

CUSTOMER CASE STUDY

How SAP Consolidated 40+ UI Testing Tools and Empowered 40K Engineers with Sauce Labs

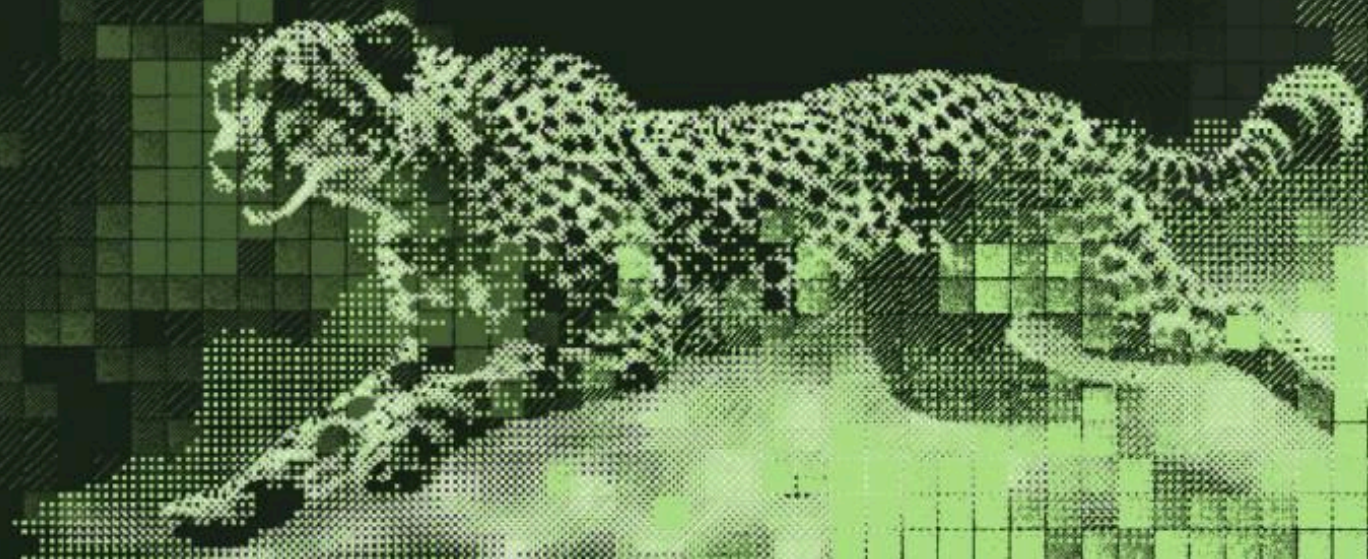
SAP's central platform team replaced a sprawl of 40+ UI testing tools with one enterprise-ready platform — built for European data sovereignty, strict certifications and real partnership.

INDUSTRY

Enterprise software (ERP)

USE CASE

UI test consolidation, cross-device testing, EU data residency



At-a-Glance



40K

ENGINEERS SUPPORTED BY
SAP'S CENTRAL PLATFORM TEAM

40+

UI TESTING TOOLS IN USE
BEFORE CONSOLIDATION

6+ years

PARTNERSHIP, AND
STILL EXPANDING

24/7

SUPPORT THROUGH ROLLOUT
ACROSS BUSINESS UNITS

About SAP

SAP is a global leader in enterprise resource planning (ERP) software, serving hundreds of thousands of customers across highly regulated industries including banking, healthcare, media and communications.

SAP's central platform organization provides scalable services and standard tools to an engineering organization of roughly 40,000 people. By consolidating UI testing on Sauce Labs, it eliminated redundancy, closed compliance gaps and set the stage for an AI-powered future.

Profile

INDUSTRY

Enterprise
software (ERP)

USE CASES

UI test consolidation
Cross-device testing
EU data residency

TEAM

Central platform
organization
~40,000 engineers

INTERVIEWED

Michael Spindler,
former Head
of Platform
Solutions, SAP



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The Challenge

SAP, a global leader in enterprise resource planning (ERP) software, knows firsthand how quickly testing debt compounds at scale. With an engineering organization of roughly 40,000 people juggling at least 40 different UI testing tools, the company faced a unique set of challenges regarding internal consistency and developer efficiency.

Catching a bug in development costs a fraction of what it costs once live. And at SAP's scale, that math matters enormously. By partnering with Sauce Labs, SAP successfully simplified its testing infrastructure. As an enterprise-ready central platform, Sauce Labs eliminates redundancy and closes compliance gaps, setting the stage for an AI-powered future.

01

Exponential complexity at enterprise scale.

Managing the developer experience for 40,000 engineers is no small feat. SAP's central platform organization was tasked with providing scalable services and establishing standard tools to improve efficiency. However, their UI testing environment was deeply scattered.

Fragmented tooling

Teams were using at least 40 different UI testing tools, ranging from custom developments to various Selenium grids.

The device dilemma

Developers faced a constant struggle with the logistical headache of testing applications across an ever-growing variety of devices.

High internal stakes

As a central service provider, the platform team was “under fire from day one,” as individual development units always believed they could build faster, more effective local solutions.

To earn and keep credibility, the platform team needed a unified, enterprise-ready solution that engineers would actually want to use and could satisfy both developers and compliance officers.



Why Sauce Labs

02

Consolidation built on what engineers cared about.

Given the scale of the problem, a top-down mandate would have invited resistance. Instead, SAP built the case for consolidation around what engineers cared about: getting rid of tools that weren't working and replacing them with a solution that actually did.

Sauce Labs ultimately won — and retained — the business by standing out in several critical areas of enterprise readiness.

“(Sauce Labs) provided a central offering, an environment that runs in Europe, and all the certificates. Step by step, we kicked [competitors] out because there's one other thing that you made really brilliant, which is about taking care of us as a customer.”

MICHAEL SPINDLER • FORMER HEAD OF PLATFORM SOLUTIONS, SAP

Solving the device variety problem

Sauce Labs provided a central offering that effectively addressed the complex, high-demand testing across a massive variety of devices.

Rigorous industry certifications

Because SAP serves hundreds of thousands of customers across highly regulated industries (banking, healthcare, media, communications), it requires vendors to meet its strict compliance standards. Sauce Labs provided the necessary certifications to give SAP's downstream customers peace of mind.

KEY EVALUATION CRITERIA

European data sovereignty

An environment that runs directly in Europe — a mandatory requirement for SAP's operational compliance.

True partnership

Sauce Labs acted as an extension of SAP's team, directly assisting rollout across business units.

24/7 support

Round-the-clock support, seamlessly integrated into SAP's central development environment.

With the right platform selected, the focus shifted to the daunting task of migrating thousands of developers and standardizing their workflows.



Results

03

The wins and business impact.

By partnering with Sauce Labs, SAP achieved significant operational victories.

40+

Tools consolidated

SAP has progressively displaced competing tools, bringing more of its teams under the Sauce Labs platform to jointly create common products — with standardization continuing to expand across the organization.

~0

Internal support burden

SAP regularly measures internal user satisfaction and ticketing volume. Because Sauce Labs took on the burden of handling support tickets and ensuring a smooth rollout, the internal support burden dropped to almost nothing.

Seamless
adoption

The hands-on partnership resulted in happy internal customers and massive adoption of the Sauce Labs solution across the engineering org.

AI-ready

Sauce AI in the pipeline

The successful partnership has opened the door for future innovation. SAP's teams are now actively rolling out and utilizing Sauce AI services within their autonomous testing and development pipelines.

Sauce Labs is positioned as the foundation for whatever testing capabilities come next.



40+ UI TESTING TOOLS



ONE CENTRAL PLATFORM



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What's Next

04

A trusted advisor for the future.

More than six years in, Sauce Labs is woven into how SAP ships software. That staying power was earned by solving real problems and staying invested in SAP's success.

For SAP, the business case was straightforward: Bugs caught before users see them protect the experience of hundreds of thousands of downstream customers.

Sauce Labs delivered on enterprise readiness, scalability, and unmatched customer support at massive scale — transforming from a mere tool vendor into a trusted advisor.

“There's one other thing that you made really brilliant, which is about taking care of us as a customer.”

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LEARN MORE & NEXT STEPS

See how Sauce Labs helps enterprises consolidate testing at scale.

