



Iaso - AI Support Assistant for SAP Integration Suite

Technical Datasheet

Iaso monitors SAP Cloud Integration for failed messages and analyzes each one with models deployed in the customer's SAP AI Core: root cause, suggested fix, severity, and category, with resolution memory in SAP HANA Cloud. This datasheet summarizes what is required to run the solution, how it is deployed, and how it handles data.

Prerequisites (in the customer's SAP BTP subaccount)

- SAP BTP subaccount with the Cloud Foundry runtime enabled
- SAP HANA Cloud instance with the hdi-shared service plan available
- Entitlements: Destination, Connectivity, Authorization and Trust Management (XSUAA)
- SAP Integration Suite tenant with the OData API enabled
- SAP AI Core with Generative AI Hub: an orchestration deployment and an embedding model

Deployment

- Installs as a single MTA archive with one cf deploy command; the database artifacts are created automatically on the HANA Cloud database mapped to the subaccount
- Connects to SAP Cloud Integration through a least-privilege API client with only the MonitoringDataRead role, configured as an OAuth2ClientCredentials destination
- Optional WorkspacePackagesRead role adds integration flow design context to the AI analysis; payloads remain inaccessible
- Small footprint: about 400 MB of application memory across two Cloud Foundry applications

Security and data

- Reads message headers, error information, and custom header properties, never payloads or attachments
- All data, including incidents, notes, and vector embeddings, stays in the customer's subaccount
- Viewer, Operator, and Administrator roles via XSUAA
- Weekly AI budget cap and per-incident retry limit keep AI consumption predictable

Onboarding and support

- Sygeon assists with MTA deployment, SAP Cloud Integration connectivity, and AI Core model configuration
- Email support from Sygeon included

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