



PUBLIC

Harrods: Making Luxury More Accessible Using an Integration Platform

Synonymous with luxury and best known for its iconic department store located in Knightsbridge, London, Harrods Limited is something of an institution dating back to 1849. Looking to **modernise its approach to integration** and address the challenges of patching, scalability, and throughput, Harrods committed to a cloud-based integration strategy. The business selected SAP® Integration Suite on SAP Business Technology Platform to connect both cloud and on-premises technologies.

THE BEST RUN 



Smoothing Integrations with Technology Partners Using SAP® Integration Suite

Before: Challenges and Opportunities

- Create a standardised integration strategy to connect multiple partner systems across multiple technologies
- Simplify the existing integration environment, which was complex and difficult to patch and maintain
- Meet the demand for ever-increasing connections and transactions, minimising downtimes impacting business-critical processes

Why SAP

- Established 20-year relationship with SAP, gaining deep business confidence in SAP® solutions
- Optimal implementation of source-to-pay processes by leveraging the Cloud Integration and API Management capabilities within SAP Integration Suite
- Continuous product enhancements with a road map for ongoing releases
- Comprehensive support, with opportunities for feedback and requests

After: Value-Driven Results

- Rapidly transitioned to a cloud-first IT strategy, securely integrating several cloud and on-premise SAP and third-party systems
- Modernised its integration approach, solving patching, scalability, and throughput pain points
- Increased its ability to engage with partners and expand global presence
- Standardised integration with third parties, minimising IT team effort and freeing resources to focus on higher priorities
- Adopted a modern industry-standard approach to security and validation



“One of our key strategic principles is to **leverage the benefits of cloud and as-a-service solutions** wherever possible to meet fast-changing business dynamics. SAP Integration Suite fully supports these ambitions.”

Andreas Efstathiou, IT Director, Harrods Limited

8 million

Transactions per month

>200

Integration flows deployed to production



Giving Customers a New Way to Shop for Luxury Goods

Opening its doors in Knightsbridge, London, in 1849, Harrods Limited is recognised globally as a symbol of excellence. Known around the world as one of the great luxury emporiums, the **iconic department store** offers fashion designer rooms, extended beauty halls, food halls, and restaurants. With every part of Harrods designed to optimise the customer experience, the business works tirelessly to maintain its place as a master of luxury.

With customers at the heart of everything it does, Harrods wanted to attract **a new generation of luxury customers** and give them a new way to shop through a high-fashion, Web-based marketplace.

Yet, with the business using a single instance of SAP® Process Orchestration software, Harrod's integration environment lacked global scale. This existing landscape carried a heavy business-critical transaction load, making it difficult for the company to allow downtime for patching and maintenance.

Lacking a robust infrastructure and having identified gaps in China and the Middle East, the business needed to add scale. To underpin a global network and ease working with partners, a **standardised approach was required** to connect with various systems across multiple technologies and vendors.

To build resilience, Harrods had two options: invest in in-house infrastructure or migrate to an integration platform as a service.



40%

Reduction in TCO across its integration landscape



Standardising Connectivity Across Multiple Technologies and Vendors

Intent on simplifying its technical landscape and providing a standard set of services to ease communications and transactions with technology partners, Harrods committed to a cloud-first integration strategy.

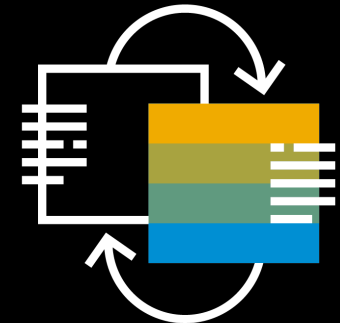
Harrods adopted SAP® Integration Suite on SAP Business Technology Platform to enable connectivity to several systems and vendors across multiple technologies. This move helped Harrods **address a range of integration challenges**, including connections to third-party solutions and API management.

Using this flexible and scalable architecture allows Harrods to separate business-critical transactions from other noncritical batch transactions and establish a hybrid landscape by connecting to several SAP and third-party cloud and on-premise systems.

Leveraging existing infrastructure, the company reused content from Enterprise Services Repository and maintained on-premise integrations, continuing its use as a central repository for design objects.

Connecting applications, processes, and people

To implement a source-to-pay process, the upmarket department store leveraged the Cloud Integration and API Management capabilities within SAP Integration Suite, standardising integration with third parties through a searchable and published set of APIs. Following a modern industry-standard approach to security and validation that **empower it to both offer and consume advanced technologies**, Harrods has recognised Internet protocols, schema validation, and implemented OAuth and API policies.



60%

Of existing content in Enterprise Services Repository of SAP Process Orchestration reused



Adapting to Changing Business Dynamics Without Technical Barriers

Transitioning to a cloud-first integration strategy, Harrods has successfully adopted a modern integration infrastructure built on SAP Integration Suite, taking just three months to implement the solution. This flexible architecture supports the business to scale rapidly to meet business demands, while the cloud technologies come with **built-in resilience**, automated patching, and monthly upgrades.

Addressing the range of integration challenges

This simplified landscape has enabled Harrods to rapidly deliver integrations in the areas of application-to-application and business-to-business electronic data interchange, connecting to cloud and on-premise systems from SAP and third-party systems across multiple protocols from within a

single platform. With standardisation, the iconic department store eases its ability to engage with partners and expand its global presence.

Using this technology to implement a source-to-pay process, Harrods can adapt to changing business processes without technical constraints.

For the IT team, standardisation means more time to focus on higher priorities by reducing the time spent on alerting and investigating errors. Harrods is now processing **two million transactions per week** through its digital channel, allowing it to simplify business operations and extend its operations into new markets, including China and Saudi Arabia.

“At Harrods, a cloud-first approach using leading IT technologies is the driver in IT. The integration landscape **evolving into a hybrid landscape** caters to cloud and on-premise technologies using SAP Integration Suite.”

Damien O'Dowd, Integration Lead, Harrods



~100,000

Products published online



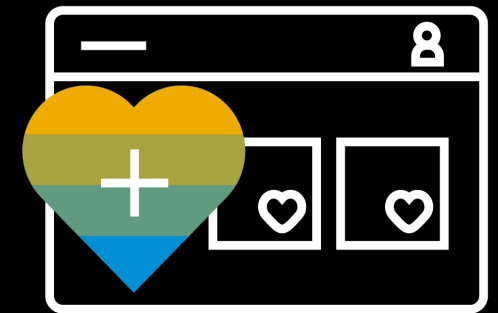
Fashioning More **Real-Time Digital Interactions**

Having successfully delivered its first project on the new landscape, Harrods has deployed more than 200 additional integration flows to production, of which more than 100 integration flows are completed on the organisation's global e-commerce platform.

Looking ahead, Harrods plans to deliver a defined set of services on the API layer in line with project delivery requirements.

In addition, the business also plans to redeploy its existing electronic data interchange landscape onto SAP Business Technology Platform, taking advantage of the Integration Advisor capability within SAP Integration Suite. The goal here is for Harrods to **accelerate business-to-business implementation** and maintenance scenarios using machine learning.

Finally, Harrods plans also include applying SAP Integration Solution Advisory Methodology to define and govern the integration strategy within the enterprise.





SAP Integration Suite Architecture at Harrods

Using SAP Integration Suite on SAP Business Technology Platform, Harrods has separated business critical transactions from other noncritical batch transactions and established a hybrid landscape by connecting to several SAP and third-party cloud and on-premise systems.

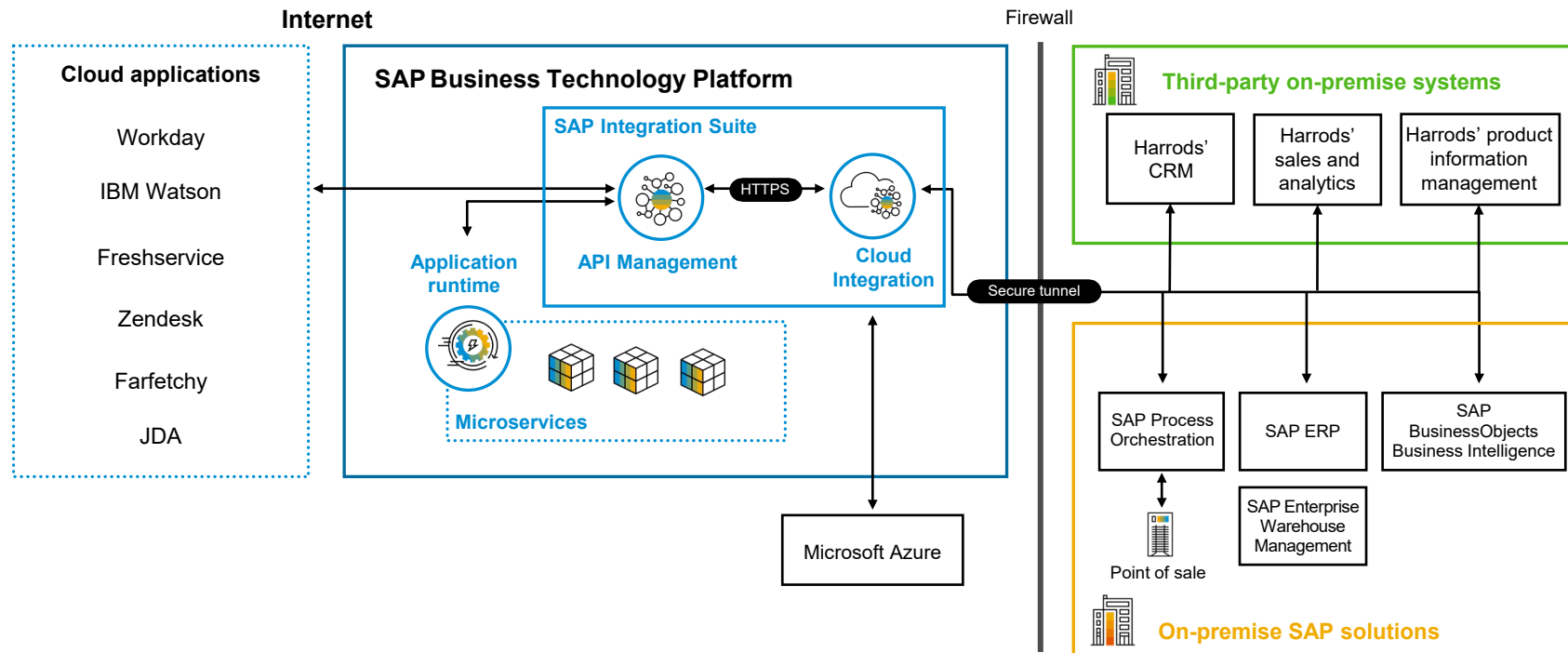


Figure1: SAP Integration Suite Architecture at Harrods

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