

Agenda

The integration challenge

SAP HANA Cloud Integration (HCI)

Integrating with SAP Hybris Cloud for Customer (C4C)


















Live Demo

Contact information & Important Links



The integration challenge

SAP Cloud and OnPremise Portfolio

	HR	Omni-channel Commerce & Customer Engagement			Procurement & Travel	Finance	
Public Cloud	Human Resources  successfactors <small>An SAP Company</small>	Marketing  Hybris Marketing Social Media Analytics	Sales  Cloud for Sales ²	Service  Cloud for Service	Procurement    FIELDGLASS	Supply Chain Management  S&OP Cloud on HANA	CFO Office  Simple Finance* Business ByDesign SAP Business One
	Collaboration			SAP Jam, Business Network			
Managed Cloud and OnPremise	 Suite on HANA (HR)	Omni-channel Commerce  	 CRM on HANA (for Industries, Billing & Revenue)	 CRM on HANA (for Industries)	 Suite on HANA (MM)	SCM, PLM & Manufacturing  Suite on HANA (SD, MM, PP & PLM)	 Simple Finance Suite on HANA (FICO), GRC
	Analytics			BI (BusinessObjects), EPM, BW on HANA			

INTEGRATION CHALLENGES

Master data Synchronization?

On-premise SAP?

Non-SAP systems?

Standard Integration?

Technical protocols?

Upgrade?

Customized SAP?

**Data Security and
Compliance?**

**Cloud Integration?
Integration technology?**

Cost to implement?

End-to-End Monitoring?

Monitoring?

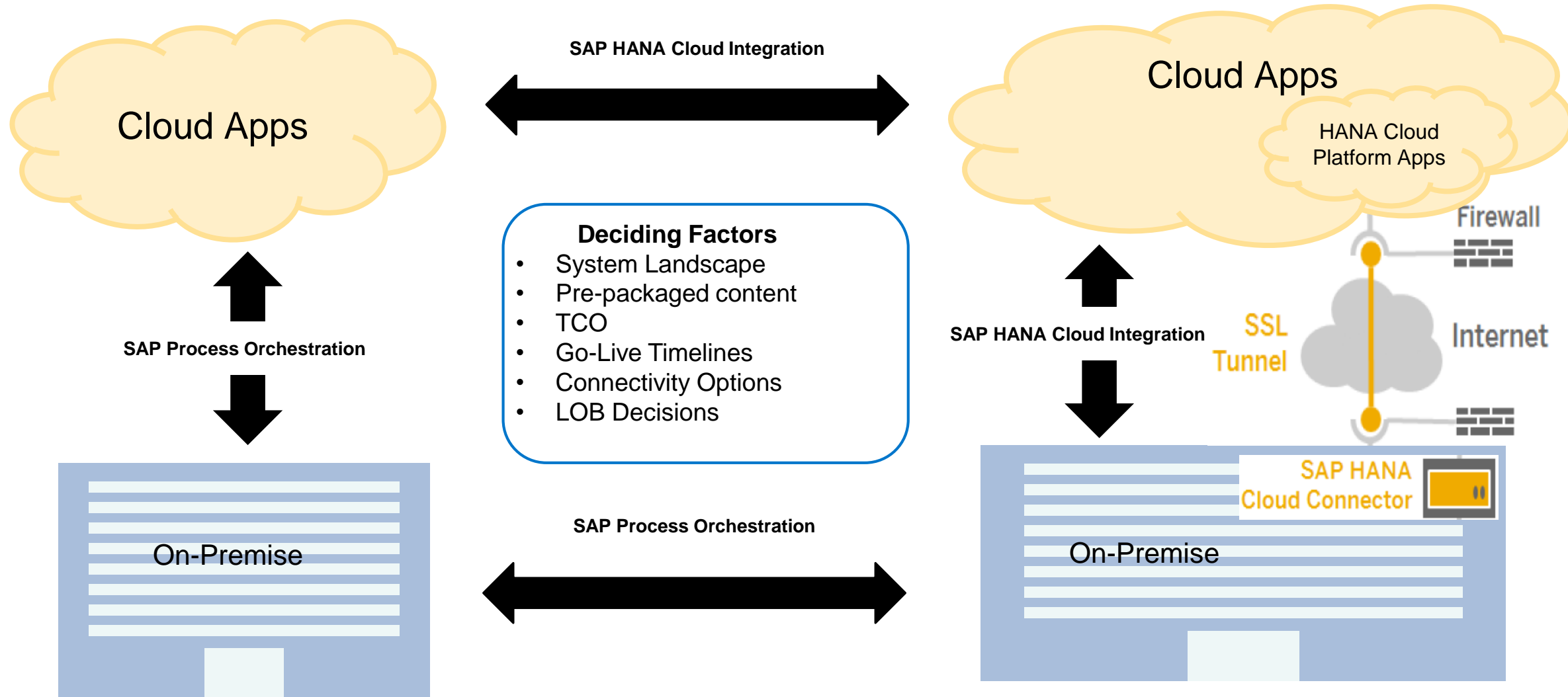
Support?

Time to implement?

Real-Time Business Process Integration?



SAP Process Orchestration, HANA Cloud Integration and HANA Cloud Connector – SAP’s complementary offerings



SAP HCI, SAP Process Integration, SAP HANA Cloud Connector

When to use what

General Infos

- All products will be developed and marketed in parallel and are fully complementary
- Pre-packaged integration content is shipped for SAP HANA Cloud Integration as well as SAP Process Integration

Opportunities for SAP Process Integration

- Leverage invests into existing SAP Process Integration landscape
- Systems that need to be integrated are mainly on premise, less or no needs for integration of cloud applications

Opportunities for SAP HANA Cloud Integration

- Focus on cloud strategy, have the need for cloud to cloud integration, have the leading system(s) within the cloud
- Need of compliance scenarios, such as e-invoicing and payroll, to integrate with legal authorities
- Do not have SAP Process Integration on-Premise
- Do not want to invest into an on-Premise middleware and bear the costs associated with it (system set up, maintenance etc.)
- Prefer subscription fee based license model
- Require fast innovation

Opportunities for SAP HANA Cloud Connector

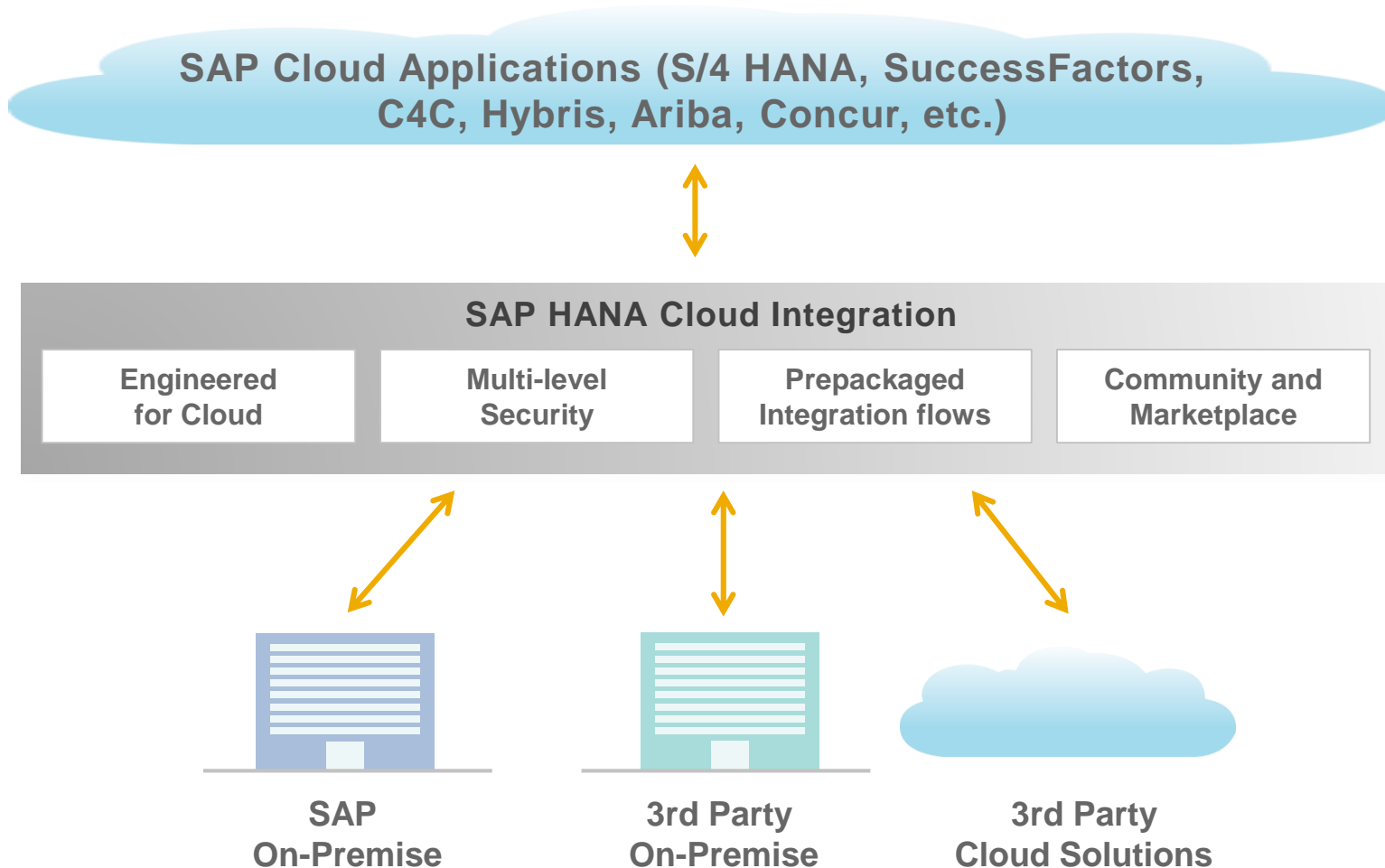
- Need for integration with cloud applications, but no mediation required, such as mapping or routing



SAP HANA Cloud Integration (HCI)

SAP HANA Cloud Integration (HCI)

Lowers cost, increases speed, and enhances simplicity for our customers



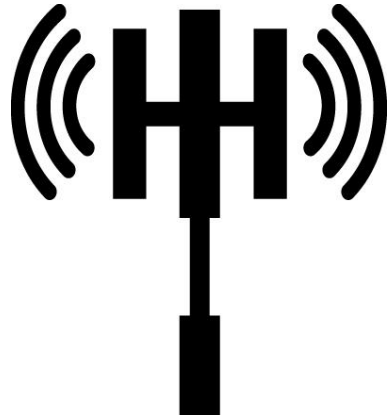
- Strategic service for OD-OD & OP-OD integration **build on SAP HANA Cloud Platform**
- **Pre-packaged integration content** hub in cloud – “Discover, Configure, Manage”
- **Engineered for Cloud:** Multi-tenancy, rolling software updates, horizontal scalability. Subscription-based usage
- Strong focus on security including data isolation
- Integration with SAP Cloud Connector for secure tunnel into on-premise landscape
- Used by S/4 HANA, SuccessFactors, C4C, Hybris, Ariba, Concur, FSN, etc.
- Complementary offering to SAP PI
- **Open for partners:** Content, connectivity etc.
- Available as
 - SAP HCI Standard Edition, SAP HCI Professional Edition
 - SAP HCI Developer Edition
 - SAP HCI Application Edition (bundled with SAP cloud apps.)
 - SAP HANA AppServices, Premium Edition

SAP HANA Cloud Integration

Connectivity Protocols and Security

Connectivity Protocols

- HTTP (S)
- SOAP
- OData
- REST
- SFTP
- Email
- SuccessFactors
 - SOAP
 - REST
 - ODATA
- IDoc
- Ariba
- Facebook
- Twitter
- Adapter Development Kit



Security

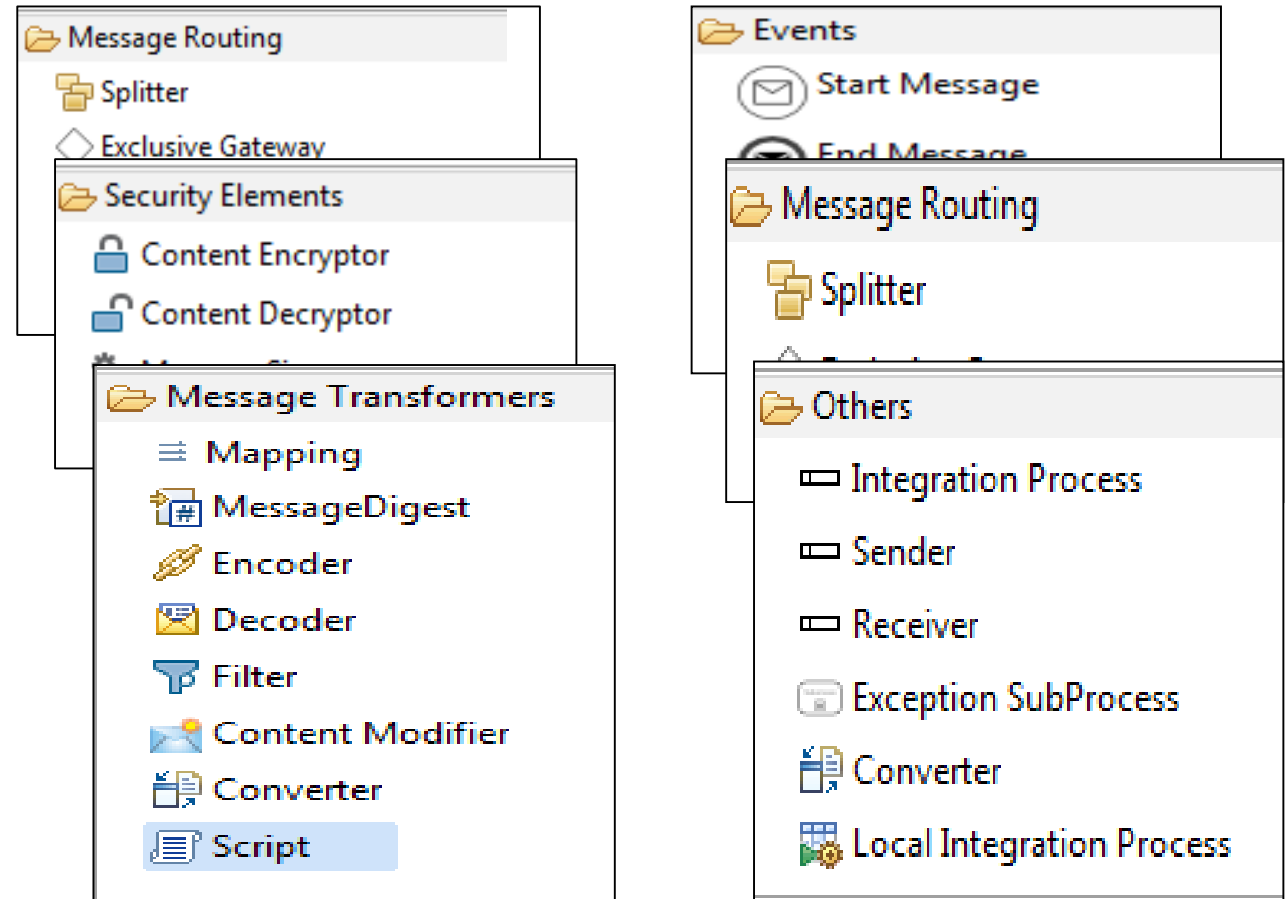
- Transport level: HTTPS, SFTP, basic authentication, certificate based client authentication
- Payload level: Encryption, decryption, signing, signature verification
 - PGP
 - WS Security
 - XML Signature
 - PKCS#7
 - Message Digest
 - Encoding/Decoding
- Secure key store
- Encrypted Data Persistency



SAP HANA Cloud Integration

Light-weight Orchestration Capabilities

- Flexible Pipeline
- Independent and reusable process steps
- 35+ different Steps available
 - Message Transformation
 - Message Mapping
 - Message Routing
 - Security Elements
 - Events
 - Scripting
 - Tasks
 - Data Store Operations
 - Many more...



SAP HANA Cloud Integration

A quick comparison with Process Integration Orchestration

	SAP HANA Cloud Integration (SAP HCI-PI)	SAP Process Integration & Orchestration On-Premise (SAP PI & SAP PRO)
Deployment	Cloud based service offering hosted by SAP	On-premise installation in customer landscape
Responsibility of configuration & operations	SAP	Customer
Supported scenarios	Standard and Professional Edition, Developer / Partner Edition, Application Edition, FSN, HCP	“Unlimited” (any-to-any) integration scenarios A2A, B2B, ...
License model	Subscription fee	Product license & annual fees
Architecture	<ul style="list-style-type: none"> ▪ Rolling software update ▪ Virtualization, multi tenancy, data isolation ▪ Automated failover 	<ul style="list-style-type: none"> ▪ Single tenant solution, no built-in virtualization capabilities ▪ Failover to be configured by customer ▪ nZDM for SP / EHP updates
Prepackaged content	Available for selected SAP Cloud solutions	Available for a wide variety of on premise SAP / non-SAP applications
Operations	<ul style="list-style-type: none"> ▪ By SAP Cloud Managed Services ▪ Integrated with Service Provider Cockpit (internal) ▪ Local monitors and SAP Solution Manager 	<ul style="list-style-type: none"> ▪ By customer ▪ Integration with SAP Solution Manager ▪ Local monitors
Preferred usecases	<ul style="list-style-type: none"> ▪ Cloud--Cloud Integration, Cloud—On Premise integration 	<ul style="list-style-type: none"> ▪ On Premise integration, Cloud—On Premise integration

Accelerated integration through HCI content packages

Supporting your journey to the cloud

SAP HANA Cloud Integration

Extensible content

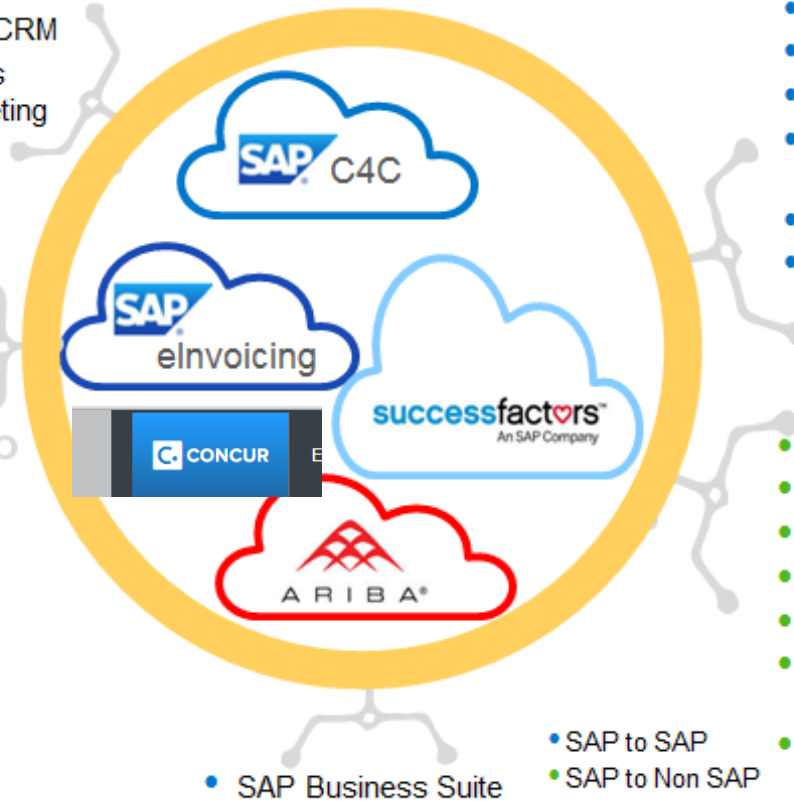
- SAP ERP
- SAP CRM
- Hybris Marketing

Instant deployment

- for Chile
- for Italy
- for Peru
- for Spain

For SAP & Non SAP

From SAP & Partners



- EC Integration with S/4HANA
- EC with SAP EPM
- HCM Suite Onboarding with SAP ERP HCM
- HCM Suite Talent Management integration with SAP ERP HCM
- LMS Curricula with SAP HCM Qualification
- Rapid Data Migration to SAP Cloud for HR, Workforce Analytics

- EC with 3rd Party Benefits Vendor - Benefitfocus
- EC and IBM Kenexa Requisition Field Association
- EC with Kenexa - Jobcode Default Data
- SAP Best Practices for EC 3rd Party Integration
- HCM Suite Talent Management Data Integration
- RCM with 3rd Party Assessment Vendor-People Answers
- RCM with 3rd Party Assessment Vendor-SHL

Check out <https://cloudintegration.hana.ondemand.com>

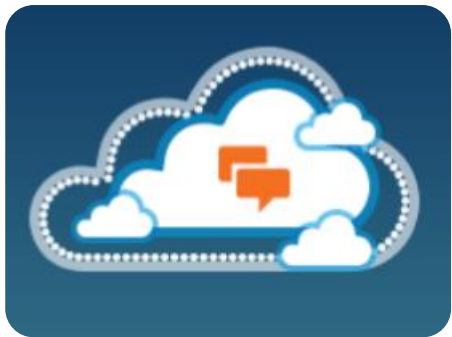


Integrating with SAP Hybris Cloud for Customer (C4C)

SAP Cloud For Customer Integration Strategy

Preferred: HCI and Netweaver PI

- Support SAP's Cloud based and OnPremise middleware for process and data integration technology



INTEGRATION CONTENT

- 100+ pre-packaged and extensible integration flows (iFlows)



OPEN APIs

- Rich set of OData and SOAP web service APIs

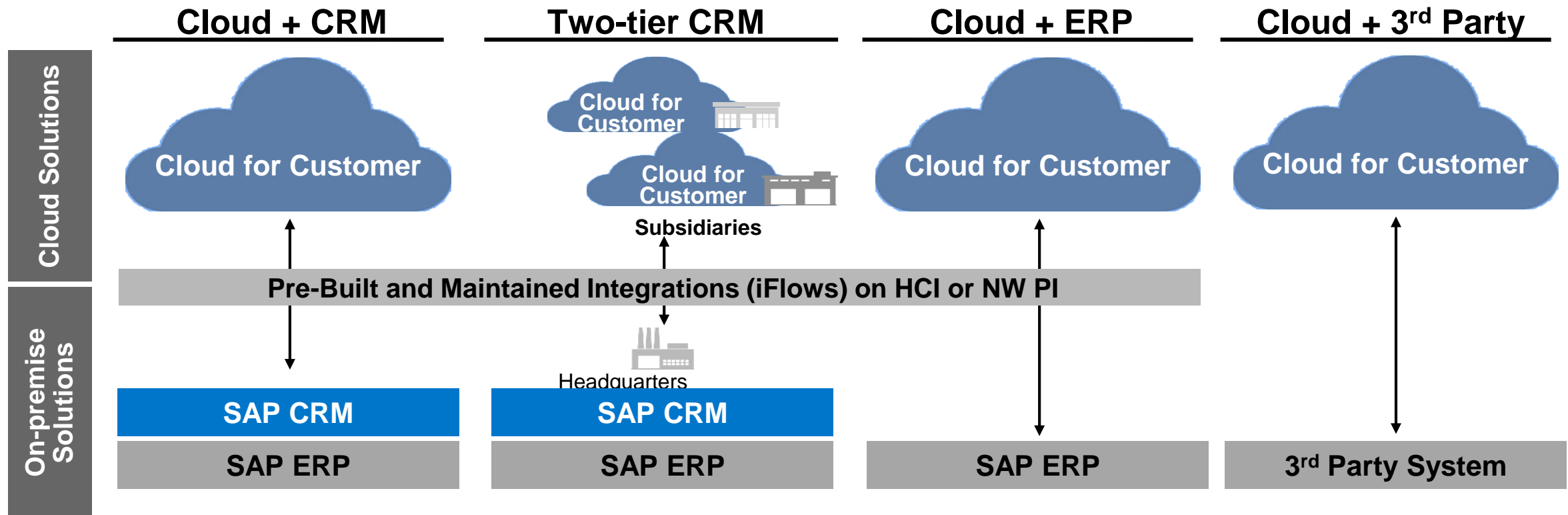


MASH-UPS (UI & DATA)

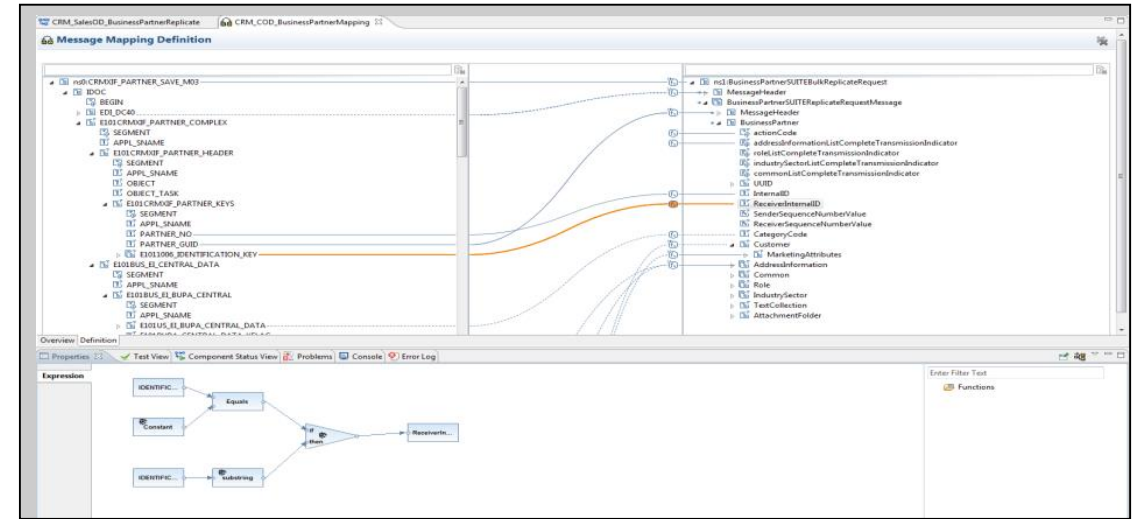
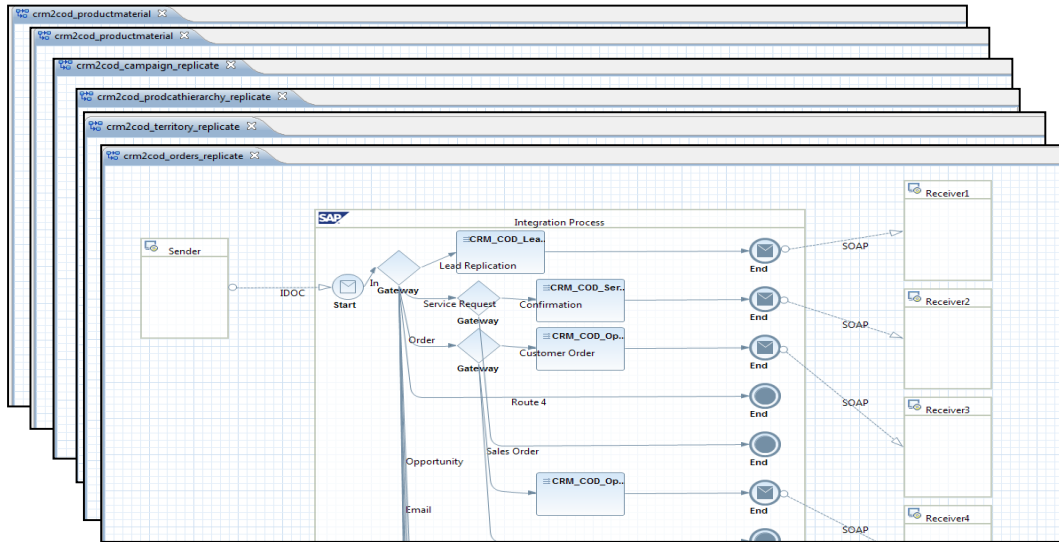
- Native support for URL, HTML and Data mash-ups.



Packaged Integration For On-Premise Integration



Prepackaged Integration Content



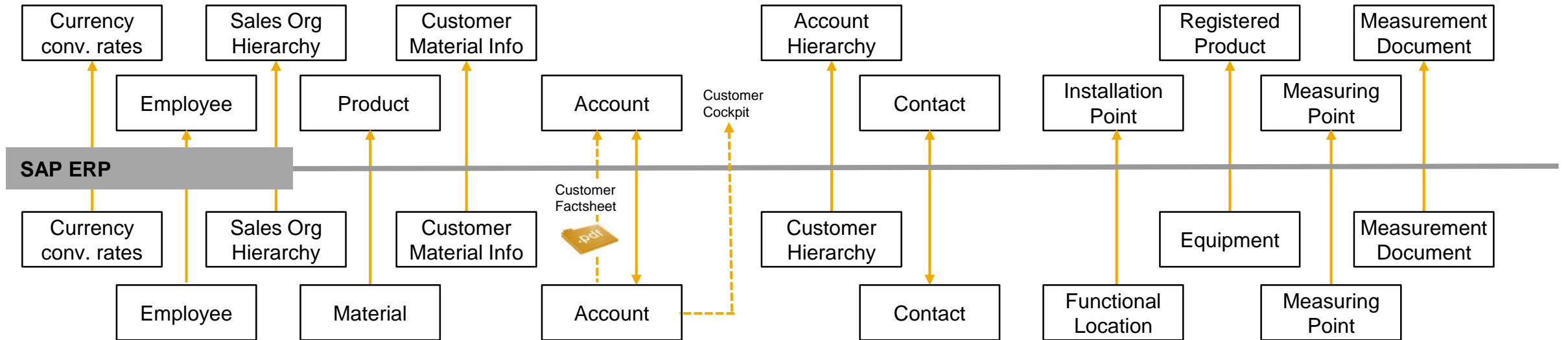
- iFlows are standard integration content from SAP
- iFlows run on HCL and NetWeaver PI
- Each iFlow contains logical and technical routings

- User defined functions required for standard integration delivered. Can be customize by customers.
- iFlows contain predefined mappings with 100+ fields mapped, user defined functions, and routing rules.

SAP Cloud for Customer Integration with SAP ERP

Master Data View

SAP Cloud for Customer

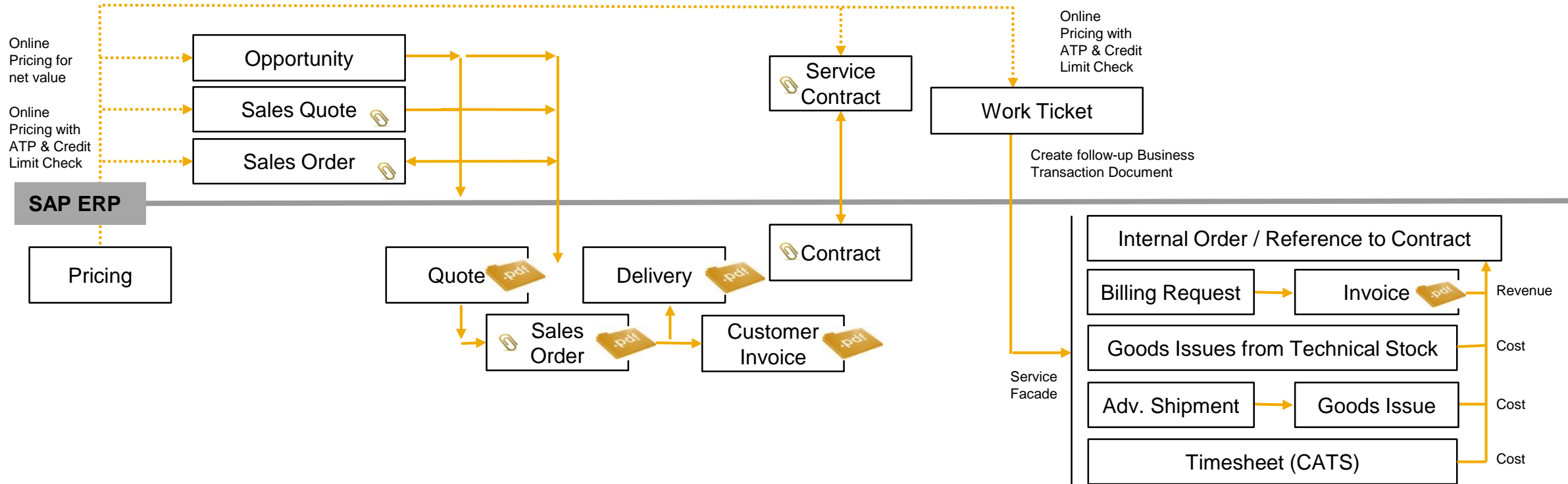


- Real-time integration of master data (accounts, prospects, contacts, products)
- Additional real-time master data integration for currency conversion rates, account hierarchy, sales org hierarchy etc. and call to ERP SD pricing supporting the full pricing flexibility of ERP SD.
- SAP ERP Customer Cockpit launched via a standard mashup
- Price condition replication from ERP to C4C to support offline pricing

SAP Cloud for Customer Integration with SAP ERP

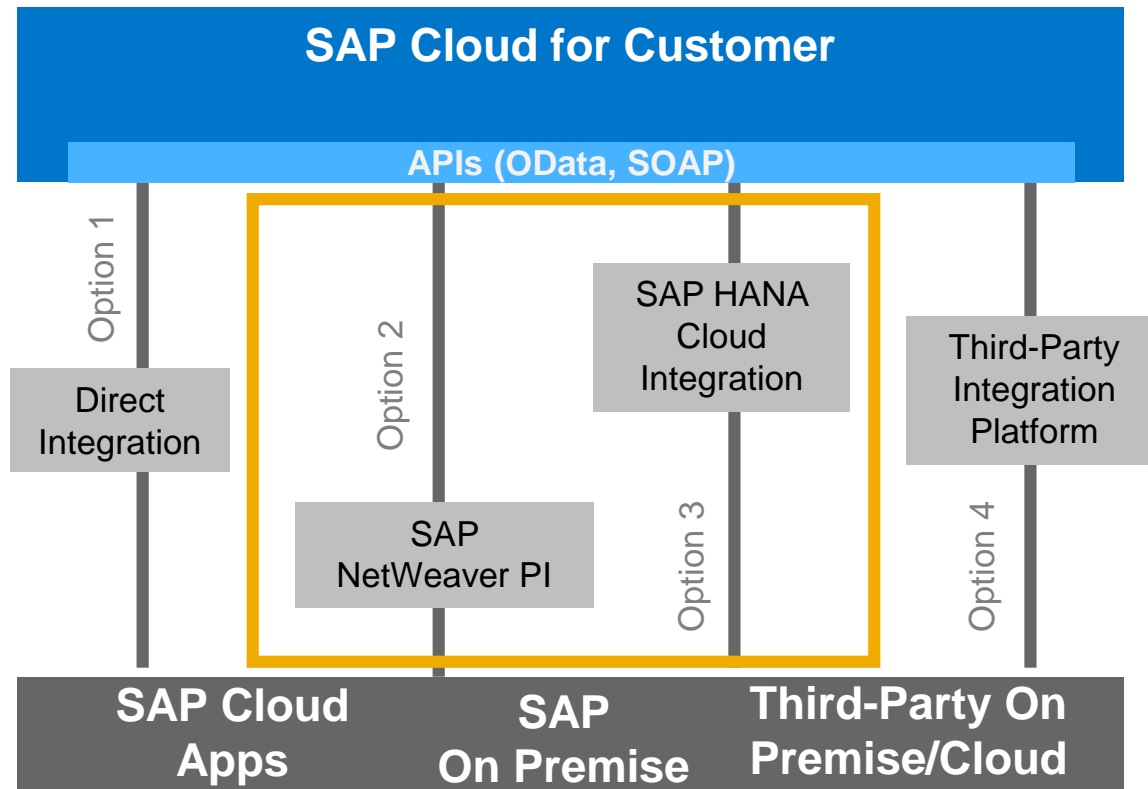
Transactional Scenario View

SAP Cloud for Customer



- Real-time integration of transactional data (opportunity real-time pricing, quote and sales order requests, quote to sales order request), recent orders update
- Real-time PDF preview of multiple ERP Documents via Document Flow.
- ERP ID's, such as billing request ID, returned to C4C.
- Replication of contract and quote attachments from C4C to ERP. Service contract replication / ERP contract as cost collector, price simulation in contracts

Open API's



- Rich set of public SOAP Web Services
- OData APIs
- Can be used by customers or partners with SAP's or third party integration platforms

Examples:

- Direct integration for Facebook, Jam, Outlook
- SAP PI/HCI for ERP/CRM, non-SAP ERP
- 3rd party when tool is already in place and skilled experts on project

Pre-packaged integration content for SAP ERP and SAP CRM integration is provided on SAP NetWeaver PI/SAP Process Orchestration & SAP HANA Cloud Integration

Mash-ups (UI & Data)

The screenshot shows a customer profile for 'Lowe's' in the InsideView Enterprise application. The page is divided into two main sections: a left-hand sidebar for customer details and a main content area for company information.

CUSTOMER
Lowe's

Status: Active
Name: Lowe's
Prospect:
ABC Classification: B-Account
* Role: Customer
Address: 1000 Lowe's Blvd.
Mooresville NC 28117
United States
Primary Contact:
Phone: +1 (704) 758-1000
E-Mail: owner@lowes.com
Top-Level Account: Lowe's New York #1674
Parent Account: Lowe's New York #1674
Web Site: www.lowes.com

OVERVIEW FEED CHARTS CONTACTS ACC

Sales Intelligence for Accounts (insideview.com)

Lowe's Companies, Inc. | Not the right company?

Overview	People	Buzz	Family Tree	Competitors	M
Ownership	Public Company (NYSE:LOW)				
Industry	Home Furnishings View Profile				
Turnover(ttm)	£33,929.5M Financial Details				
Employees	175,000				
Description	Lowe's Companies, Inc. (Lowe's) is a home improvement				

Smart Agent Results
There are no agent results for the last day(s).
View: News | Buzz

InsideView Enterprise

The screenshot shows the 'New Data Mashup' configuration interface. It features a progress bar with four steps: 1 Define General Information, 2 Define Mashup Details (current step), 3 Review, and 4 Confirmation. The interface includes navigation buttons (Previous, Next, Finish, Cancel) and a central authoring canvas with a grid. The canvas contains several building blocks: 'Mashup In-Port / Out-Port', 'Reverse lookup information', 'Fetch Content', 'Local Search (yahoo...)', and 'Mashup Out-Port'. A user input field labeled '(userInput0)' with the value '94304' is connected to the 'Fetch Content' block. The interface also includes a 'User Inputs / Output' section and a 'Preview Result' button.

New Data Mashup
Status: Active Mashup Category: Productivity & Tools Port Binding: Reverse Lookup Mashup Name: TEST

1 Define General Information 2 Define Mashup Details 3 Review 4 Confirmation

< Previous Next > Finish Cancel

To create a mashup, drag and drop building blocks onto the central authoring canvas. Using the cursor, draw connections between blocks. Select a building block to edit its properties in the Properties pane. Click Preview Result to test the mashup and adjust way

Parameters Mashup In-Port / Out-Port
Reverse lookup information Reverse lookup result information
Sources Fetch Content
Local Search (yahoo...)
Actions Mashup Out-Port
Out-Port parameters ...
User Inputs / Output

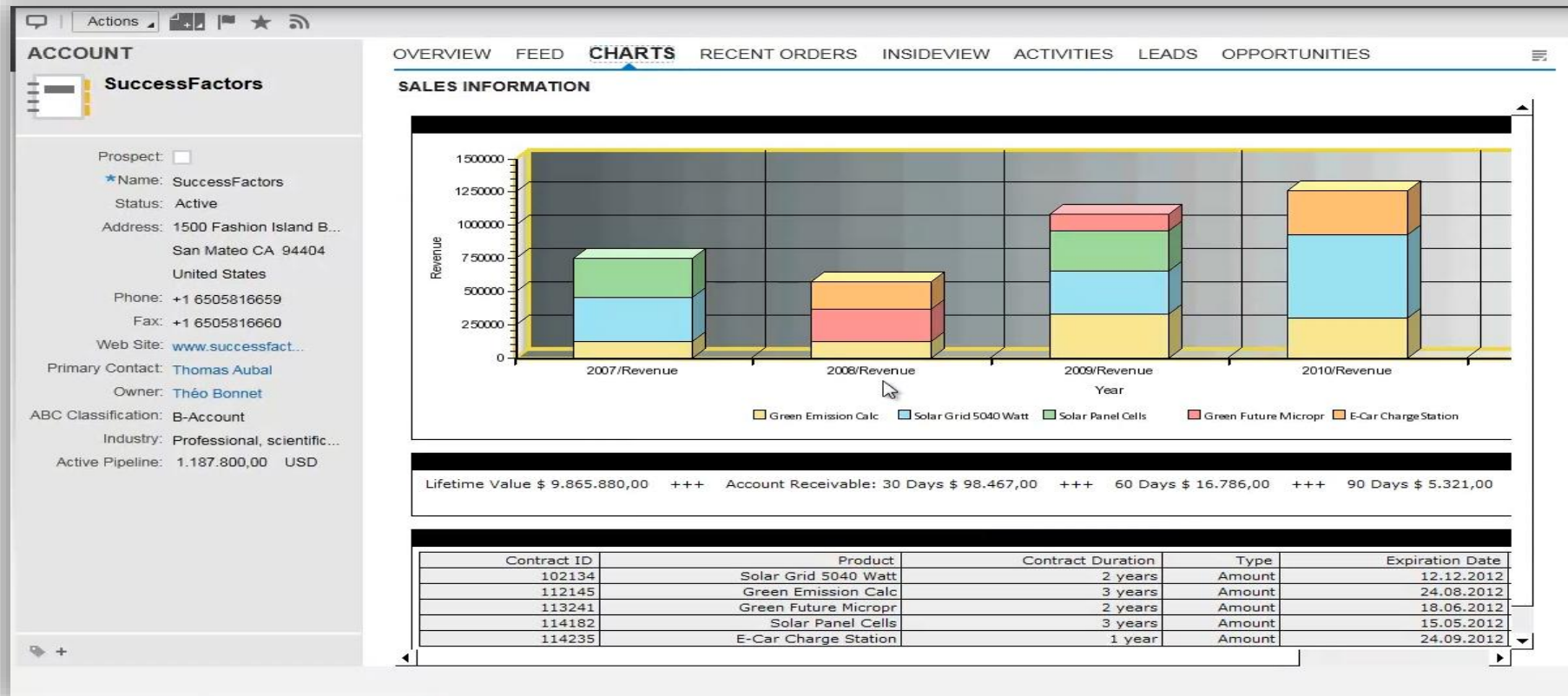
Preview Result Edit Display Settings Refresh on Mast

Supported mashup types

- URL Mashup, HTML Mashup and Data Mashup
- SAML2 SP for frontend SSO
- SAP Cloud Identity as preferred IDP for frontend SSO

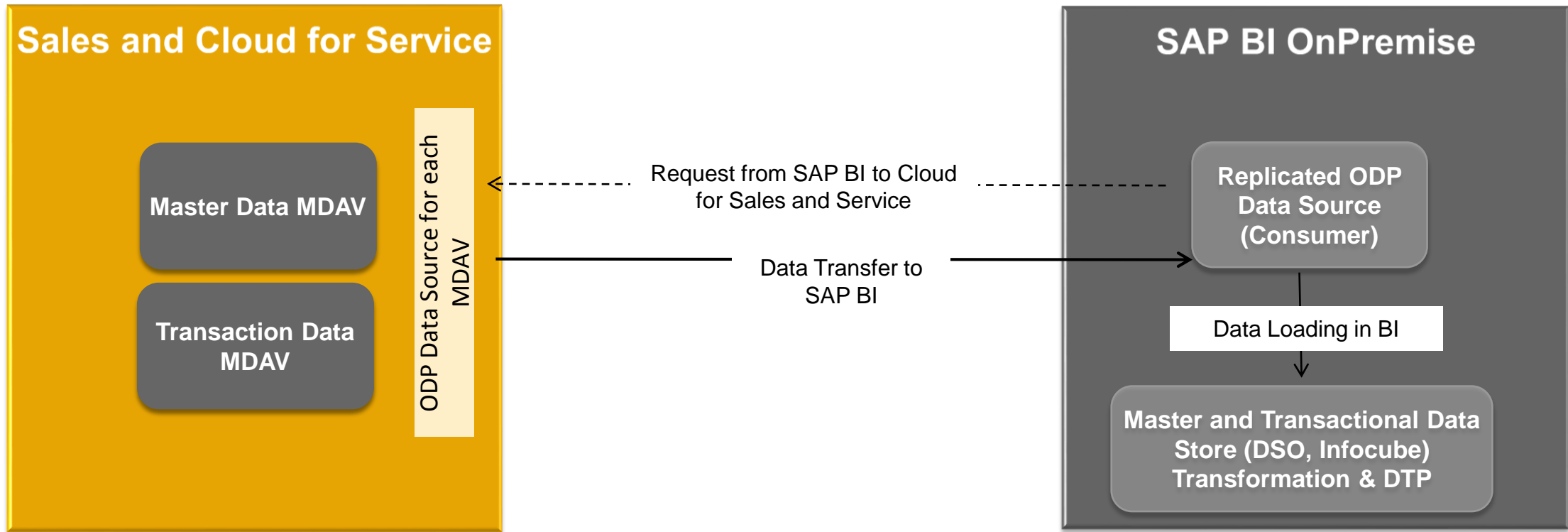
More details: [IT Setup Guide](#)

Report Integration / HTML Mash-Up in C4C



- HTML mash-up to show dashboard with BI information consolidated for a specific account
- ERP Customer ID or CRM Customer ID on account header passed as parameter to the Mash-up

Data Transfer – SAP Cloud for Customer to SAP BI



In this mode of integration, data is transferred from Sales and Cloud for Service to SAP BI. The data sources in Cloud for Customer are exposed via Operational Data Provider (ODP) service that are consumed by SAP BI.

- Minimum BI version: SAP Business Warehouse 7.30, SP8 or SAP Business Warehouse 7.40
- Delta upload possible via selection criteria against change dates



Live Demo

SAP HANA Cloud Integration Web User Interface

The screenshot displays the SAP HANA Cloud Integration Web User Interface, divided into four main phases: Discover, Design, Monitor, and Run.

Discover Phase: Shows a dashboard with an "IN FOCUS" section for "Cloud Solutions: Success Factors Employee Central" and four integration content tiles for SAP Cloud for Customer Integration with SAP ERP (1311) and SAP CRM (1402).

Design Phase: Shows a diagram of an integration flow for "ERP_COD_BusinessPartnerERPBulkReplicateRequest". It includes two tables: "DEBMAS06" and "BusinessPartnerERPBulkReplicateRequest".

Structure	...	Structure	...
DEBMAS06	1...	ns0:BusinessPartnerERPBulkReplic	1...
IDOC	1...	MessageHeader	1...
@BEGIN	1...	BusinessPartnerERPReplicateR	1..*
EDI_DC40	1...	MessageHeader	1...
E1KNA1M	1...	BusinessPartner	1...
@SEGMENT	1...	@actionCode	0...

Monitor Phase: Shows a "Message Monitor" dashboard with four categories: Completed (5 Messages), Failed (0 Message), Error (0 Message), and Retry (0 Message). Below it is an "Integration Content Monitor" showing 9 Started Artifacts and 4 Error Artifacts.

Run Phase: Shows a table of "AVAILABLE ARTIFACTS ON THIS TENANT".

Name	Type	State
send_edi_invoice_to_customer	Integration Flow	DEPLOYED
LMSValueMappingProject	Value Mapping	DEPLOYED
Project_Group_XX	Integration Flow	DEPLOYED
Project_Group_XX_encode	Integration Flow	DEPLOYED
com.sap.scenarios.erp2cod.customermaster.replicate_TR07	Integration Flow	DEPLOYED
Project_Group_99_2	Integration Flow	DEPLOYED

<https://cloudintegration.hana.ondemand.com>

SAP HANA Cloud Integration

Discover and Design

The 'Discover' interface displays a grid of prepackaged content items. Each item includes a SAP logo, version number, and publication status. Below the grid, there is a detailed view of an integration flow named 'Training_SFSF_UserCurriculaStatus'.

Name	Type
Training_SFSF_UserCurriculaStatus	Process Integration
Training_SFSF_CurriculumCatalogue	Process Integration

DISCOVER

Discover & Design:

- Discover and Browse Prepackaged Content
- Create/Edit Flows
- Versioning Management

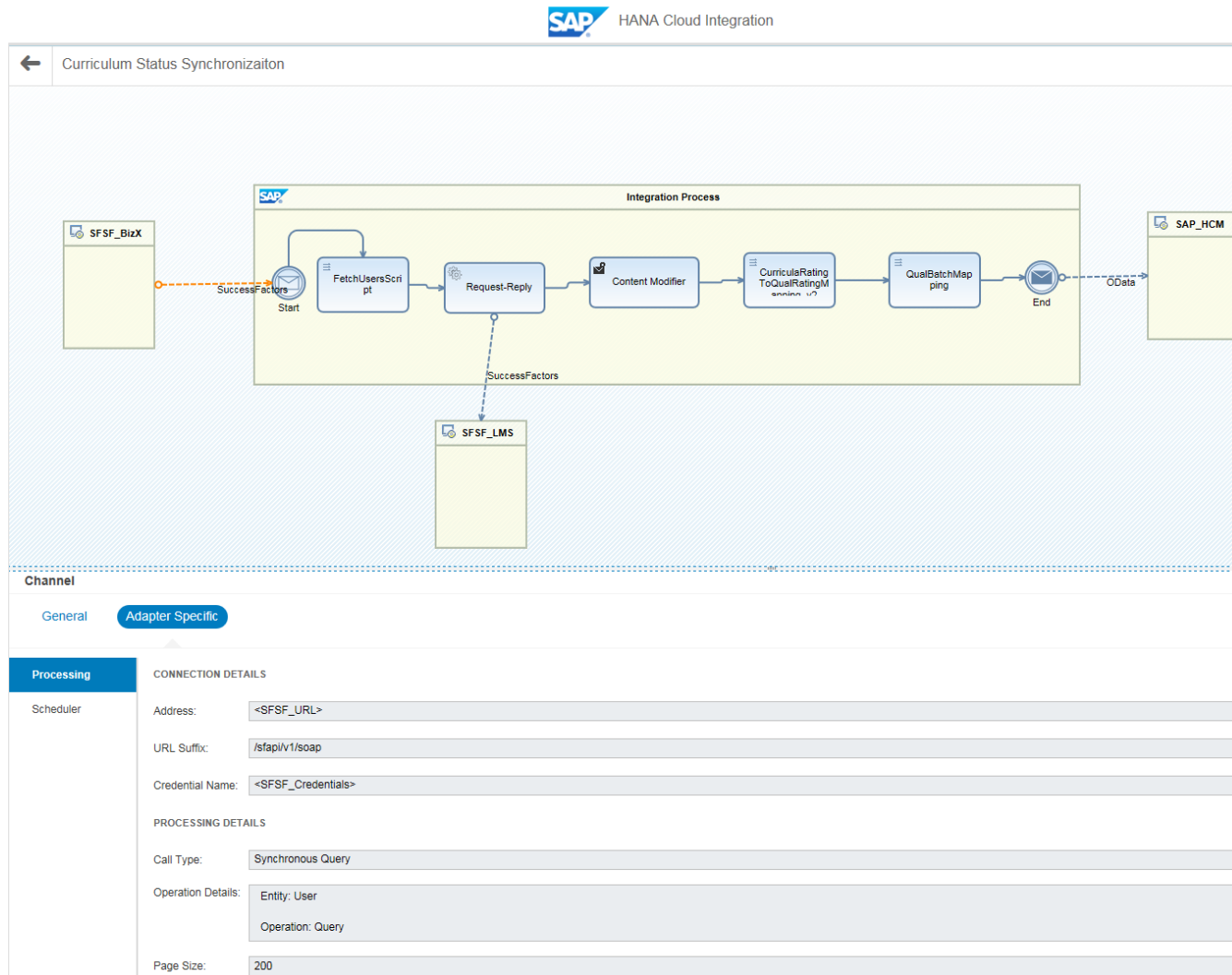
The 'Design' interface shows a process flow diagram for 'Training_SFSF_UserCurriculaStatus'. The flow starts with a 'Start' node, followed by a 'FetchUsersScript' node, a 'Request-Reply' node, and finally a 'Content' node. A 'Version history' table is visible at the bottom.

Version	Last Modified	Last Modified By
Working Copy	9/21/14	I065047
?	9/21/14	I065047

DESIGN

Example SuccessFactors – SAP HCM Integration Flow

Prebuilt Integration Flow for Learning Management System (LMS)



SAP / partner prepackaged integrations have prebuilt logic scenario definition, and mappings. Without access to this prepackaged integration customers will have to design, build, test, and maintain all these scenarios by themselves.

SAP HANA Cloud Integration

Run and Monitor

AVAILABLE ARTIFACTS ON THIS TENANT

Name	Type	State
com.sap.scenarios.erp2cod.customermaster.replicate_86	Integration Flow	DEPLOYED
LMSValueMappingProject	Value Mapping	DEPLOYED
com.sap.scenarios.cod2erp.customermaster.replicate_86	Integration Flow	DEPLOYED
Project_Group_XX_Exercise_3	Integration Flow	DEPLOYED

Message Monitor + Add Tile

Failed

Past 24 Hours

All integration flows on tenant

0

Message

Error

Past 24 Hours

All integration flows on tenant

0

Message

Retry

Past 24 Hours

All integration flows on tenant

0

Message

Integration Content Monitor + Add Tile

Started

Past 24 Hours

All integration flows on tenant

23

Message

Error

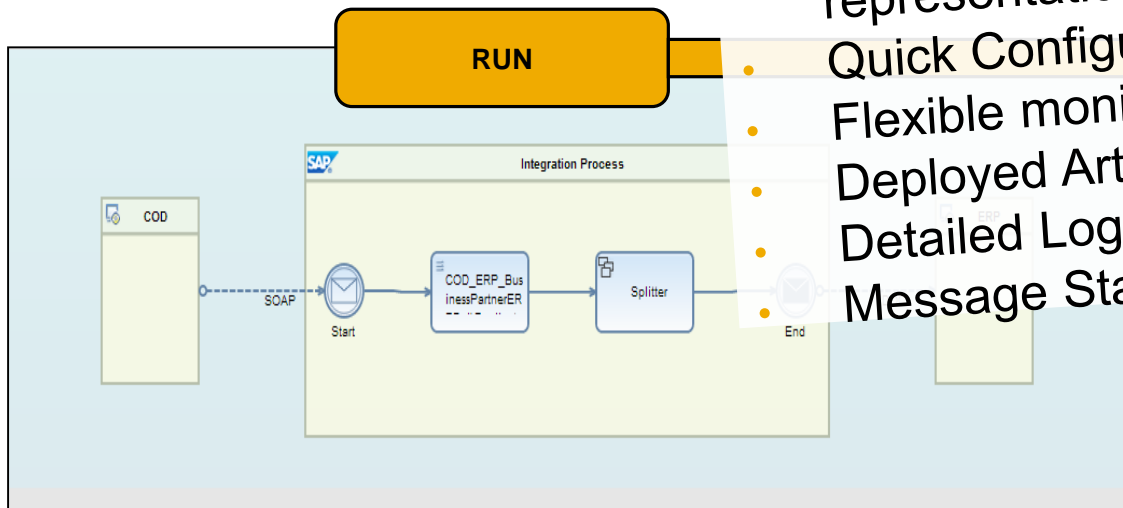
Past 24 Hours

All integration flows on tenant

1

Message

- Run & Monitor:**
- Deployment Status
 - Run Time Visual representation
 - Quick Configure
 - Flexible monitoring tiles
 - Deployed Artifacts status
 - Detailed Logs
 - Message Status



MONITOR

Integration Content Monitor + Add Tile

Status: Completed

Processing Time	Status	Integration Flow
21.08.14 10:14:04 GMT+0530 1196 ms	Completed	com.sap.scenarios.erp2cod.customermaster
21.08.14 15:02:26 GMT+0530 15600 ms	Completed	Training_UpsertUserData_ODATA
21.08.14 12:42:03 GMT+0530 15763 ms	Completed	Training_UpsertUserData_ODATA
20.08.14 15:52:54 GMT+0530 4683 ms	Completed	Training_UpsertUserData_SFAPI_06
20.08.14 15:49:54 GMT+0530 5190 ms	Completed	Training_UpsertUserData_SFAPI_06
20.08.14 15:46:47 GMT+0530 3623 ms	Completed	Training_UpsertUserData_SFAPI_04

SAP Hybris Cloud for Customer – integration setup

1. Switch on ERP integration within Business Configuration
2. Setup Connectivity to HCl System (Communication System + Communication Arrangements)
3. Web API's in documentation

SAP Hybris Cloud for Customer - Configuration

EDIT PROJECT SCOPE: FIRST IMPLEMENTATION

1 Country and Type of Business > 2 Implementation Focus > **3 Scoping** > 4 Questions > 5 Review > 6 Confirmation

< Previous | Next > | Finish | Cancel | Save Draft

Show >>

Export | Display Scope Changes | Actions

Scoping Element	Se...	C
▶ Marketing	<input checked="" type="checkbox"/>	
▶ Sales	<input checked="" type="checkbox"/>	
▶ Service	<input checked="" type="checkbox"/>	
▶ Industry Solution	<input type="checkbox"/>	
▶ Business Performance Management	<input checked="" type="checkbox"/>	
▼ Communication and Information Exchange	<input checked="" type="checkbox"/>	
▶ Business Process Management	<input checked="" type="checkbox"/>	
▶ People Collaboration, Intranet and External Servi...	<input checked="" type="checkbox"/>	
▶ Office and Desktop Integration	<input checked="" type="checkbox"/>	
▼ Integration with External Applications and Solutions	<input checked="" type="checkbox"/>	
■ Integration Scenarios with Cloud Solutions fro...	<input checked="" type="checkbox"/>	
■ Integration with SAP ERP	<input checked="" type="checkbox"/>	
■ Integration with hybris Storefront	<input type="checkbox"/>	
■ Integration with SAP CRM	<input checked="" type="checkbox"/>	
■ Integration of Master Data	<input checked="" type="checkbox"/>	

Details: Integration with SAP ERP

Overview | Relevance | Dependency | Your Notes | SAP Store(0)

Overview

The Integration with SAP ERP business topic enables you to integrate your cloud with an SAP ERP app regarding the data you can transfer. You can select these options when you answer the scoping question.

SAP Hybris Cloud for Customer – Administration Comm.System

SAP Hybris (Y) Eddie Smoke | Personalize | Adapt | Go to SAP Store | Downloads | Help

NEW COMMUNICATION SYSTEM

Save and Close | Save | Close | Actions ▾

BASIC INFORMATION

*ID: **HCI system**

SAP Business Suite:

Host Name:

*System Access Type:

INTERNAL COMMENT

TECHNICAL CONTACT

First Name:

Last Name:

Email:

Phone:

Fax:

System Instances

Add Row | Remove

Business System ID	IDoc...	SAP Client	System Instance ID	Preferred Application Protocol
TMNCLNT204		204	TMNCLNT204	5 - Web Service
...				

SAP Hybris Cloud for Customer – Administration Comm.Arrangement

NEW COMMUNICATION ARRANGEMENT:

1 Select Scenario 2 Define Business Data 3 Define Technical Data 4 Review 5 Confirmation

< Previous Next > Finish Close | Preview | Check Completeness Save as Draft

Communication Scenarios

Communication Scenario	Communication Type
360 Overview – Account	Application Integration
Account Hierarchy Simple Replication from SAP Business Suite	Application Integration
Analytics Data Upload	Application Integration
Analytics Integration	Application Integration
Business Activity Replication from SAP Business Suite	Application Integration
Business Activity Replication to SAP Business Suite	Application Integration
Business Document Flow Query from SAP Business Suite	Application Integration
Business Partner Customer Fact Sheet from SAP Business Suite	Application Integration
Business Partner Replication from SAP Business Suite	Application Integration
Business Partner Replication from SAP ERP	Application Integration



NEW COMMUNICATION ARRANGEMENT: BUSINESS PARTNER REPLICATION FROM SAP BUSINESS SUITE

1 Select Scenario 2 Define Business Data 3 Define Technical Data 4 Review 5 Confirmation

< Previous Next > Finish Close | Preview | Check Completeness Save as Draft

COMMUNICATION SYSTEM

*System Instance ID: TMNCLNT204

Communication System: TMNCLNT204

Code List Mapping: SAP On Premise Integration

CONTACT

Contact Name: Max Mustermann

Phone:

E-Mail: max.mustermann@sap.com



NEW COMMUNICATION ARRANGEMENT: BUSINESS PARTNER REPLICATION FROM SAP BUSINESS SUITE

1 Select Scenario 2 Define Business Data 3 Define Technical Data 4 Review 5 Confirmation

< Previous Next > Finish Close | Preview | Edit Advanced Settings Check Completeness Save as Draft

Communication Method: Direct Connection

INBOUND COMMUNICATION: BASIC SETTINGS

Inbound Communication Enabled:

*Application Protocol: Web Service Reliable Messaging 1.1

*Authentication Method: SSL Client Certificate

*User ID: _TMNCLNT204 Edit Credentials

OUTBOUND COMMUNICATION: BASIC SETTINGS

Outbound Communication Enabled:

*Application Protocol: Format Conversion

*Authentication Method: SSL Client Certificate

Certificate: SAP Business ByDesign System Key Pair Download

*Host Name: d0204-tmn.hci.eu1.hana.ondemand.com

Services Used

Service Name	Usage	Status
Replicate Business Partner f...	Use Basic Settings	Enabled
Confirm Business Partner R...	Use Basic Settings	Enabled





SAP Hybris Cloud for Customer – list of available Webservices

Web Service APIs in SAP Cloud for Customer 1511 - November 2015





Our 143 Web Service APIs enable the integration of on-premise, cloud-based, and third-party solutions with SAP Cloud for Customer 1511. Click on a service description to get detailed information, such as documentation and examples.

For your implementation project, we recommend that you look up the Web services in your system. Go to the work center view [Application and User Management -> Input and Output Management -> Service Explorer](#). There you can find the complete list of available Web services and their current scoping status. You can also find the detailed documentation and download the system specific WSDL including all customer defined fields there.

The icons in the table below have the following meaning:

-  The Web Service API is released and will be kept stable
-  The Web Service API is deprecated and should not be used anymore, it will be removed in future releases
-  The Web Service API is a synchronous inbound operation that takes parameters and returns a result
-  The Web Service API is an asynchronous inbound operation that takes parameters and does not return a result

Click the column header to toggle sorting.

Status	Type	Service Description	Operation Description	Affected Business Object	Process Component Description
		Business Agreement Replication	Request business agreement replication	Business Agreement	Utilities Management
		Connection Object Replication	Connection object replication	Utility Connection Object	Utilities Management
		Employee Master Data Replication	Replicate employees with complete records	Employee Master Data Replication Request	HCM Master Data Replication
		Employee Master Data Replication	Replicate employees with complete records	None	HCM Master Data Replication
		Erp Configuration Replication	Erp configuration replication	Utility ERP Configuration	Utilities Management
		Maintain Analytical Information	Upload analytical information	None	Analytics
		Maintain ERP Utilities Customer	Maintain customer 360	Utilities Account Aggregated View	Utilities Management
		Manage Account Territory Mapping	Check account territory mapping	Sales Territory	Sales Territory Management
		Manage Account Territory Mapping	Maintain account territory mapping	Sales Territory	Sales Territory Management
		Manage Accounts	Check accounts	Account	Business Partner Data Management
		Manage Accounts	Maintain accounts	Account	Business Partner Data Management
		Manage Appointment Activities	Check appointment activities	Activity	Activity Management
		Manage Appointment Activities	Maintain appointment activities	Activity	Activity Management
		Manage Attachment Folders	Read attachment folder document (deprecated)	Attachments	Document Management
		Manage Attachment Folders	Read attachment folder documents	Attachments	Document Management
		Manage Channel Partners	Check maintain partners	Business Partner, Business Partner Relationship, Employee	Business Partner Data Management
		Manage Channel Partners	Maintain partners	Business Partner, Business Partner Relationship, Employee	Business Partner Data Management
		Manage Contacts	Check contacts	Business Partner	Business Partner Data Management
		Manage Contacts	Maintain contacts	Business Partner	Business Partner Data Management
		Manage Contracts	Check contracts	Contract	Contract Processing
		Manage Contracts	Maintain contracts	Contract	Contract Processing
		Manage Design Registrations	Check design registrations	Design Registration	Opportunity Processing
		Manage Design Registrations	Maintain design registrations	Design Registration	Opportunity Processing

SAP Hybris Cloud for Customer – Credentials & WSDL file for Webservices

Technical Data - Basic Settings

COMMUNICATION ARRANGEMENT: BUSINESS PARTNER REPLICATION

Status: **In Preparation** Communication Method: **Direct Connection**

Save and Reactivate | Save as Draft | Close | Preview | Edit Advanced Settings | Check Completeness

BUSINESS DATA **TECHNICAL DATA**

INBOUND COMMUNICATION: BASIC SETTINGS

Inbound Communication Enabled:

*Application Protocol: Web Service Reliable Messaging 1.1

*Authentication Method: SSL Client Certificate

*User ID: _TMNCLNT204 **Edit Credentials**

OUTBOUND COMMUNICATION: BASIC SETTINGS

Outbound Communication Enabled:

*Application Protocol:

*Authentication Method:

*User ID:

Services Used

Service	Enabled	Uses Basic Settings
Replicate Business Partner from SAP Business Suite	Enabled	Enabled
Confirm Business Partner	Enabled	Enabled

Technical Data - Advanced Settings

COMMUNICATION ARRANGEMENT: BUSINESS PARTNER REPLICATION

Status: **In Preparation** Communication Method: **Direct Connection**

Save and Reactivate | Save as Draft | Close | Preview | Edit Basic Settings | Check Completeness

BUSINESS DATA **TECHNICAL DATA**

Inbound | Outbound

Check Service | **Download WSDL**

Enabled	Use Basic Settings	Service	Application Protocol	Service URL
<input checked="" type="checkbox"/>	Yes	Replicate Business Partner from SAP Business Suite	Web Service Reliable Messaging 1.1	https://my3
<input checked="" type="checkbox"/>	Yes	Replicate Business Partner Relationship from SAP Business Suite	Web Service Reliable Messaging 1.1	https://my3

DETAILS: REPLICATE BUSINESS PARTNER FROM SAP BUSINESS SUITE

Use Basic Settings:

Application Protocol: Web Service Reliable Messaging 1.1

Authentication Method: SSL Client Certificate

User ID: TMNCLNT204



Contact Information & Important Links

Important Links

C4C related

[SAP Cloud for Sales – external website](#)

[SAP Cloud for Service – external website](#)

[SAP C4C – SAP Community Network \(SCN\)](#)
(with lots of good articles about integration)

[Example: How-to-guides](#)

[SAP C4C Integration with ERP – youtube video](#)

[SAP C4C – Service Marketplace](#)
(here you can find all Integration Guides)

[SAP C4C – Help Portal – Chapter Integration](#)

HCI related

[SAP HCI – external website](#)

[SAP HCI – SAP Community Network \(SCN\)](#)

[SAP HCI – help portal](#)

[SAP HCI – Content hub](#)
(for exploring available content)

HANA Cloud Connector related

[SAP HANA Cloud Connector documentation](#)
(includes a step-by-step guide how to install and configure)

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Thank you

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