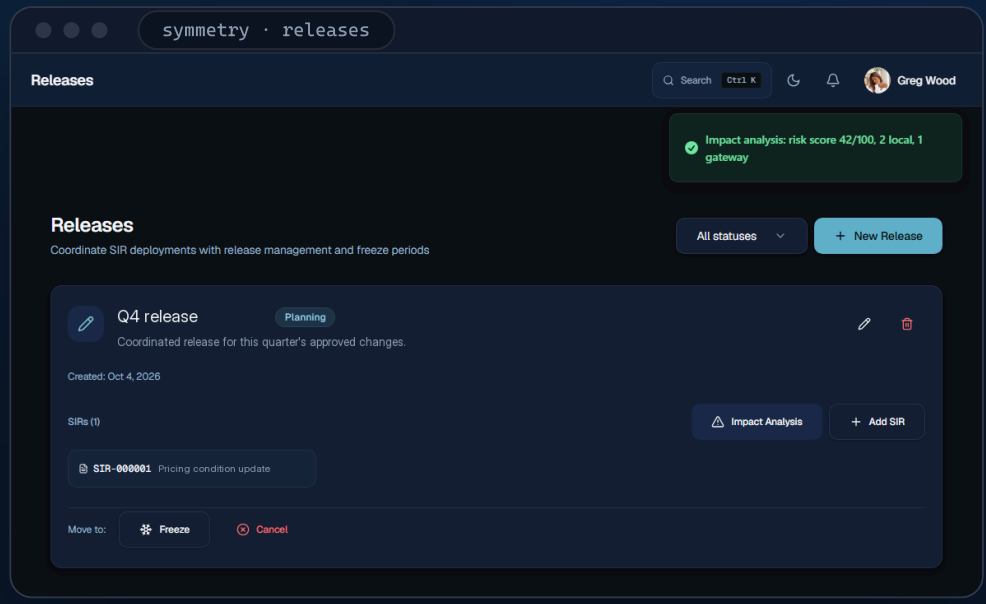
Symmetry BY LEC GROUP

AVAILABLE NOW · SAAS WITH A CUSTOMER-DEPLOYED GATEWAY

Every SAP change, traced from request to production import.

Symmetry is one platform for the full SAP change lifecycle: from a business-level System Improvement Request, through change requests mapped to transports, conflict checks and tier-by-tier migration, to a coordinated release in production. Visual workflow orchestration, organisation-defined roles and permissions, and a metadata-only SAP gateway so transport contents never leave your landscape.

SIR lifecycle · Change requests · Transport migration · Releases · Visual workflow canvas · Metadata only · S/4HANA Private Cloud & on-prem



One record from business request to production import. No spreadsheet in between.

SAP's transport system moves code and configuration between systems reliably. What it does not do is connect that movement to the business request, the approvals, the tests and the release plan that justify it. Teams bridge the gap with spreadsheets, email threads and tribal knowledge. Symmetry makes the link explicit, and keeps every step inside a governed workflow.

WHAT IT IS

A multi-tenant change-management platform for SAP landscapes. A System Improvement Request (SIR) owns one or more change requests, each mapped to an SAP transport. Migrations move each transport through your tiers with predecessor and overrun checks, and releases group SIRs for coordinated deployment with freeze windows.

WHO IT IS FOR

Enterprises running S/4HANA Private Cloud or on-premise with classical transport management, or gCTS on the same gateway contract. Buyers are SAP Basis and transport managers, change and release managers, application development leads and IT governance teams who need an audit trail they can hand to a reviewer.

WHY NOW

SAP Solution Manager, home of Change Request Management (ChaRM), leaves mainstream maintenance in December 2027. Private Cloud migrations are re-opening the question of how change is governed. Symmetry offers ChaRM-class sequencing protection without Solution Manager and without CTS projects, in a product your developers and auditors share.

WHERE IT STANDS

The lifecycle model, workflow engine, conflict and impact analysis, role-based access, enterprise sign-in and audit trail are built and tested. The SAP pipeline runs end to end through the gateway contract and the conflict check is validated against an SAP trial system; the first thing a pilot does is prove it on your landscape. The product is tuned as customers ask for more.

TRACEABILITY

1

linked record from SIR to change request, transport, tier migration and release

TRANSPORT CONTENT LEAVING SAP

0 bytes

Headers, object lists and queue state only. Never ABAP source, table contents or business data.

CONFLICT CLASSES DETECTED

4

Overtake, overwrite (downgrade), object lock, missing dependency, scored per tier

IMPORTS EXECUTED BY THE GATEWAY

0

Imports stay with your Basis team and are recorded against the SAP return code; transport release is capability-gated and only where you allow it

The data-residency answer for your security review. Symmetry's cloud never speaks RFC. All SAP access goes through a gateway you deploy inside your network, and the contract is metadata only: no source, no table contents, no before-and-after values.

Every SAP change touches four teams. Today they coordinate by email.

TM

Basis / transport manager

Owns the import queue

Imports what the spreadsheet says, in the order the email says, and finds out about an overtaken transport when production misbehaves.

CM

Change / release manager

Owns the calendar

Assembles releases from tickets, transports and test sign-offs that live in three different tools, then defends the freeze window by hand.

DL

Application development lead

Owns delivery

Cannot see which transports a business request still needs, or which of them are blocked on a predecessor that is sitting in QAS.

GA

IT governance & audit

Owns the evidence

Asks who approved a change, when, and against which test result, and receives a reconstruction rather than a record.

WHERE THE COST ACCUMULATES

- **No native link from request to transport.** SAP's Change and Transport System (CTS) tracks transports; nothing in it knows the business request, the approvals or the tests that justify them.
- **Sequencing errors reach production.** Overtakes, overwrites of newer objects and missing predecessors are the classic cause of post-import regressions, and they are invisible until the import log.
- **Approvals are informal.** A reply in a thread is treated as sign-off. There is no state machine, no role check and no record that survives staff turnover.
- **Security teams reject the alternatives.** SaaS tools that pull ABAP source or business data out of SAP do not pass review. Teams fall back to spreadsheets because they are at least harmless.
- **The incumbent is retiring.** ChaRM users must choose a successor, and re-platforming governance onto a tool that is itself leaving maintenance is not an option.

THE CONSTRAINT WE DESIGN AROUND

Governance must be stronger than a spreadsheet and safer than an extractor. Symmetry stores identifiers, states and display names. It never stores transport payloads, and it refuses gateway bodies and ABAP-looking text even in audit and error logs.

THE WINDOW IS THE MIGRATION

A move to S/4HANA Private Cloud carries the classical transport process across unchanged, but not the governance that wrapped it. Teams re-platforming now are choosing the change tool they will run for the next decade; Symmetry is built for exactly these landscapes, with classical CTS first and gCTS on the same gateway contract.

Request, build, check, move, release. One workflow, every tier.

STEP 1 · REQUEST

Raise a SIR

A System Improvement Request captures the business reason, functional requirements, suggested approach, priority, required date and the team assigned (developer, tester, approver, business analyst, project manager, technical writer). It is numbered from your own number range and follows the process you chose: for example Normal, Emergency or Express.

STEP 2 · BUILD

Map change requests to transports

Each change request records its SAP transport number and type (workbench or customizing), the system and client, estimated and actual hours, and the transport's object list synchronised from SAP through the gateway (see page 7). Dependencies between change requests are recorded manually or detected automatically.

STEP 3 · CHECK

Detect conflicts and impact

Per tier, Symmetry computes predecessor and overrun alerts: overtake, overwrite (downgrade), object lock and missing dependency, with severity. Impact analysis scores a change request, SIR or release from local object cross-references and gateway where-used data. A clean QAS does not clear production.

STEP 4 · MOVE & RELEASE

Migrate tier by tier

Migrations are queued and scheduled per tier. The import wizard gates on unresolved critical alerts in two steps, predecessors then overruns, and records the SAP return code. Releases group SIRs with freeze windows and a deployment date, and stamp when they went live.

WHAT ONE SIR CARRIES

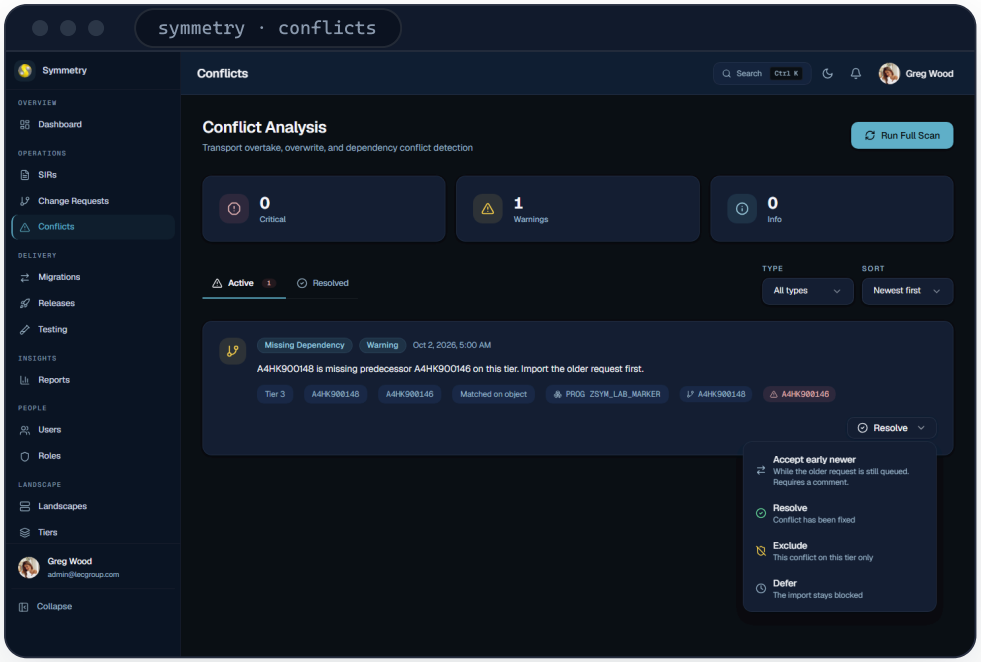
- **Overview**: status, process, project, business area, SIR type, priority
- **Requirements**: functional requirements, business reason, approach
- **Change requests**: transports, objects, hours, status
- **Documents**: specification, design, test script, release note records
- **Team**: named people in named roles
- **Dependencies**: requires, conflicts with, related to
- **History**: every status change and who made it
- **Comments**: threaded discussion with system events (data model)

Governance is a graph, not a checklist. Statuses and the transitions between them are yours to define. Each transition can require approval, can trigger an automatic migration, and can be scoped to a tier or a process. The workflow engine fires on status changes, migration completion and conflict detection.

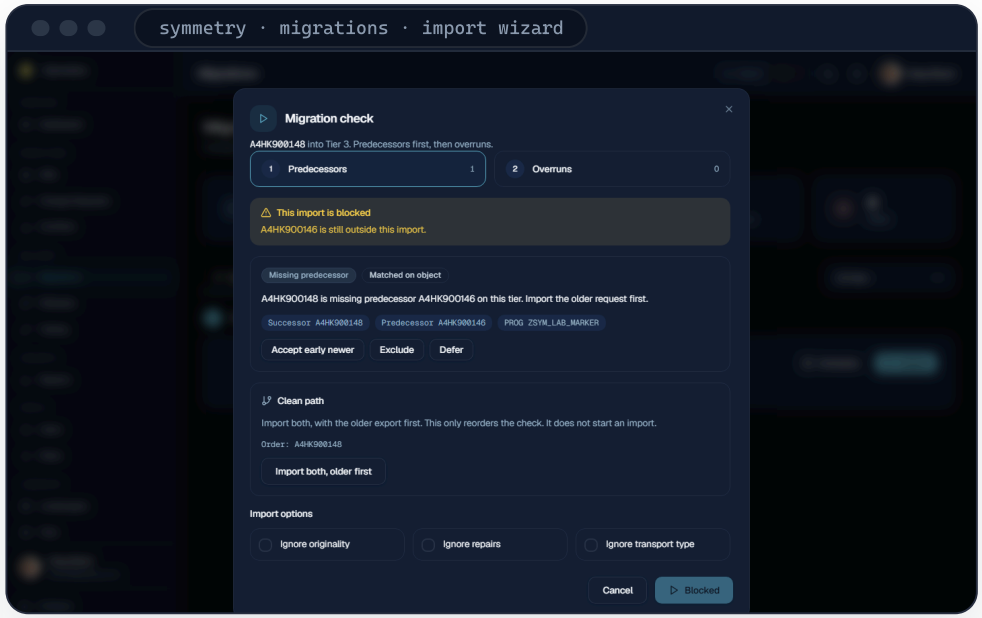
FAIL CLOSED, BY DESIGN

If the gateway is unreachable during a pre-migration conflict check, Symmetry does not invent a quiet "no conflicts". The migration waits until the check can be made.

Conflicts caught per tier. Imports gated before they happen.



Conflict analysis. A missing-predecessor warning on tier 3: the newer request is matched on object, the older request is named, and the resolution menu offers accept-early-newer, resolve, exclude on this tier, or defer. Development environment; transport numbers are from SAP's public ABAP trial system, not a customer landscape.



Migration check. Predecessors first, then overruns. This import is blocked because its predecessor is still outside the import; the clean path is offered, and import options stay explicit. Nothing here starts an import in SAP.

Dashboard that answers "what needs me?"

Widgets for open SIRs, my change requests, pending migrations, active conflicts, pending approvals and recent activity, arranged per user, in light and dark themes.

Pending approvals, by role

Approvers see exactly the SIRs waiting on them as assigned approvers for a transition that requires approval. Recording an approval requires a second factor when your policy says so.

Releases and impact

Group SIRs into a planned, frozen, ready and deployed release, and run impact analysis across everything in it before the window opens.

ALSO IN THE PRODUCT

- Command palette
- In-app help & guides
- Notifications
- Installable web app
- Error triage for admins

Screenshots: Symmetry development environment, signed in as LEC Group's own admin. Transport numbers are from SAP's public ABAP trial system; no customer data.

Draw the process you actually run. Then let it enforce itself.

VISUAL WORKFLOW CANVAS

Administrators see every status as a node and every allowed transition as an edge on an interactive canvas with automatic layout. Drag to connect two statuses and a transition is created; edit it to require approval, trigger an automatic migration, or scope it to a tier or a process. Positions are saved so the diagram you review is the diagram your team sees.

Processes (for example Normal, Emergency, Express) decide what is copied when a SIR is created and whether test scripts are allowed. Statuses carry colour and sequence so boards and charts stay consistent.

RULES ENGINE

Workflow rules fire on status change, field change, migration completion or conflict detection and act by email, in-app notification, outbound webhook or automatic migration. Templates can reference the SIR number and title, status and previous status, project, business area, user, timestamp, tier and conflict details.

APPROVALS THAT HOLD UP

A transition marked "requires approval" waits for a named approver on the SIR team. Recording the approval goes through the server, is written to the audit trail, and requires the approver to be signed in at the higher assurance level with a second factor when your policy demands it. Invites, role changes, deactivations and landscape deletions ask for a fresh step-up confirmation that lasts ten minutes.

EXAMPLE: THREE-TIER PROCESS

STATUSES ARE ORG-DEFINED



Illustrative. Your statuses, transitions, approval points and tiers are configured on the canvas, not hard-coded.

ROLES & PERMISSIONS

Organisation-defined roles with a permission matrix of view, manage, approve and migrate across projects, business areas, processes, statuses, tiers and SIR types. Changing roles is an elevated action that requires step-up confirmation.

AUDIT TRAIL

Every data mutation is recorded with actor, entity, action, before and after values, and address. Inserts come only from the server; a user session cannot forge an entry. Values are identifiers and display names, never SAP payloads.

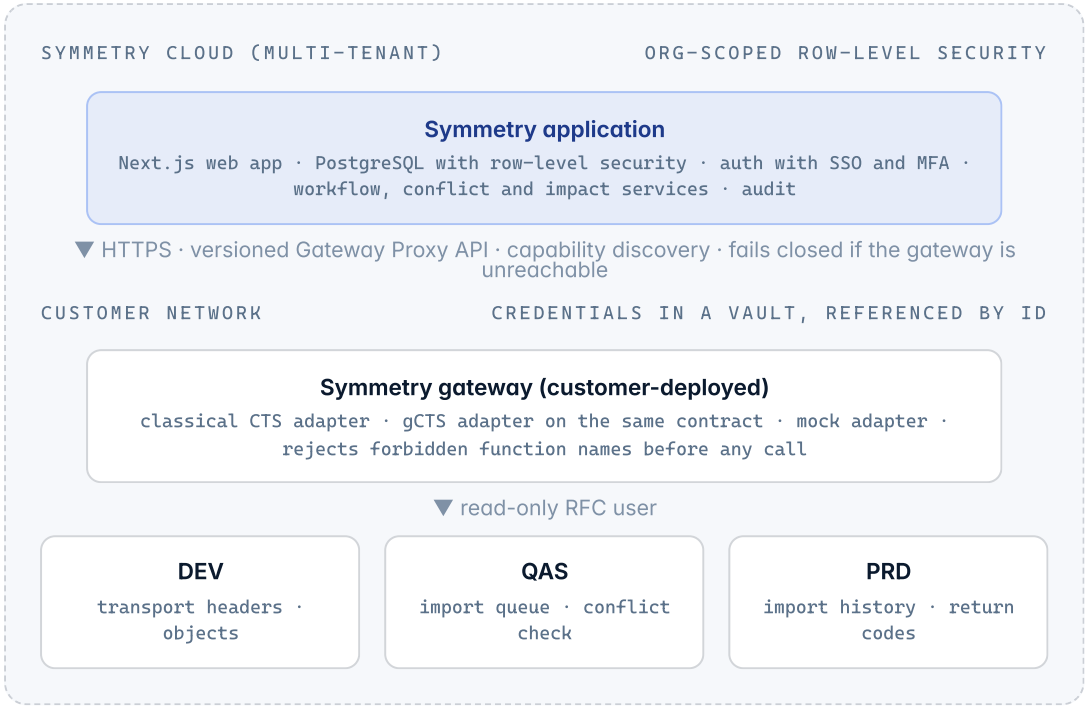
What the platform does. Tuned further as customers ask.

CAPABILITY	WHAT IT DOES
SIR lifecycle	Creation wizard, numbering, team roles, requirements, dependencies, history
Change requests & transport objects	Transport number and type, object list, hours, dependencies with per-tier satisfaction
Workflow canvas & rules engine	Org-defined statuses and transitions; approval and auto-migrate flags; event-driven rules
Conflict detection	Overtake, overwrite, object lock, missing dependency; per-tier; fail-closed gate
Impact analysis	Risk score per CR, SIR or release from local objects and gateway where-used
Migrations & import wizard	Queue, schedule, predecessors then overruns, return-code tracking
Releases & freeze windows	Planning, freezing, ready, deploying, deployed; release-level impact analysis

CAPABILITY	WHAT IT DOES
Landscape model	Installations, instances, clients and tiers; sandbox and training instance types
Dashboard & widgets	Nine widgets, per-user layout, command palette, help hub
Notifications	In-app inbox and email with per-user preferences and categories
Enterprise sign-in & MFA	Microsoft, Google, SAML SSO by domain; TOTP with recovery codes; step-up for elevated actions
Roles & permission matrix	View, manage, approve, migrate across six entity types; API keys for CI/CD
Audit trail	Server-only inserts; identifiers and display names only; SIR history and activity feed
SAP gateway contract & mock pipeline	Versioned REST contract, capability discovery, reference gateway, end-to-end proven on mock adapter
SAP transport sync	Classical CTS adapter through the customer-deployed gateway; conflict check validated against an SAP trial system; proven on your landscape in the pilot

Capabilities reflect the product codebase as of October 2026, each covered by automated tests.

The cloud never speaks RFC. Your gateway speaks metadata.



TENANT ISOLATION

Every tenant table carries the organisation id and is protected by row-level security. Administrative writes require an organisation admin. A database test proves a second organisation cannot read another's rows.

ENTERPRISE SIGN-IN

Email and password with a strong policy, Microsoft and Google sign-in, and SAML SSO by email domain. TOTP two-factor with recovery codes. Admins and approvers operate at the higher assurance level; destructive admin actions need a fresh step-up confirmation.

SECRETS

SAP credentials are stored in a vault and referenced by id; API keys for CI/CD are hashed and can expire; origins are allow-listed and fail closed.

WHAT THE GATEWAY READS

- Transport headers: number, type, status, owner, date, description
- Object lists: program id, object type and name, lock flag, customizing keys
- Transport routes, import queues, import history, return codes, conflict-check rows and where-used references

WHAT IT NEVER READS

- ABAP source or any transport payload
- Table contents, business documents, before-and-after values
- No gateway-executed imports; transport release is capability-gated and only where you allow it
- Audit, notification and error logs reject payload-like content

READ-ONLY SAP POSTURE

The gateway's RFC user is display-only, and the one object installed in SAP is a single read-only conflict-check function module. The gateway refuses transport-management, dispatcher and generic table-read function modules by name before any call is made. We prefer the SAP authorisation trace to prove it in your landscape.

No SOC 2, ISO 27001 or SAP certification is claimed. Controls above are implemented in the product and can be inspected during a pilot.

Fits the landscape you have. Starts in weeks, not quarters.

01
Week one · organisation
Create the organisation, define roles and permissions, invite users with SSO or MFA.

02
Week one · landscape
Register installations, SAP instances, clients and tiers. Define processes, statuses and transitions on the workflow canvas; set SIR types, projects and number ranges.

03
Week two · gateway
Deploy the Symmetry gateway inside your network with a read-only RFC user, store the API key in the vault and run the connection test.

04
Weeks three to six · pilot
Run one project's SIRs end to end: transports registered via the API (or synced once the live leg is enabled), conflicts checked per tier, migrations recorded, a release deployed.

05
Ongoing · operate
Connect CI/CD, tune rules and notifications, review audit evidence with your governance team. Roll out to further installations.

SAP EDITIONS

S/4HANA on-prem	**Yes** classical CTS · **gCTS** same contract
Private Cloud	**Yes** classical CTS · **gCTS** same contract
Other TMS systems	**Same adapter** BW, CRM, GTS
Public Cloud	Not in scope no classical CTS

INTEGRATIONS

- **CI/CD:** REST API with API keys to query and register transports from Jenkins, Azure DevOps or GitLab CI; inbound webhooks for transport, SIR and build events
- **Outbound webhooks** from workflow rules to any system you run
- **History import** scripts for teams moving from the earlier, on-premise generation of Symmetry

DEPLOYMENT & COMMERCIAL MODEL

Symmetry is offered as a multi-tenant SaaS with a customer-deployed gateway. A single-tenant or self-hosted tier is on the roadmap and the architecture is kept ready for it. Licensed per organisation under a proprietary licence; ask us for a proposal. Scope, support terms and the landscapes covered are agreed per engagement, and where you need a capability the platform does not have yet, we build it with you.

CUSTOMER-SIDE FOOTPRINT

1 gateway

A small service inside your network plus a read-only RFC user

OBJECTS INSTALLED IN SAP

1 read-only module

A display-only RFC user plus one read-only conflict-check module, installed with you during the pilot

END-TO-END PIPELINE

6/6

Connection, read and sync checks pass end to end against the gateway contract; your landscape is proven in week one of the pilot

AUDIT ENTRIES A USER CAN FORGE

0

Every audit entry is written server-side with actor and action; a signed-in session cannot insert or edit one

ChaRM-class protection without Solution Manager.

NOW

- Full lifecycle model, workflow canvas and rules engine
- Conflict and impact analysis, migrations, releases
- SSO, MFA, roles, audit, notifications
- Classical CTS through the customer-deployed gateway

NEXT, WITH CUSTOMERS

- Test scenario management and per-tier results screens
- Document file storage
- Reports: SIR analytics, migration velocity, conflict trends, exports
- gCTS adapter proven on a customer landscape

LATER

- Gateway-executed imports where policy allows
- Self-hosted and single-tenant tier; outbound agent for locked-down networks
- SAP Cloud ALM correlation
- Passkeys, push notifications, organisation-wide audit browser with export

COMPARED WITH	WHERE SYMMETRY DIFFERS
Solution Manager ChaRM	Same class of downgrade and predecessor protection, re-asked per tier, without Solution Manager, CTS projects or a product that leaves maintenance in 2027.
SAP transport-control add-ons	Business-to-technical traceability from SIR to release in one multi-tenant product, with a visual workflow editor and org-defined statuses rather than a fixed process.
Spreadsheets and email	A state machine with approvals, a fail-closed conflict gate, a server-written audit trail and notifications. Nothing to reconstruct for the auditor.
Generic ITSM change modules	SAP-native: transports, object lists, tiers, import queues and return codes are first-class, not free-text fields.
Extractor-style SaaS	Metadata only, through a gateway you deploy. No ABAP source or business data leaves your landscape.

Does Symmetry write to SAP?

Not by default. The gateway reads transport metadata and queue state with a display-only RFC user. Imports are performed by your Basis team and recorded in Symmetry against the SAP return code; transport release through the gateway is a capability you can leave disabled.

Can our security team inspect what leaves SAP?

Yes. The gateway contract is a versioned OpenAPI document we share on request, the gateway runs in your network, and its capability endpoint declares the metadata-only data policy.

Do we have to adopt a fixed process?

No. Statuses, transitions, approval points, tiers, SIR types and roles are all defined per organisation on the workflow canvas.

What about CI/CD pipelines that already handle transports?

They keep working. Register and query transports through the API with an API key, or send transport events to the webhook so Symmetry stays the record of truth.

Roadmap items are intentions, not commitments; sequence follows what customers ask for.

Built by people who move SAP transports for a living. Let's run one of yours through it.

LEC Group

LEC Group is a technology company that builds production software and delivers deep SAP expertise. Our products are designed by people who implement SAP for Fortune 500 companies, and we measure success in production go-lives rather than decks. The portfolio is intentionally focused: **Symmetry** for SAP change management, **Infusion Desk** for AI SAP incident intelligence, **Sebenza** for seasonal workforce management (live in New Zealand), and **incub8ai** for a local-first AI workforce, alongside an SAP Global Trade Services practice across the US, EMEA and Latin America.

HOW WE BUILD

- Every screen passes a measured design gate with accessible contrast in light and dark themes
- Strict typing, lint and automated tests on every change; database policies tested
- Security advisories remediated before features ship
- Metadata-only contract enforced in code, not just in documentation

SISTER PRODUCT

Infusion Desk diagnoses SAP incidents from short dumps and system logs. A deep link between the two products is on the roadmap so an incident can open on the change that caused it.

Bring one change. We trace it from request to import.

Symmetry is for organisations running S/4HANA Private Cloud or on-premise who want governance stronger than a spreadsheet and safer than an extractor. The first step is a thirty-minute walkthrough in which we take one of your recent changes through Symmetry, end to end; the pilot then proves the gateway on your own landscape.

Bring one change
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WHAT HELPS US PREPARE

- Your landscape: installations, tiers, clients, classical CTS or gCTS
- How a change is approved today, and who signs off per tier
- Whether a gateway can run inside your network with a read-only RFC user
- Which CI/CD or ITSM tools already touch transports

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