



Innovation Story

Driving Change with Unified Governance and Transparent SAP Delivery

Johnson & Johnson

Life Sciences

Technology Pathfinder

**Johnson
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Driving Change with Unified Governance and Transparent SAP Delivery



Two years ago, we embarked on our SAP Business Technology Platform (BTP) journey with a limited set of key services focused on integration and application development. Since then, our landscape has expanded significantly, now encompassing more than 35 SAP BTP services deployed globally across over 50 subaccounts. This rapid growth has made it essential to establish a governance strategy that is effective, compliant, and transparent. In addition, with more than 30 SAP ECC and SAP S/4HANA systems in operation and SAP Solution Manager approaching end of life, a robust and unified lifecycle management solution across all SAP products has become a critical requirement.

We required a system capable of seamlessly integrating the various tools involved—from requirements gathering to solution deployment—covering requirements gathering, technology assessment, cost estimation, development, testing, deployment, approvals and audit traceability.

Today, project teams follow a standardized framework that allows project-level flexibility, such as project specific approval rules and groups. Data is entered once and synchronized across the Integrated Toolset, enabling comprehensive end-to-end governance, enhancing efficiency, and improving the overall user experience.

Driving Change with Unified Governance and Transparent SAP Delivery

CHALLENGE

The project initially focused on managing the intake of requests for SAP BTP services and estimating CPEA credit consumption to prevent overconsumption or unexpected costs. However, the project scope quickly expanded to include governance, which exposed process gaps, significant manual effort and redundant data entry across multiple tools supporting the end-to-end lifecycle. Additionally, some information was maintained in Excel, SharePoint, or PowerPoint formats, resulting in limited standardization and reduced visibility for project teams and supporting stakeholders.

SOLUTION

A custom CAPM application was developed which operates on Cloud Foundry utilizing SAP HANA Cloud, seamlessly integrated with:

- SAP LeanIX
- SAP Integration Assessment
- SAP Cloud ALM (CALM)
- JIRA

In addition, existing interfaces between Service Now and SAP LeanIX synchronize configuration items i.e., applications.

OUTCOME

- Unified data input
- Controlled data synchronization
- Standardized development process
- Uniform user interface
- Centralized access to information
- Enhanced traceability

5+

Tools in the
Integrated Toolset

of systems SAP project teams needed to interact during the Req2Deploy lifecycle

One Data Entry Point (Entry ↓ 4 Tools)
Compliance (Audit Findings ↓ 10%)

50%

Full Self
Processing (FSP)

Of the process steps fully automated – i.e., no human intervention

Customer Experience ↑
Data Quality ↑

6%

Potential Hands-Off Process (PHOP)

Potential percentage of process steps to be automated without AI.

Low value/repetitive tasks ↓

Project details

PROJECT OBJECTIVES

- Single point of data entry
- Systematic data synchronization across multiple tools
- Standardized development lifecycle
- Consistent user interface
- Centralized access to information
- Improved traceability including audit trail and change logs

USE CASE

The Requirement-to-Deployment lifecycle requires collaboration among several key stakeholders across multiple teams, including:

- Requestor: Captures and documents business requirements.
- Enterprise and Solution Architects: Align technology with business goals.
- Engineering Chapters: Design and build solutions.
- Product Teams: Offers insights to maximize product value.
- Support Team: Evaluate to providing maintenance/production support.
- Global or Business Process Owners: Review and approve the solution.
- Platform Team: Manages infrastructure and Change Control procedures.

Req2Deploy involves various processes and data managed through multiple supporting tools. By integrating these toolsets, we have enhanced efficiency, data quality, and compliance, enabling the storage of both structured and unstructured data along with their relationships to support future automation.

DEPLOYMENT COUNTRY

Global – Enterprise-Wide solution

DEPLOYMENT DATE

Initial Release June 6, 2025
w/ subsequent releases every 30-60 days

NUMBER OF END USERS

~150 Active Users

TRANSACTION VOLUME

~600 Request Items

Innovations

◆ INNOVATIVE USE OF SAP TECHNOLOGY

The integrated toolset brings together a suite of SAP solutions—including SAP LeanIX for enterprise architecture management, SAP Integration Assessment as a digital decision matrix for interface governance, and SAP Cloud ALM for change and deployment management—alongside key non-SAP capabilities such as JIRA for project management and testing. These tools operate as a unified ecosystem through native integrations and through the custom CAPM application built on SAP BTP, leveraging Business Application Studio, Cloud Foundry, and SAP HANA Cloud.

■ WHY SAP

Various teams across our organization selected SAP products based on their specific capabilities. For instance, our Architecture team adopted SAP LeanIX to model the enterprise landscape, while the Integration team chose SAP Integration Suite as the preferred middleware platform, including the Integration Assessment capability. In addition, CALM serves as SAP's strategic tool for managing all SAP products.

Although SAP provides some level of integration, we required a comprehensive solution that encompasses the entire Requirement to Deployment lifecycle with seamless integration and traceability.

“Now I have one place to view all the information required to perform an audit without having to logon on to multiple systems, extract data and join it offline to show adherence to our processes and procedures”

Global Audit & Assurance Team member

“I can finally see all the SAP integration development work for each sector (Innovative Medicine, Med Tech and Corporate Business) in one place.”

Integration Chapter Lead

Benefits and outcomes

In a heavily regulated industry where compliance is essential, maintaining adherence should not demand additional resources or documentation. Instead, it should enhance the quality of solutions provided to the business, as well as to our patients, healthcare providers, and collaborators.

BUSINESS AND/OR SOCIETY

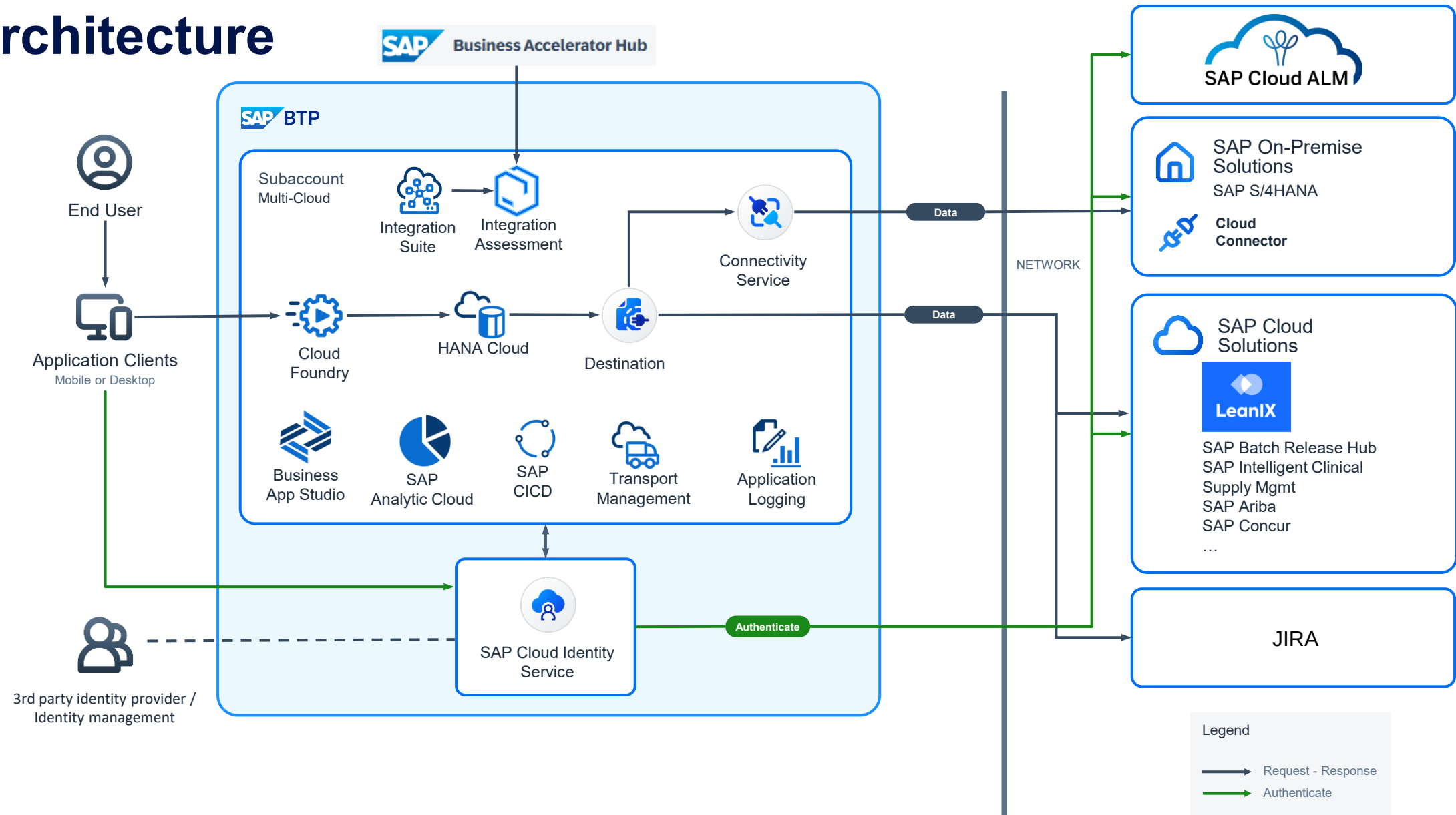
Adhering to the J&J Credo:

- Our primary commitment is to the patients, healthcare professionals, and families who rely on our products and services.
 - Our IT solutions must deliver the same high standards of quality as our products.
- We must continuously aim to offer value, control costs, and keep prices fair.
 - In alignment with the products we offer, our IT solutions should deliver value while being developed and managed cost-effectively.

IT

- A comprehensive toolset with robust audit and traceability features that fully meet, and in many cases exceed, compliance expectations for both internal and external auditors.
- Significantly reduced data entry effort and improved data accuracy, enhancing reporting quality and establishing a scalable foundation for future AI-enabled capabilities.
- Greater transparency and improved communication through clear visibility into current work, upcoming demand, and overall delivery status.

Architecture



Deployment details

SAP TECHNOLOGIES AND SAP PARTNER PRODUCTS

SAP SOLUTIONS	DEPLOYMENT STATUS (Live or Proof of Concept)	SAP BUSINESS AI FEATURES (if applicable)	CONTRIBUTION TO THE PROJECT
SAP LeanIX	Live		Fact sheets model our Projects, Applications, Interfaces, Data Objects, Platforms, Technologies, and Processes and are leveraged or created as part of the Requirement-to-Deployment process.
SAP Integration Suite	Live		Digitized integration technology proposal and governance, a capability of Integration Suite which is integrated with SAP Business Accelerator Hub to identify reusable artifacts linked to integration requests
SAP Cloud ALM	Live with Proof of Concepts		Manages Systems/Environments, Deployment Plans, Releases, SAP Projects, Features and Tasks that are linked with requests and JIRA Issues.
SAP Business Application Studio	Live		Cloud based Integrated Development Environment (IDE) used to build the custom application
SAP Cloud Foundry	Live		Cloud native PaaS for Java back-end and Node JS front-end runtime for the custom application
SAP HANA Cloud	Live		Cloud native Database as a service used to store request data including custom data to support business and regulatory requirements

SAP SERVICES AND SUPPORT

SAP SERVICES	CONTRIBUTION TO THE PROJECT
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HYPERSCALER

(please mark one or more if applicable)

☒ AWS

☐ Google Cloud

☐ Microsoft Azure

☐ Other

Other:

Johnson & Johnson

HEADQUARTERS

New Brunswick, New Jersey

INDUSTRY

Healthcare

WEBSITE

<https://www.jnj.com/>

NUMBER OF EMPLOYEES

10,000 + employees

**Johnson
& Johnson**

Johnson & Johnson is an American multinational healthcare giant founded in 1886, headquartered in New Brunswick, New Jersey. The company operates across two strategic sectors: Innovative Medicine (pharmaceuticals) and MedTech (medical devices and diagnostics) generating \$94.2 billion in annual revenue with a global presence spanning approximately 200 countries and territories.

- Johnson & Johnson stands apart for operating under a 1943 Credo that predates its modern corporate governance structure a stakeholder-centered manifesto prioritizing responsibility to patients and doctors first, then employees, communities, and finally stockholders. This philosophy uniquely inverts traditional shareholder primacy.
- At Johnson & Johnson, we are driven by a passion to achieve the best version of health for everyone, everywhere for as long as possible. That's why we're focused on addressing the world's most pressing health challenges.
- As a company, we are united by a single and common purpose: We blend heart, science, and ingenuity to profoundly impact the health for humanity.

Partner information

Incture has been delivering technology-enabled business innovation to SAP customers since 2006. Its intelligent digital applications and systems are delivering integrated hyper automation for SAP Customers. These digital applications integrate people, processes, data, systems to make work easy, and deliver a shift in business performance and people experiences. With offices in the US, Canada, India, Europe, Middle East, Southeast Asia and Australia, Incture has been instrumental in technology-enabled innovation for its customers across the world. Visit: www.incture.com.

PARTNER COMPANY

Incture LLC

“By leveraging the Incture team’s deep expertise in BTP services and their strong understanding of our processes, we were able to jointly deliver strategic value in a remarkably short period of time.”

Chris Wahlers, J&J BTP Product Owner



