviewing and confirming the result**
Deploy and monitor	Hours of root cause tracing, with no memory of what happened last time	**Previous incidents searched and summarised, with resolution guidance and self-healing where it is safe**
Tribal knowledge	Know-how sits with a few people. If that person leaves, the knowledge leaves with them	**Documentation, patterns, guidelines, standards, incidents and business process context in one knowledge base the whole team can reach**

Development covers request intake, analysis and design, build and configure, test (unit and SIT), and deploy.

GOVERNANCE

Development and operations stay in compliance with your governance.

Standards · Security policy · Guardrails · Audit trail

Take the assessment See where your own lifecycle loses the time.

It runs on the stack you already have

The agents are deployed by Rojo inside your own network. They read your knowledge base, your templates and your patterns, and they talk to your team in the channels they already use.

THE MODEL YOUR GOVERNANCE MODEL TRUSTS

- Claude
- Gemini
- Microsoft Copilot
- Joule Base

CHANNELS YOUR TEAM ALREADY USES

- Microsoft Teams
- Slack

INSIDE YOUR LANDSCAPE

- MCP servers
- Knowledge base
- Templates and patterns
- Best practices and guidelines

SAP INTEGRATION SUITE

- Cloud Integration
- API Management
- Events
- Integration Cell

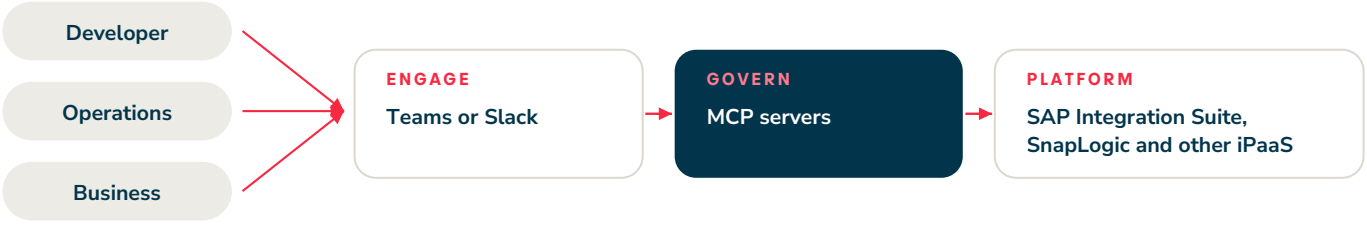
Data and infrastructure stay with you

The agents, the knowledge base and the patterns run in your managed network. Nothing has to leave it.

Deployment and operation by Rojo

Request a feature or a change, register an incident, get notified about updates. The same way you already work with our managed services team.

Governed by design



Across every interaction: **Access control** · **Logging** · **Security, ISO 27001 certified**

Four stages of maturity

Adoption is a sequence, not a leap. Find yourself on this ladder before you plan the next step.

01
Assisted

Developers use AI tools by hand for coding and troubleshooting. Real value, but it leaves when the developer does.

02
Automated

Error handling and ticket creation are automated inside the flows. The first measurable drop in MTTR shows up here.

03
Augmented

Agents bring your standards and error history into the loop. Output turns consistent across teams.

04
Autonomous

The integration layer detects issues, proposes and applies fixes, and optimises flows. Humans set intent and review exceptions.

Readiness check

Tick what is true today. Six or more and you are ready to run a use case rather than a workshop.

- [ ] Resolved incidents are exportable with their resolutions attached
- [ ] We can list our top five recurring error types from memory
- [ ] We have an SAP Integration Suite tenant we can safely experiment in
- [ ] Monitoring covers hybrid, not just cloud
- [ ] There is budget for a pilot without a business case cycle
- [ ] Naming and design standards are written down, not just understood
- [ ] Interface documentation is accurate for at least the critical flows
- [ ] Someone owns integration standards, by name
- [ ] We know what an hour of integration downtime costs the business
- [ ] A business stakeholder has asked for status visibility in the last quarter

Do this next: run this list in your next team meeting. Where you score low, chapter 09 explains why most customers start with a governance or foundation project.

Getting started

Governance comes first. For most customers the journey starts with a governance or foundation project, and the agents follow once the enterprise context and controls are in place.

1 Assess

About three minutes. Where the hours go, what an agent could take over first, and what has to be in place before it can.

2 Lay the foundation

A governance or foundation project puts the standardisation, guardrails and enterprise context in place.

3 Deploy the agents

Rojo deploys the agents inside your network, and operates them the way our managed services team already works with you.

How the agents work with your team

IN OPERATIONS

Root cause analysis → Recommendation → Self-healing or change → Deploy and validate

IN DEVELOPMENT

Find the right pattern and template → Replicate the template for your interface → Update or change further (manual) → Validate and test

A layer of AI and automation around your development team, operations team and business stakeholders. The agents prepare, check, search and propose; your people review and decide.

Talk to an Integration Architect

Thirty minutes, one architect, an honest read on where AI would actually help you first.

Book a discovery call

Start here

See where your own lifecycle loses the time. Answer a few questions about your landscape and get back where the hours go, what an agent could take over first, and what has to be in place before it can.

iDevOps Assessment

About three minutes.

Where the hours go in your integration lifecycle, what an agent could take over first, and what has to be in place before it can.

Take the assessment

rojointegrations.com/rojo-idevops-assessment

Discovery call, 30 minutes

One Integration Architect.

An honest read on where AI helps you first, based on your landscape and your incident history.

Book the call

KEEP READING

- **AI agents for SAP Integration Suite.** Four agents, one knowledge base, running inside your network.
- **Webinar: smarter integrations with GenAI.** Practical patterns for embedding GenAI into an existing landscape.
- **AI agents in production.** Use cases across troubleshooting, development, DevOps and business visibility.
- **The Augmented Integrator.** Our vision for the future of enterprise integration.
- **AI and SAP integration newsletter.** Sharp takes on agents and SAP integration strategy, on LinkedIn.

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