

SAP Cloud Platform **Integration Suite**

Overview and Outlook

Udo Paltzer, Product Manager SAP Cloud Platform Integration Suite
SAP Cloud Platform Integration, API Management, Open Connectors,
SAP Process Orchestration, SAP Application Interface Framework
April 2019

THE BEST RUN



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Agenda

Integration Platform-as-a-Service Offering on SAP Cloud Platform Overview

Integration

Links for Further Information

Appendix

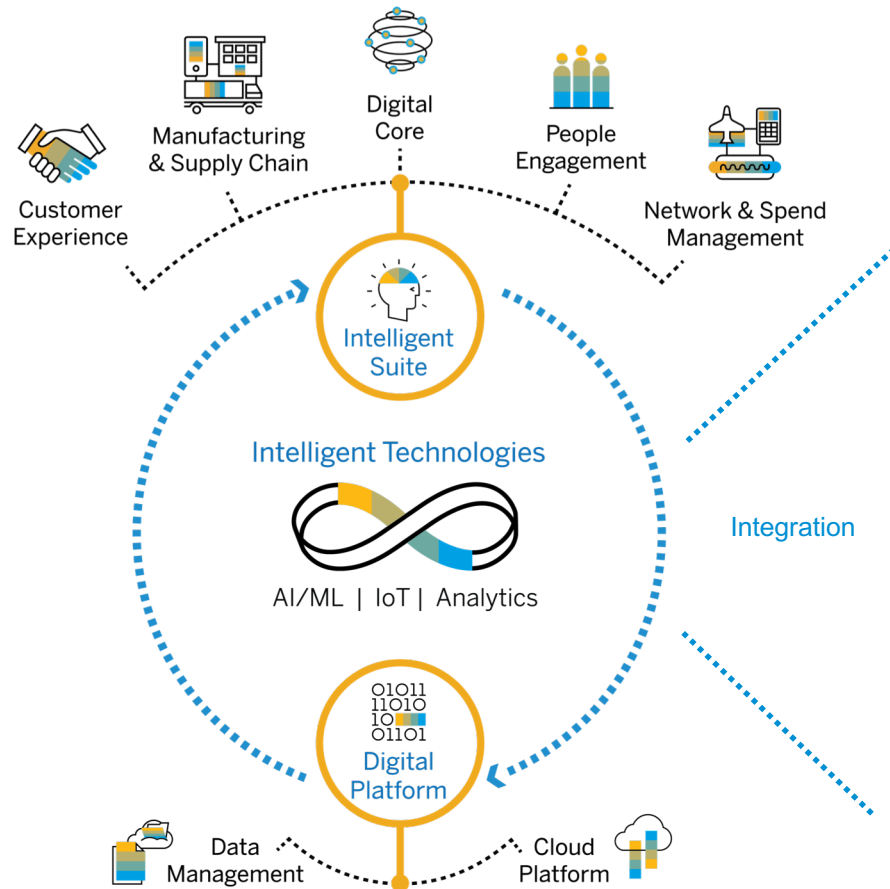
Integration as a Service Offering

SAP Cloud Platform Integration Suite

SAP's integration strategy for the Intelligent Enterprise

Key principles

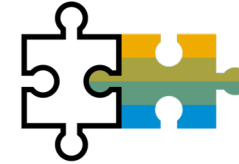
“Digital Platform - to facilitate the collection, connection, and orchestration of data as well as the integration and extension of processes in our Integrated Applications”.



1 OUT-OF-THE-BOX INTEGRATION



2 OPEN INTEGRATION



3 HOLISTIC INTEGRATION



4 AI-DRIVEN INTEGRATION



Integration & Orchestration services in SAP Cloud Platform

SAP Cloud Platform Integration Suite



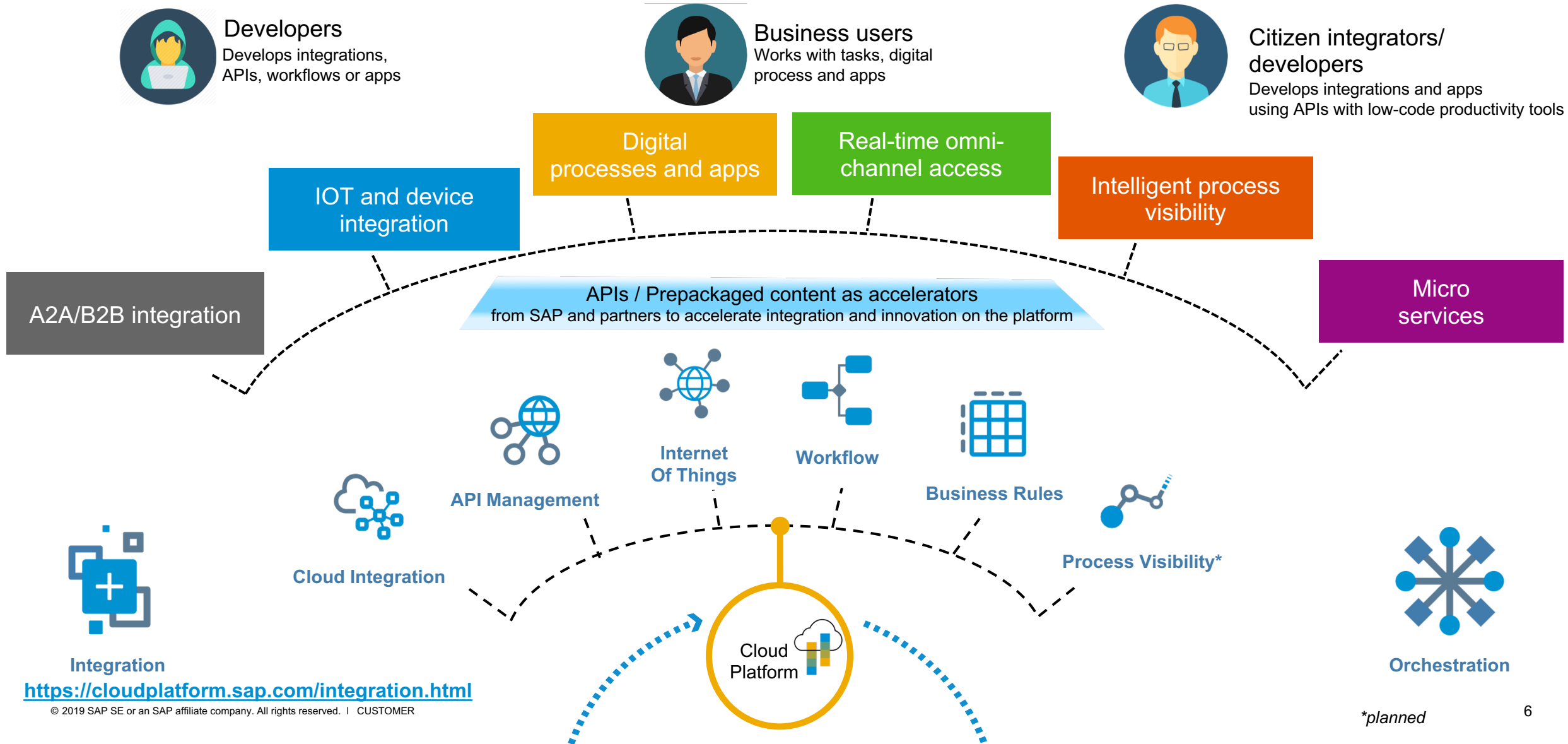
Developers
Develops integrations,
APIs, workflows or apps



Business users
Works with tasks, digital
process and apps



**Citizen integrators/
developers**
Develops integrations and apps
using APIs with low-code productivity tools



<https://cloudplatform.sap.com/integration.html>

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*planned

SAP Cloud Platform Integration Suite

A modular iPaaS to connect the intelligent enterprise



Developers/Experts

Develop integrations,
APIs, workflows, or apps



Business Users

Works with tasks, digital process,
and apps



Citizen Integrators/ Developers

Develops integrations and apps using
APIs with low-code productivity tools

People

A2A Integration

Hire to retire,
lead to cash, procure
to pay

B2B/B2G Integration

Real-time data
sharing

Omni- Channel Access with APIs

Digital Processes and Apps

Event-Driven Sense and Respond (IoT, events, actions)

Eco-systems and Marketplaces

Agile Data Grids and Micro services

...

Scenarios

Customer job-to-be-done

SAP API Business Hub

APIs / events / pre-packaged integrations as accelerators from SAP and partners to accelerate integration and innovation on the platform



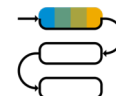
- Cloud Integration
- Integration Content Advisor
- Connectivity Service
- Smart Data Integration



- API Management
- Open Connectors
- API/Microservices Development in Cloud Foundry (serverless)



- IOT Foundation (device | digital twin | SAP Edge Services)
- SAP HANA DBaaS (in-memory data grid)
- Complex Event Processing



- Workflow, Business Rules and Inbox
- Blockchain and Distributed Ledgers



- Enterprise Messaging
- Streaming Analytics
- Function-aaS*
- Enterprise BaaS*

Services

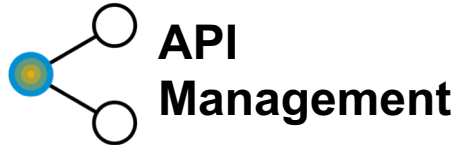
Modular and
open platform

SAP Cloud Platform **Integration Suite**

A modular iPaaS to connect the Intelligent Enterprise



Seamlessly integrate anything, anywhere (A2A/B2B) in real time



Expose your data and processes as APIs and manage their end to end life cycle



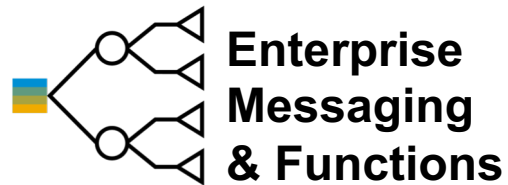
Accelerate implementation and maintenance of B2B scenarios using machine learning



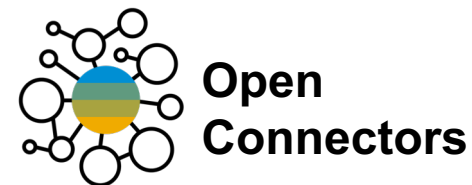
Jump start integration projects with APIs, packaged integration content and adapters



Automate business processes and enterprise decisions



Decouple communication and send messages and events to trigger functions in responsive, event-driven architectures



Accelerate connectivity to third-party applications



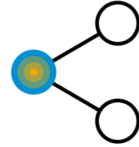
Guided, partially automated and role based workflow to ease integrations

How do we **simplify integrations**?



Out-of-box Integrations

1100+ prepackaged
integrations



Simple **Semantic** **APIs**

900+ APIs from SAP
and partners



open connectors for hub-based integrations

160+ connectors to
3rd party apps



Machine learning to simplify integrations Integration Content Advisor



Cloud-deployment and **pay-as-you-go** Cloud-native architectures, Cloud credits



Multicloud deployment offering SAP | hyperscale IaaS | Private cloud

CIO Guides for Integration

Two Complementary Guides



CIO Guide I:

SAP Vision for Integrating SAP Applications in Cloud and Hybrid

Describes SAP's long term vision for integration – published in 2017

- Integration Challenges and Use Cases
- API Alignment
- Technology Guidance for Process Integration
- Technology Guidance for Data Integration

CIO Guide II: Process and Data Integration in Hybrid Landscapes

Provides refined guidance based on existing technology portfolio – published SAPPHIRE 2018

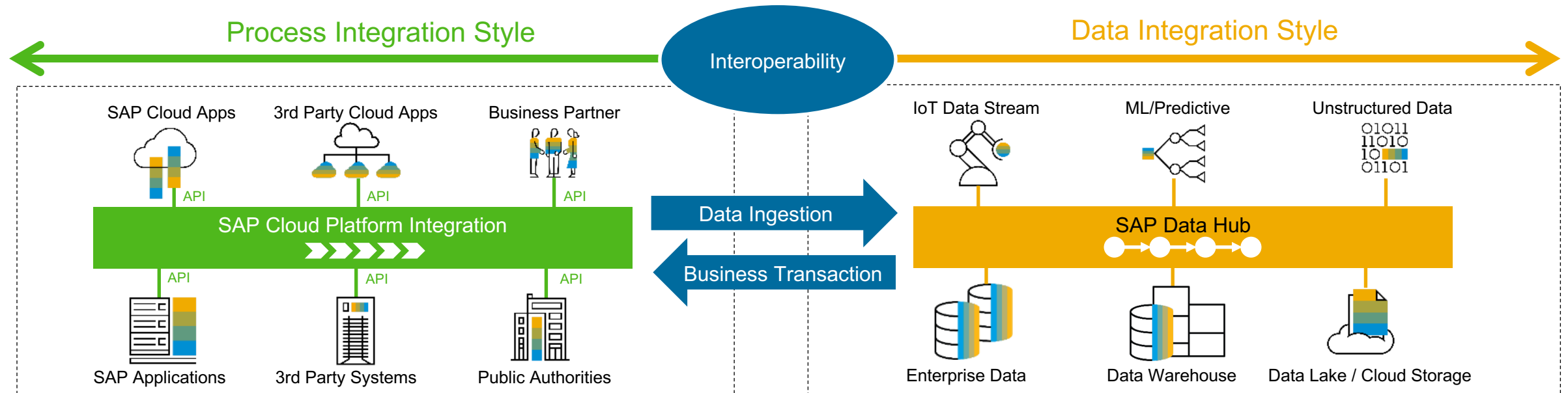
- SAP API Strategy
- Integration Solution Advisory Methodology (ISA-M)
- Refined Technology Guidance for Process and Data Integration
- B2B Integration
- Integration Automation
- SAP S/4HANA Transition Guidance

SAP Cloud Platform Integration and SAP Data Hub

Technology Guidance

Process
Integration

Data
Integration



Key Use Cases and Characteristics

- Chaining of distributed business processes
- A2A / B2B, B2G / Master Data Synchronization
- API focused (synch., async., business events)*
- Message-based processing (mapping, routing, monitoring)
- Transactional Integrity (reliable messaging and error handling)
- Pre-packaged integration content for SAP/Non-SAP scenarios

Key Use Cases and Characteristics

- Pipelining and orchestration of big data in complex landscapes
- Big Data Warehousing, IoT Ingestion, EIM (e.g. batch, streaming)
- Data focused (table/view, storages, processing, libraries)*
- Distributed data processing & server less computing
- High frequent event processing (e.g. via Kafka)
- Advanced data transformations & processing (e.g. ML, Predictive, Code)

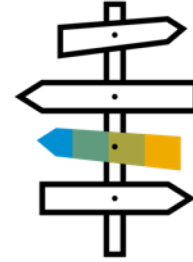
Why multicloud?



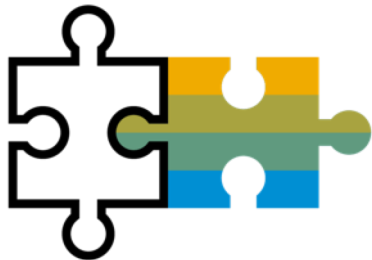
Flexibly choose cloud-provider that best meets your requirements



Effortlessly enter new regions & markets meeting local compliance and regulations



Reduce vendor-lock with applications deployable on different providers



Integrate with cloud-provider specific services & your existing cloud assets



Centrally access multicloud deployments within one cockpit



Benefit from single contractual partner for help and support

Integration

SAP Cloud Platform Integration Suite

SAP Cloud Platform Integration



Seamlessly connects cloud applications with other SAP and non-SAP cloud and on-premises apps to eliminate data silos and make digital access simple, secure, and scalable.

Integrating hybrid and cloud application

- Intuitive web interface with built-in templates
- Supporting A2A and B2B/B2G scenarios with focus on non-SAP

Cloud technology

- Strong security focus and infrastructure availability
- Access via public OData APIs

Integration content advisor

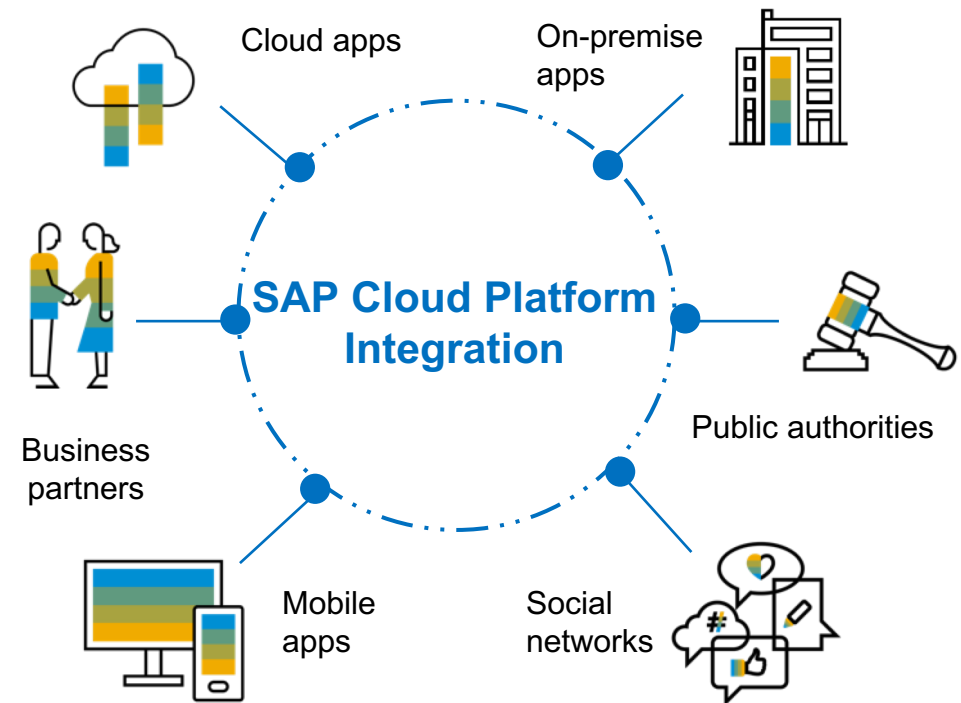
- Crowdsourcing capabilities for creating and maintaining integration content
- Designed to accelerate every interface implementation, to learn continuously, and to reduce efforts by 60% or more

Prepackaged content to accelerate integration projects

- Extension of pre-delivered content to include custom requirements

Ecosystem

- Ability to integrate with business networks
- Open to partners for developing integration content and adapters

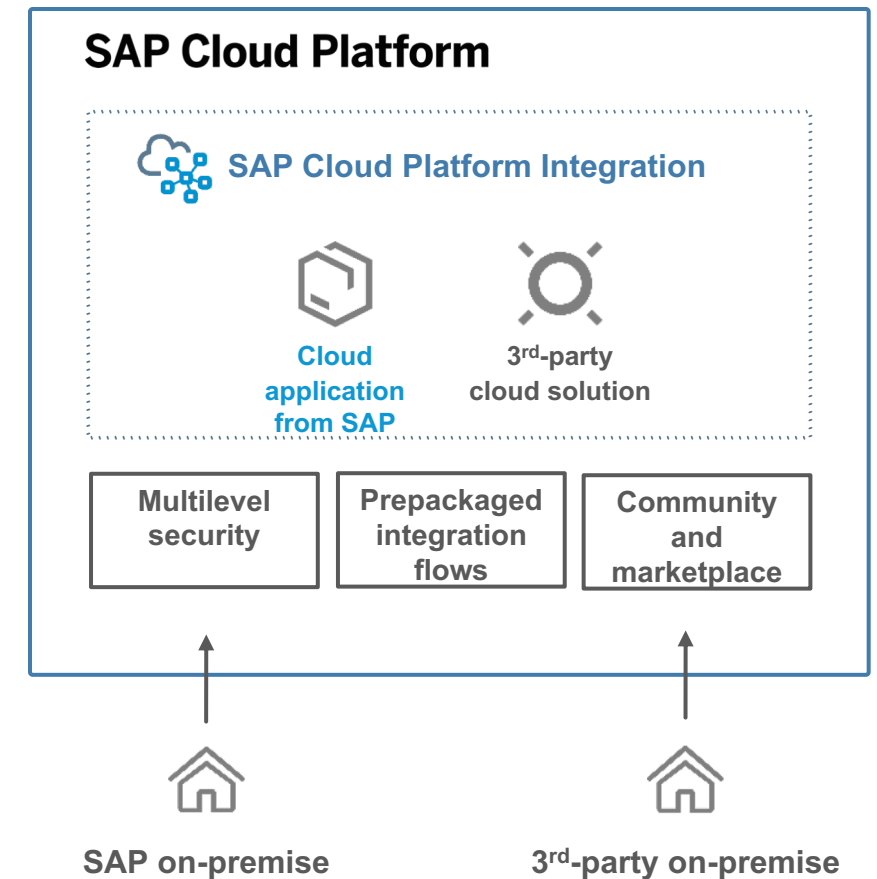


SAP Cloud Platform Cloud Integration

Seamlessly connects cloud applications with other cloud and on-premises applications

Product Innovations

- **Adding and enhancing connectivity options with focus on Non-SAP integration** (e.g. AS4, Open Connectors, Elster)
- **SAP Cloud Platform Open Connectors** to simplify connectivity to 160+ 3rd party applications
- 1100+ predefined integration flows and value mappings, thereof ~50% include Non-SAP integration – including **integration with Salesforce**
- **Increased developer productivity:** API based integration flow generation, version migration, integration flow copy, auto-save
- Automated Notification for client certificates reaching expiry
- **Transport of integration content:** CTS+, Cloud Transport Service, export / import
- **OAuth support for OData APIs for Integration Flows**
- **Availability on AWS** (restricted beta)
- **Self-service of SAP Cloud Platform Integration tenants** for consumption-based license model
- **Activating Enterprise Messaging Capabilities** for any cloud integration license; includes AS2, JMS, XI (with JMS queues) adapters
- Regression tests of customer integration flows



SAP Cloud Platform Integration

Out-of-the-box: S/4HANA – Salesforce Integration

- Out-of-the-box Productized Integration: S4HANA - Salesforce
- Accelerate implementation time by 10x
- Ready to use business integration scenarios on SAP Cloud Platform Integration



Supported Integrations

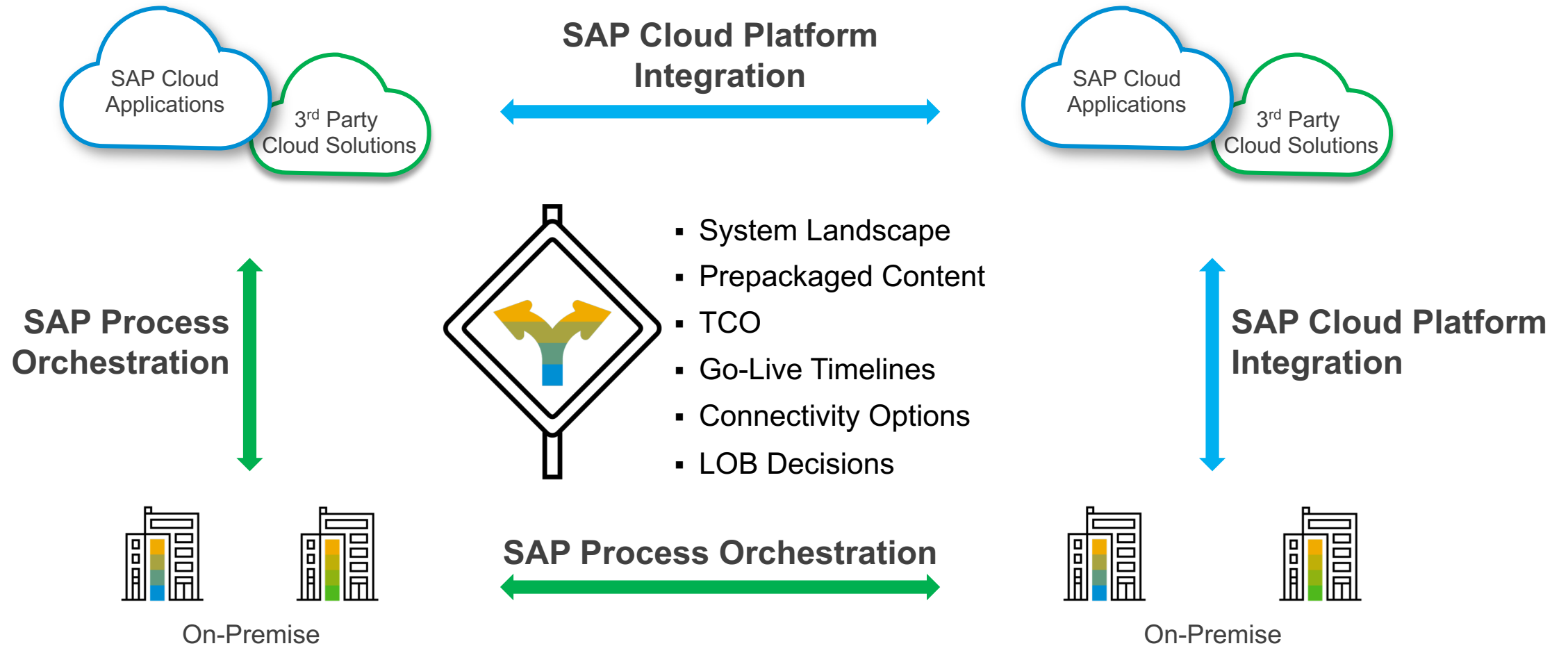
- Replicate sales contract to SAP S/4HANA
- Update account to SAP S/4HANA
- Receive sales pricing from SAP S/4HANA
- Receive availability information from SAP S/4HANA
- Replicate sales order to Salesforce
- Replicate account to Salesforce
- Replicate product master data to Salesforce

Benefits

- No separate cost for customers. All existing and new customers with valid SAP S/4HANA and SAP Cloud Platform Integration can deploy these scenarios.
- Low TCO: Speed up implementation time.
- Single enterprise wide iPaaS to connect to SAP and 3rd party apps.

Find the integration scenario on [SAP API Business Hub](#)

Hybrid Integration Platform for customers leveraging SAP Cloud Platform Integration and SAP Process Orchestration



SAP Cloud Platform Open Connectors

Simplify connectivity to 160+ 3rd party applications



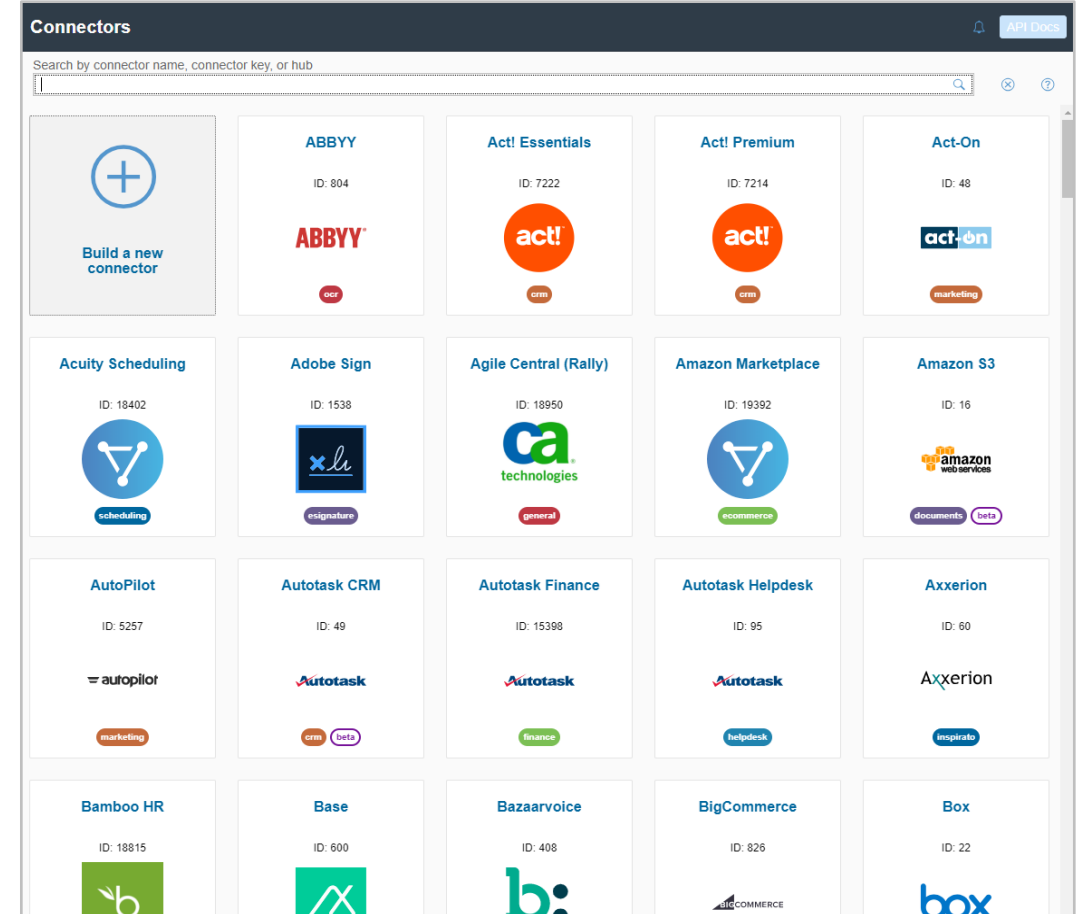
CAPABILITIES

- Feature rich connectors to 160+ non-SAP applications
- Select connectors you need and authenticate via the providers
- Build your own connector with Connector builder with normalized features including authentication, pagination, errors and search



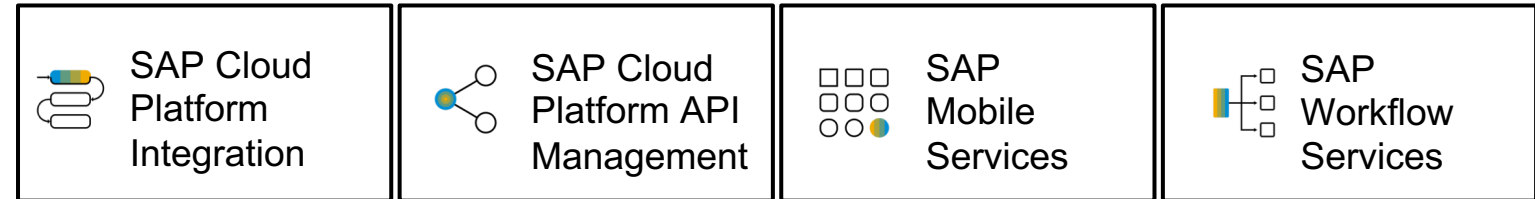
BENEFITS

- Easily connect to top SaaS applications in use
- Open RESTful APIs and JSON data format embeddable easily within any product
- Power your business agility incorporating real time data from non-SAP applications

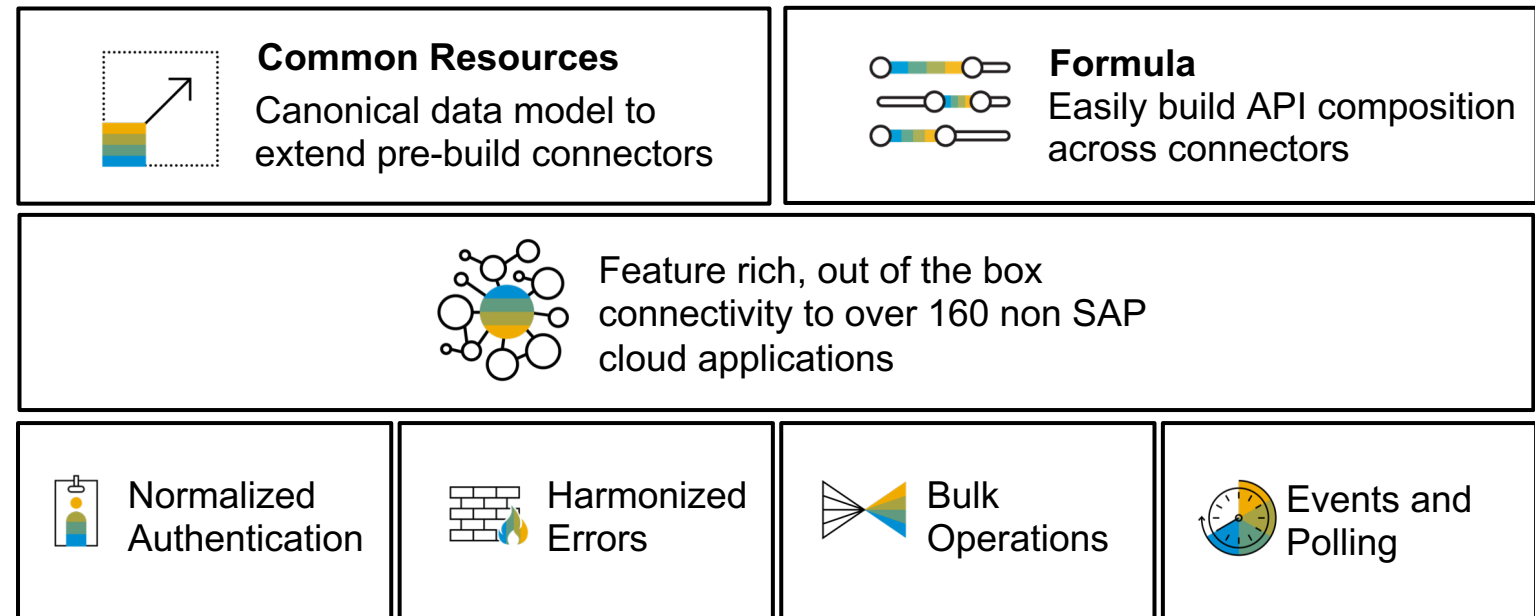


SAP Cloud Platform Open Connectors

High Level Architecture

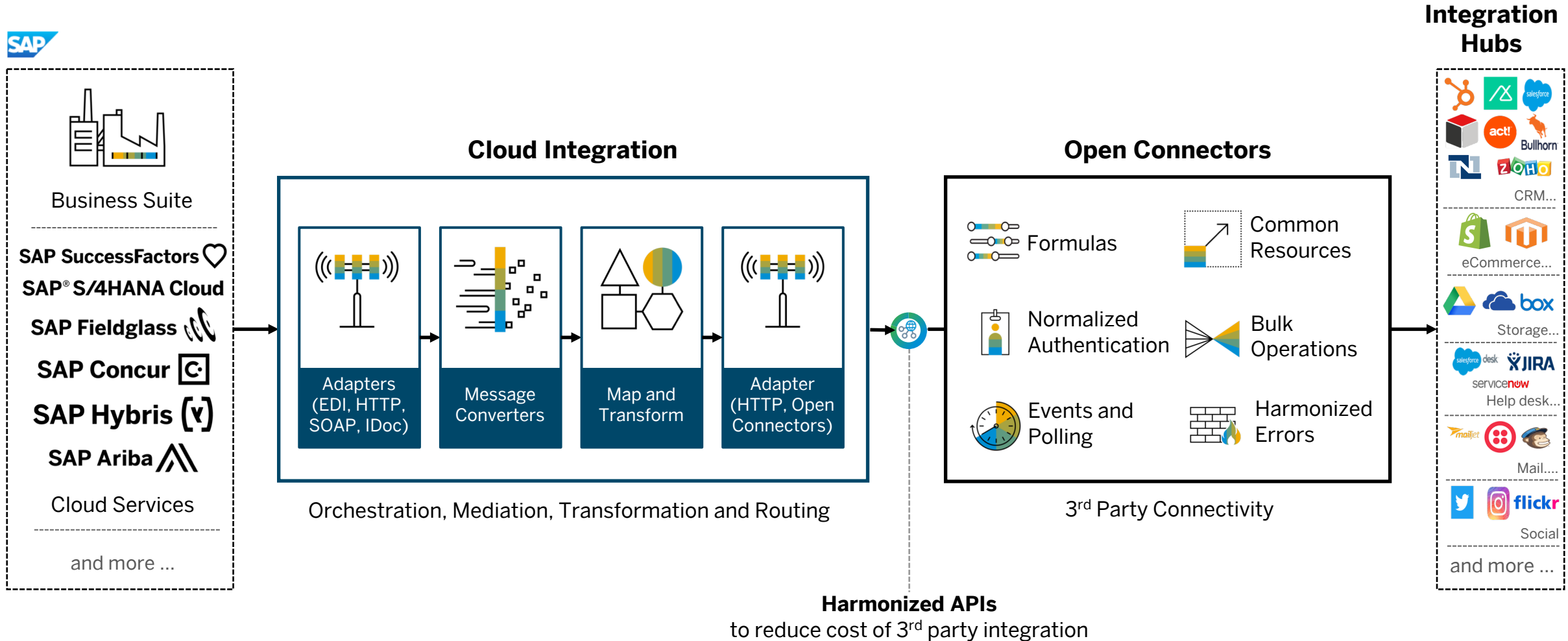


SAP Cloud Platform Open Connectors




SAP Cloud Platform Open Connectors

Hub-based (1→N) Integrations: Simplicity with harmonized APIs






















SAP Cloud Platform Open Connectors

Integration Hubs simplifying API-based integration






























Cloud Storage

 Build a new connector	 Amazon S3 ID: 16	 Box ID: 22	 Citrix ShareFile ID: 1090	 DocuShare Flex ID: 17561	 Dropbox ID: 14
 Dropbox Business ID: 1274	 Egnyte ID: 13002	 Evernote ID: 93	 Google Drive ID: 21	 Microsoft OneDrive for Business ID: 313	 OneDrive ID: 135
 OneDrive ID: 30	 OneNote ID: 136	 SFTP Element ID: 5461	 Salesforce Files ID: 318	 Salesforce Libraries ID: 2458	 Sharepoint ID: 30




















CRM

 Build a new connector	 Act Essentials ID: 1023	 Act Premium ID: 1024	 Autotask CRM ID: 40	 Base ID: 600	 Bulbourn ID: 6010	 Close.io ID: 146
 Close.io ID: 10794	 Close.io ID: 10849	 ConnectWise CRM ID: 588	 ConnectWise CRM ID: 10401	 HubSpot CRM ID: 146	 Infusionsoft CRM ID: 408	 Infusionsoft CRM ID: 10403
 Insightly ID: 1788	 Maximizer ID: 10741	 Microsoft Dynamics CRM ID: 427	 NetSuite CRM 2016 ID: 508	 Oracle Sales Cloud ID: 608	 Pipeline ID: 146	 SAP Hybris Cloud for Customer CRM ID: 10000
 Sage CRM ID: 13751	 Salesforce Sales Cloud ID: 31	 SugarCRM ID: 174	 Zoho CRM ID: 146	 Zoho CRM V2 ID: 146		




















Finance

 Build a new connector	 Autotask Finance ID: 10300	 Freshbooks Classic ID: 215	 Freshbooks Cloud Accounting ID: 1785	 Great Plains ID: 51	 Intacct ID: 7175	 NetSuite Finance 2016 R1 ID: 7107
 Paid ID: 1746	 QuickBooks Enterprise ID: 516	 QuickBooks Online ID: 41	 Sage 200 ID: 1028	 Sage One ID: 1107	 Tastly ID: 881	 Tipalti ID: 10217
 Xero ID: 44	 Zoho ID: 204					




















Marketing

 Build a new connector	 Act-On ID: 40	 Amazon Marketplace ID: 10002	 AutoPilot ID: 5257	 BrightTALK ID: 338
 Constant Contact ID: 13002	 HubSpot Marketing ID: 41	 Infusionsoft Marketing Automation ID: 408	 Kissmetrics ID: 7000	 MailChimp v3.0 ID: 5432
 Marketo ID: 56	 Oracle Eloqua ID: 27	 Pardot ID: 62	 ReadyTalk ID: 525	 Salesforce ID: 404
 Allbound ID: 887	 iContact ID: 13700			











Help Desk

 Build a new connector	 Autotask Helpdesk ID: 95	 Cherwell ID: 204	 ConnectWise ID: 125	 Desk.com ID: 87	 Freshdesk ID: 303
 Freshservice ID: 789	 Help Scout ID: 862	 JIRA ID: 1	 Oracle Service Cloud ID: 59	 SAP Hybris Cloud for Customer Helpdesk ID: 10000	 Salesforce Service Cloud ID: 29
 ServiceNow ID: 140	 ServiceNow OAth ID: 880	 Wrike ID: 5171	 Zendesk ID: 41		















ERP

 Build a new connector	 E-conomic ID: 17469	 Fortnox ID: 17469	 NetSuite ERP 2016 Release 1 ID: 7100
 QuickBooks Enterprise ID: 519	 SAP R/3 BAPI ID: 10027	 SAP S/4 BAPI ID: 10028	 SAP S/4 HANA Cloud ID: 13130
 Sap Business One ID: 13072			






Social

 Build a new connector	 Facebook ID: 763	 Hootsuite ID: 13120	 Instagram ID: 126
 LinkedIn ID: 13381	 Lithium Response ID: 7101	 Twitter ID: 7233	 flickr ID: 802
 LinkedIn ID: 13381	 Lithium ID: 7101	 Twitter ID: 7233	 flickr ID: 802




Messaging


 Build a new connector	 Infobip ID: 38	 MailJet ID: 55	 Message Bus ID: 119
 SendGrid ID: 6	 Twilio ID: 4153	 Twilio SMS ID: 7	
 SendGrid ID: 6	 Twilio ID: 4153	 Twilio ID: 4153	


SAP Cloud Platform Open Connectors


Integration Hubs simplifying API-based Integration




eSignature


Adobe Sign
ID: 1538

signature


DocuSign
ID: 141

esignature




Collaboration

Cisco Spark
ID: 8728

collaboration


Slack
ID: 7232

collaboration


Visual Studio Team Services
ID: 19904

collaboration





HCM


Build a new connector


Bamboo HR
ID: 18815

humancapital


Greenhouse
ID: 18284

humancapital


Namely
ID: 229

humancapital beta


Netsuite HC 2016 Release 1
ID: 8199

humancapital

SmartRecruiters
ID: 18458

humancapital

SuccessFactors
ID: 11390

humancapital


Taleo
ID: 57

humancapital


Taleo Business Edition
ID: 18497

humancapital





Payments


Build a new connector


Chargebee
ID: 3021

payment


Chargeify
ID: 4528

payment

Cloud Elements for Stripe
ID: 3540

payment


Expensify
ID: 7051

payment


Paypal v2
ID: 9355

payment beta


Zuora v2
ID: 9331

payment




Conferencing


EventMobi v1
ID: 3313

event-conferencing


GoToWebinar
ID: 8391

conferencing




Field Service


FieldAware v2
ID: 7200

fsa


FieldLocate
ID: 847

fsa



Expenses


Concur
ID: 10602

expense beta


Expensify
ID: 7051

payment





ECommerce


Build a new connector


Amazon Marketplace
ID: 18392

payment


BigCommerce
ID: 826

payment


Ecwid
ID: 54

payment


Etsy
ID: 118

payment


Infusionsoft Online Sales
ID: 887

payment


Magento
ID: 879

payment beta


Magento SOAP v1.9
ID: 4982

payment


Magento v2.0
ID: 7110

payment


SAP Anywhere
ID: 7289

payment

Shopify
ID: 47

payment

Volusion
ID: 93

payment

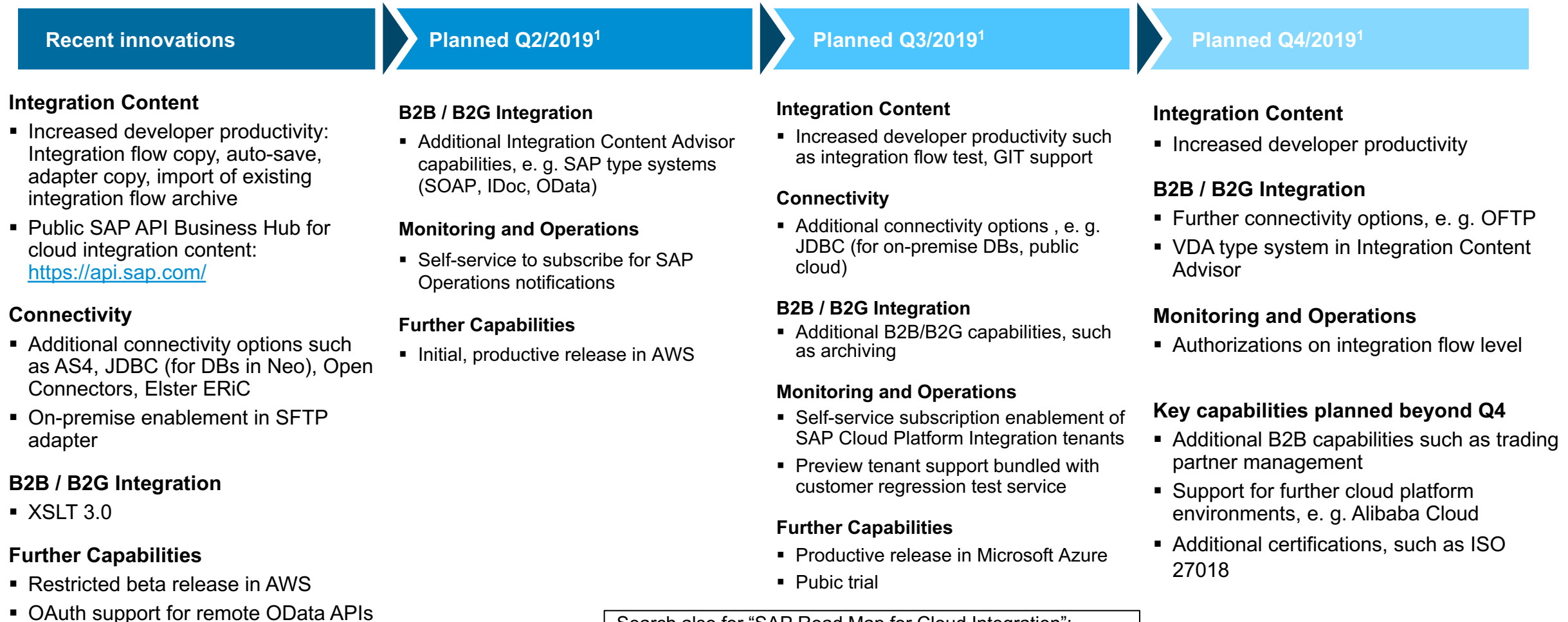
Webify
ID: 3289

payment

WooCommerce
ID: 18220

payment

ePages
ID: 7782

payment beta

SAP Cloud Platform Integration

Product road map overview



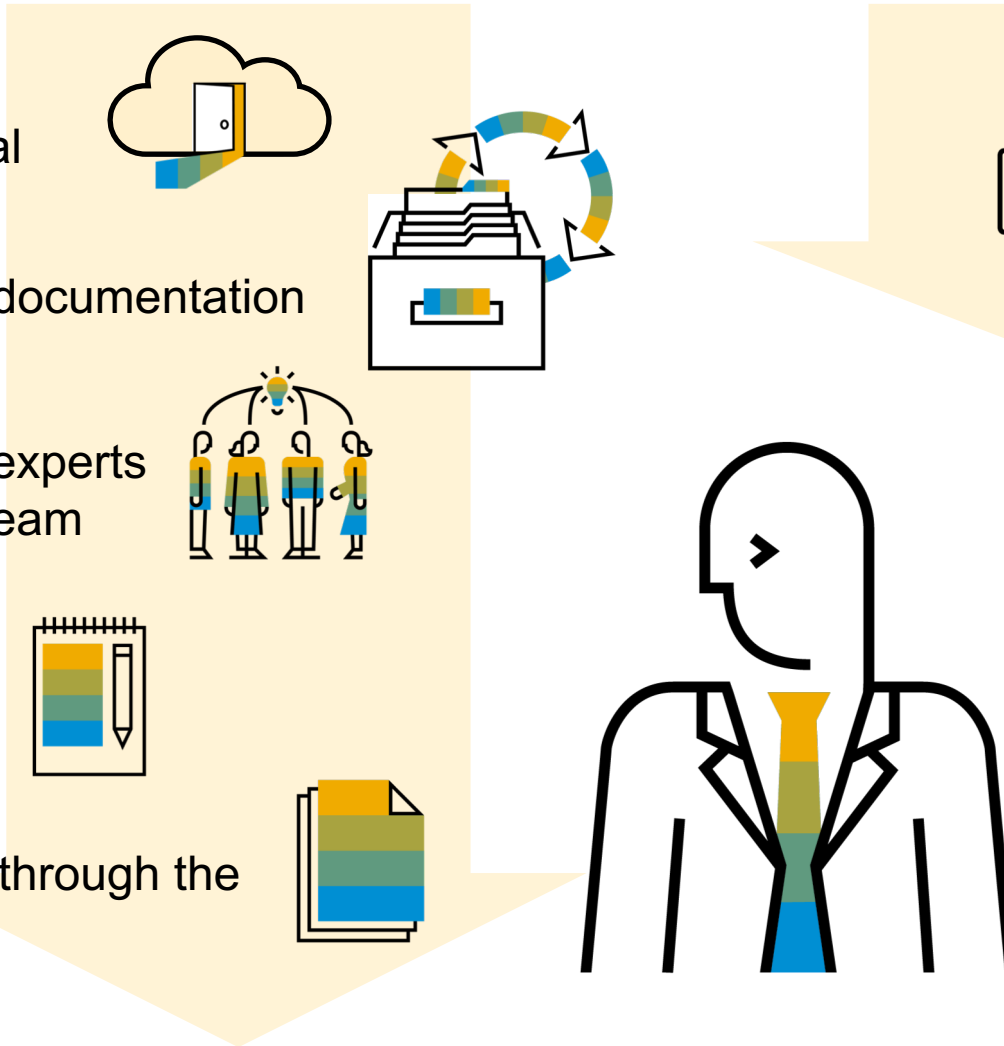
Search also for "SAP Road Map for Cloud Integration":
<https://sap.com/roadmaps>

1. This is the current state of planning and may be changed by SAP at any time without notice.

Integration Challenge

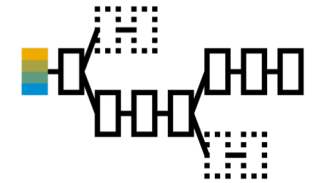
In the past:

- start in SAP Support Portal
- find the right documentation
- find the right experts and setup a team
- make a plan
- experts work through the documents



Now **Cloud Integration Automation Service:**

- Guided integration workflow
 - partially automated
 - standardized
 - role based
 - integrated
- Reuse landscape information from the Maintenance Planner
- Reduced manual work for the scenario integration
- Technical configuration is completed before starting the business process modelling

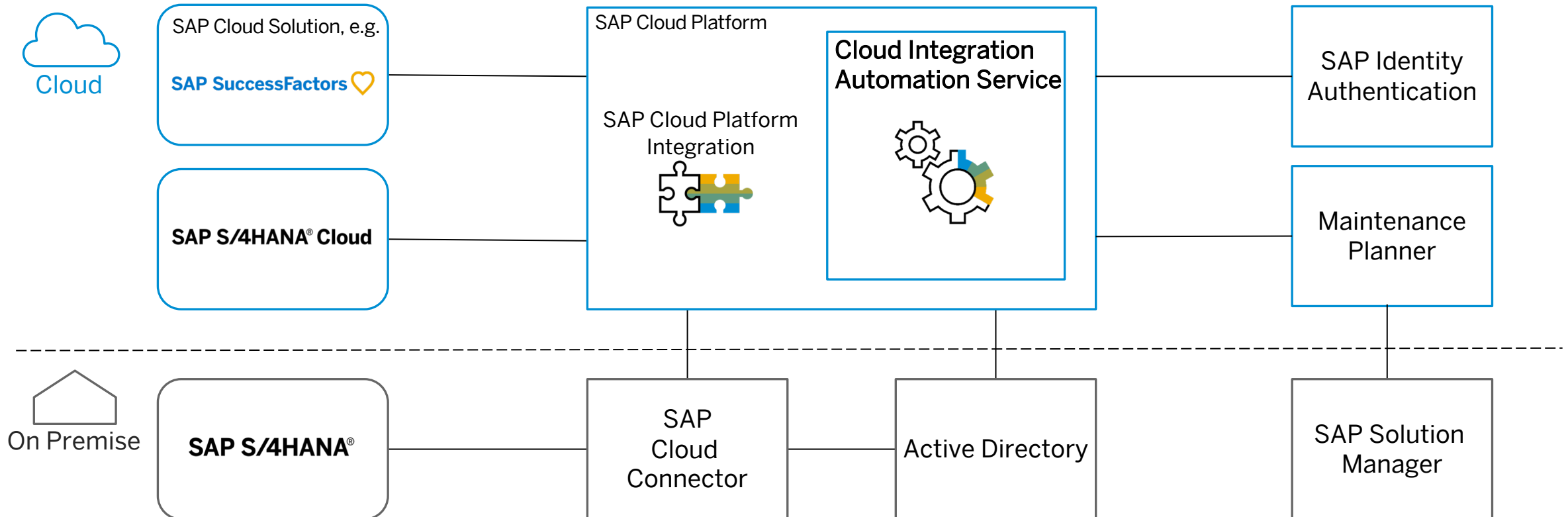


Help SAP Portal: https://help.sap.com/viewer/p/SAP_SUCCESSFACTORS_EMPLOYEE_CENTRAL_INTEGRATION_TO_SAP_BUSINESS_SUITE

Set-up guide: https://support.sap.com/content/dam/SAAP/Sol_Pack/Library/Setup/JB1_S4CLD1808_Set-Up_EN_XX.pdf

Cloud Integration Automation Service: Building Blocks

- Automate the integration configuration
- Simplify the parameterization
- Orchestrate the scenario integration



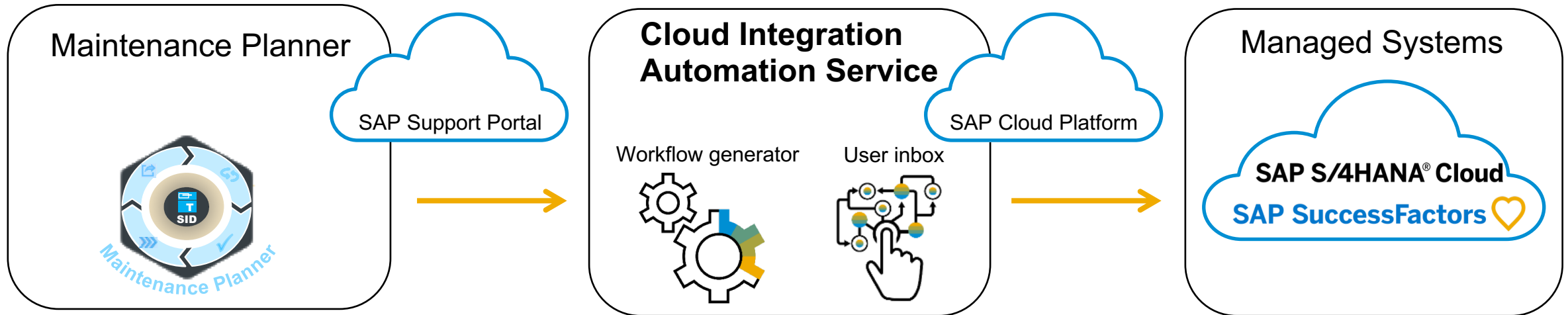
Cloud Integration Automation Service: Step-by-step

1. In **Maintenance Planner**: choose an **integration scenario** and select the right systems

2. Use the **Cloud Integration Automation Service** to generate a **role based workflow** with predefined tasks

3. In SAP Cloud Platform workflow: **assign the tasks** to the right experts

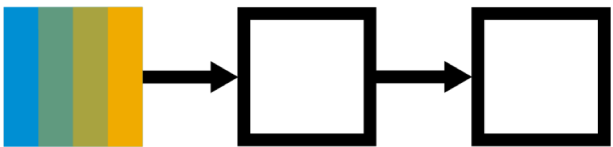
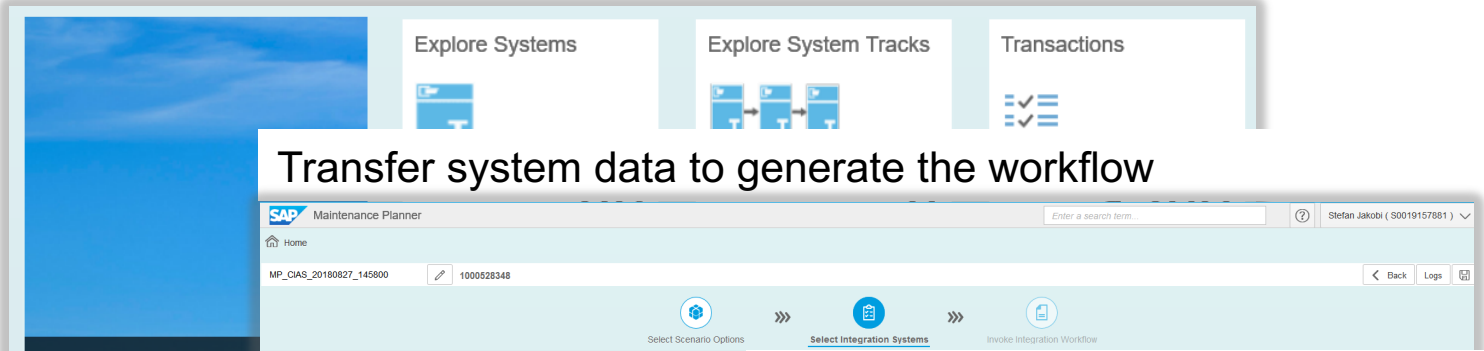
4. **Process the tasks** from the workflow in the managed systems



Cloud Integration Automation Service

Maintenance Planner, Workflow Generation, User Inbox

Start integration scenario in the Maintenance Planner



Process Overview (review of demo)

Work on the tasks in user inbox

Cloud Integration Automation Service - Scenario Monitoring

SJ_demo_Daimler

Stefan Jakobi (D021131)

Employee Central Integration with S/4HANA Cloud (JB1)

SAP S/4HANA Cloud Integration

Status: **RUNNING**

CIAS Execution ID: A0000000085

Progress: 10%

Task Details

Targets

Roles And Users

Scope

Support Information

Task Details (51)

ID	Task Type	Applicable Target	User Assignment	Completed By	Status
Disclaimer A00001	User Task	Cloud Integration Automation Service	D021131	D021131	✓ Completed 2018-06-12 09:18:47 UTC
Confirm Landscape Components A00002	User Task	Cloud Integration Automation Service	D021131	D021131	✓ Completed 2018-06-12 09:19:22 UTC
Assign Users to required Roles A00003	User Task	Cloud Integration Automation Service	D021131	D021131	✓ Completed 2018-06-12 09:20:13 UTC

Scenario Executions (10)

Search

SJ_demo_Daimler

A0000000085

Started By: S0019157881

2018-06-12 09:17:04 UTC

RUNNING

SJ_Test_12_06_2018

A0000000084

Started By: S0019157881

2018-06-12 07:27:15 UTC

RUNNING

SJ_Demo_08_06_2018

A0000000080

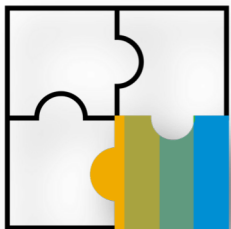
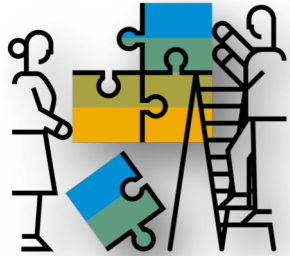
Started By: S0019157881

2018-06-08 13:26:25 UTC

RUNNING

Powered by Cloud Integration Automation Service

Available integration scenarios

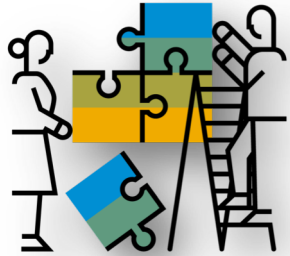


SAP S/4HANA Cloud Integration Scenarios

- Credit Agency Integration (1RY) 1811
- Integration with SAP Distributed Manufacturing (1NX) 1811
- Integration with SAP Hybris Service Engagement Center (23D) 1811
- Integration with Third-Party Sales Force Automation System (1QI) 1811
- Social Collaboration SAP Jam (1JB) 1811
- SAP Ariba Buying and Invoicing Integration (1ZM) 1811
- SAP Ariba Commerce Automation Integration (J82) 1811
- SAP Ariba Guided Buying Integration (2NV) 1811
- SAP Ariba Guided Buying Integration for Central Procurement (3EN) 1811
- SAP Ariba Payables Integration (19O) 1811
- SAP Ariba Quote Automation Integration (1L2) 1811
- SAP Ariba Sourcing Integration (1A0) 1811
- SAP Concur Financial Integration (1M1) 1811
- SAP Fieldglass – Service Procurement Integration (22K) 1811
- SAP Hybris Revenue Cloud Integration: Sales Billing (2AP) 1811
- SAP S/4HANA Cloud Integration with SAP Hybris Marketing Cloud (1UG) 1811
- SAP SuccessFactors Employee Central Integration (JB1) 1811

Powered by Cloud Integration Automation Service

Available integration scenarios

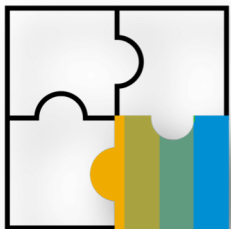
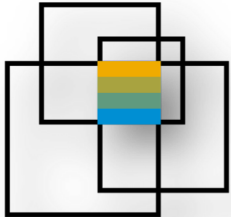


SAP Fiori Cloud for SAP S/4HANA Integration

- SAP Fiori Cloud for SAP S/4HANA with ref. App

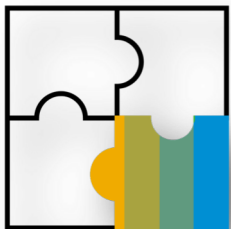
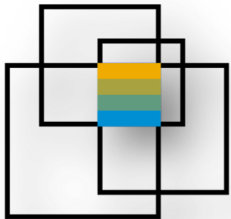
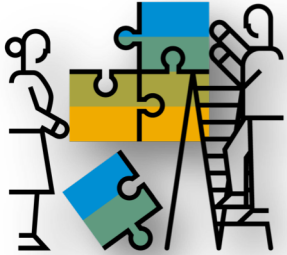
SAP Cloud Platform ABAP

- SAP Cloud Platform, ABAP Environment: Setup
- SAP Cloud Platform ABAP and SAP S/4HANA Cloud: Integration



Powered by Cloud Integration Automation Service

Planned integration scenarios



- **SAP Ariba**
 - 2VY - Ariba Supplier Management
- **SAP SuccessFactors**
 - 1NL - SAP SuccessFactors Employee Central Payroll Integration
 - 31P - Integration Revenue Cloud with Sales Fulfilment
- **FIN**
 - 1S0 - Integration of SAP S/4HANA for Customer Payments
 - 1S2 - SAP Digital Payments Add-on
 - 1YB - Integration between SAP S/4HANA Cloud and SAP Analytics Cloud
 - 1KU - Integration to SAP RealSpend and SAP Financial Statement Insights
 - 2OH - Continuous Control Monitoring Integration
 - 2U2 - Key Risk Indicator Monitoring
- **Procurement**
 - 1XV - SAP S/4HANA for Legal Content
- **Sales**
 - 1Z1 - Digital Payments – Sales
- **Third Party**
 - 1Z6 - External Billing



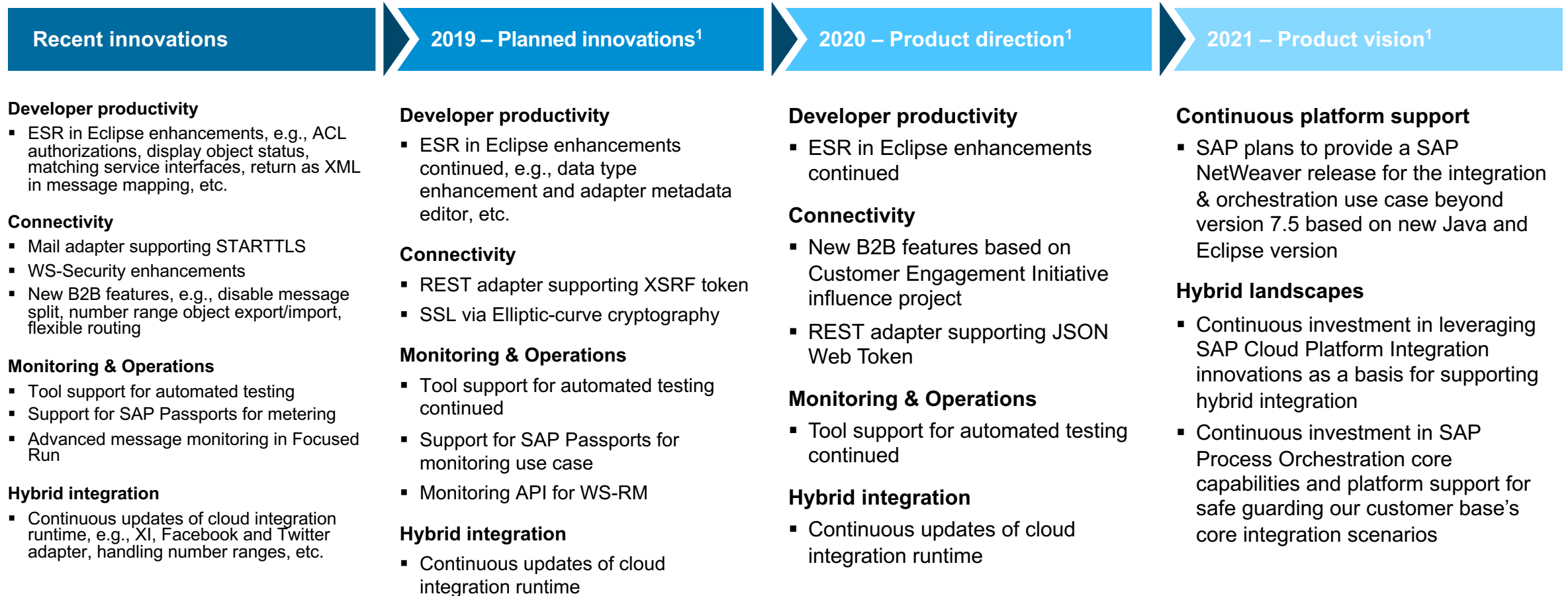
Benefits of Cloud Integration Automation Service

- You get a **unified solution** for the integration of business scenarios from SAP
- The Cloud Integration Automation Service offers
 - **partially automated**
 - **standardized**
 - **role based**
 - **integrated**configuration of SAP integration scenarios
- It provides a **guided workflow** with automated configuration capabilities
- It provides the **latest up-to-date** information for the scenario integration
- It makes use of the **planning- and landscape** information accessible from the **Maintenance Planner**
- It reduces **manual** work for the scenario integration
- It makes sure that the **technical configuration is completed** before the start of business process modelling



SAP Process Orchestration

Product road map overview – Key innovations



1. This is the current state of planning and may be changed by SAP at any time without notice.

Links for Further Information

SAP Cloud Platform Integration Suite

SAP Cloud Platform Integration

Links for further information

- SAP Cloud Trust Center: <https://www.sap.com/about/cloud-trust-center.html>
- SAP Data Center: <https://www.sap.com/about/cloud-trust-center/data-center.html>
- SAP Data Center Locations: <https://help.sap.com/doc/aa1ccd10da6c4337aa737df2ead1855b/Cloud/en-US/3b642f68227b4b1398d2ce1a5351389a.html?3b642f68227b4b1398d2ce1a5351389a.html>
- SAP agreements with general terms and conditions: https://www.sap.com/about/cloud-trust-center/cloud-service-level-agreements/cloud-services.html?search=Service%20Level%20Agreement&sort=title_asc
- SAP Cloud Availability Center: <https://support.sap.com/en/my-support/systems-installations/cloud-systems-installations.html>
- CIO Guide I (SAP Vision for Integrating SAP Applications in Cloud and Hybrid Environments): <https://www.sap.com/documents/2017/05/eebd96bd-b97c-0010-82c7-eda71af511fa.html>
- CIO Guide for Integration II (Process and Data Integration in Hybrid Landscapes): <https://www.sap.com/documents/2018/06/de3238a0-077d-0010-87a3-c30de2ffd8ff.html>

SAP Cloud Platform Integration

Links for further information (cont'd)

- Key capabilities, regions, licensing, further links: <https://cloudplatform.sap.com/dmp/capabilities/us/product/SAP-Cloud-Platform-Integration/cceaaf2b-8ceb-4773-9044-6d8dad7a12eb>
- Product page with overview description:
 - SAP Cloud Platform Integration Suite: <https://cloudplatform.sap.com/integration.html>
 - SAP Cloud Platform Integration: <https://www.sap.com/products/hana-cloud-integration.html>
- Product documentation: https://help.sap.com/viewer/product/CLOUD_INTEGRATION/Cloud/en-US
- Feature scope description: https://help.sap.com/doc/3da469f299514f25a00ade689a11ef2c/Cloud/en-US/CPI_HCI_FSD_Ext.pdf
- Community, further links, discussions, <https://www.sap.com/community/topic/cloud-integration.html>
- Success stories: https://cloudplatform.sap.com/content/skywalker/website/en_us/success.html
- Blueprints: <https://www.sap.com/developer/blueprints/finder.html>
- Standard training courses: <https://training.sap.com/shop> -> CLD900
- OpenSAP training: <https://open.sap.com/courses/hybrid1>
- SAP API Business Hub with pre-packaged integration content delivered by SAP and partners: <https://api.sap.com>
- Webinar series on SAP Cloud Platform Integration Suite: <https://webinars.sap.com/sap-user-groups-k4u/en/ifgintegration>
- What's New in SAP Cloud Platform Integration Suite Webinar Series: <https://blogs.sap.com/2019/02/08/whats-new-in-sap-cloud-platform-integration-suite-webinar-series-2018-and-beyond/>
- Short videos on key capabilities of SAP Cloud Platform Integration:
<https://www.youtube.com/playlist?list=PLkzo92owKnVwUoyV34RbxBZihYqi6eE3>
- Roadmap for SAP Cloud Platform Integration: <https://www.sap.com/products/roadmaps.html> -> Browse All Road Maps -> Search for “cloud integration” -> Road Map for SAP Cloud Platform Integration

SAP Cloud Platform Integration

Links for further information (cont'd)

- Roadmap for content built by SAP cloud applications leveraging SAP Cloud Platform Integration: <https://www.sap.com/products/roadmaps.html> -> Browse All Road Maps -> Search for “cloud integration” -> SAP Road Map Cloud Platform Integration
- Prepackaged integration content to accelerate integration between SAP S/4HANA and Salesforce: <https://blogs.sap.com/2019/03/25/accelerate-implementation-with-sap-s4hana-salesforce-prepackaged-integration-content/>
- Blog series about SAP Integration Content Advisor: <https://blogs.sap.com/2019/03/12/integration-content-advisor-overview-of-components-and-further-reading/>
- SAP Cloud Platform Integration book, 2nd edition, with exercise examples: https://www.sap-press.com/sap-cloud-platform-integration_4650/
- SAP Cloud Platform Open Connectors User Documentation: <https://help.openconnectors.ext.hana.ondemand.com/home>
- SAP Cloud Platform Open Connectors Blog Series: <https://blogs.sap.com/2018/09/24/blog-series-simplify-integration-with-third-party-application-with-sap-cloud-platform-open-connectors/>
- Certification options: <http://scn.sap.com/docs/DOC-62717>, [Certify my Solution](#), [Certification process for content \(HCI-PI-CNT\)](#), [Certification process for adapters \(HCI-PI-ADK\)](#)
- Innovation Pack through SAP PartnerEdge Program for Application Development to develop adapters and integration content: https://www.sapappsdevelopmentpartnercenter.com/en/faq/sap-hana-cloud-platform-faq_9/what-service-is-available-for-sap-hana-c_85/
- International Focus Group for Integration: <http://scn.sap.com/people/holger.himmelmann2/blog/2010/10/07/introducing-global-special-interest-group-for-process-integration>
- Global Integration Survey Results: <https://blogs.sap.com/2017/11/30/result-of-the-global-survey-for-sap-integration-2017/>

Appendix

SAP Cloud Platform Integration Suite



Endress+Hauser

People for Process Automation

Corporate group:

Endress+Hauser

IT group company:

Endress+Hauser InfoServe GmbH+Co. KG

Group industry:

Instrumentation, Process Automation

Employees

> 13.000

Revenue

> 2 billion €

Products and Services:

- Process automation: products, services and solutions for flow, level, pressure and temperature measurement, process analysis and data management
- Laboratory automation: analytical instruments and bioanalytical systems (under the Analytik Jena brand)

SAP Could Platform Integration boosts digitalization at Endress+Hauser

Integration demands are higher than ever before and they are the key to success for Endress+Hauser to provide our customer with a seamless integrated customer journey. As part of digitalization, e-business transactions gain great importance and integrated end-to-end processes are core assets for our success.

At Endress+Hauser, we use SAP CPI as strategic iPaaS, offering state-of-the-art integration capabilities combined with high technology speed and great usability. This helps us to keep up with legal compliance, boosts B2B integrations and moreover improves project speed and productivity.

Before: Challenges and Opportunities

- Prior to SAP CPI standard integration content was rare. In the past, almost all forcing us to painstakingly develop interfaces from scratch
- Update and Upgrade procedure were long lasting and time consuming
- Customers expecting fast and effective B2B integration projects

Why SAP

- Long lasting successful partnership
- SAP is best in – at least – SAP integration
- Clear strategy (e. g. CIO guides and ISA-M), roadmaps and customer involvement
- Clear integration visions understanding integration as core asset

After: Value-Driven Results

- Lots of standard integration packages boosting implementation time and effort
- Always-up-to-date iPaaS with zero downtime and lots of new features
- Machine Learning tools available to boost B2B integrations (known as Integration Content Advisor)

“SAP CPI is a perfect match for Endress+Hauser to bring our integration assets to the next level and replace SAP PRO in a mid-term timeframe.”

Markus Schalk, Head of Department Applications Technology Integration, Endress+Hauser InfoServe GmbH + Co. KG



Fast

Legal compliance in terms of Copy&Paste integration packages

Up-to-date

Monthly update cycles with zero downtime are of great value

Innovative

Machine Learning in Integration Content Advisor brings in new value and higher productivity

<https://www.youtube.com/user/EndressHauserAG>

[Learn more >](#)



Budenheim: Integrating Salesforce with SAP CPI and AIF



Budenheim
<https://www.budenheim.com>

Industry
Chemical industry

Products and Services
Specialty chemicals, high-quality phosphates

Employees
> 1,200

Revenue
~ EUR 300 million

SAP Solutions
SAP AIF, SAP CPI, SAP ERP

SAP Consulting Partner
cbs Corporate Business Solutions GmbH



The chemical specialist Budenheim harmonized their global sales organization and processes on the Salesforce cloud platform. With SAP ERP as their central platform for logistics and finance processes, a master data from SAP as well as quotations created in Salesforce have to be synchronized between the two environments.

Before: Challenges and Opportunities

- Account, contact and opportunity related information were stored locally and documented in different ways by local sales persons
- Inconsistent master data between regions, sales and logistics areas
- No mobile access to sales-related reporting data

Why SAP

- SAP ERP leading system for logistics and finance processes
- SAP CPI chosen as central cloud integration platform to integrate today's and future hybrid integration requirements and country-specific e-invoicing processes
- SAP AIF used to enable a more business-oriented monitoring and standardized approach for interface development

After: Value-Driven Results

- Immediate and harmonized quote and master data in sales and logistics processes
- Stable and automated real-time integration between Salesforce and SAP ERP
- Lower TCO by cloud-based integration platform, automated alerting and central interface monitoring

“SAP CPI and SAP AIF build the technical foundation for the integration of critical business processes between our SAP ERP on-premise and cloud-based applications. The solutions help us to implement our digitization strategy and further automate our end-to-end processes.

Michael Schmitt, Head of Systems & Digitization, Budenheim

Real-time

integration for quotations and master data between Salesforce and ERP

Efficient

Central monitoring and alerting of interfaces via SAP AIF

Lower

Lower TCO for cloud middleware

[Learn more >](#)



Perfect Integration between SAP ERP on-premise and C4C due to SAP Cloud Platform Integration



Company

Alfred Ritter GmbH & Co. KG

Headquarters

Waldenbuch, Germany

Industry

Food

Employees

1500+

Revenue

€489 million (2018)

Web Site

<https://www.ritter-sport.de/en>

Objectives

- Building a long-term cloud strategy by using an extendable integration platform with multiple endpoints.
- Implementing and connecting SAP Cloud for Customer (C4C) to SAP ERP on-premise.
- Move away from non-SAP managed services.
- Integrated End-to-End Process from selling to delivery.

Why SAP

- Perfect Integration to SAP ERP as well as for SAP S/4HANA due to prepackaged iFlows using SAP Cloud Platform Integration.
- Future-ready integration solution in terms of scalability, flexibility and expandability.
- Easy-to-use tool and intuitive user interface.

Project Facts

- Fast and robust implementation due to SAP Cloud Platform Integration.
- Reducing of maintenance cost by using sales document data from SAP ERP. C4C allows to use the whole pricing conditions from SAP ERP, which eliminates the need for price maintenance in C4C.

Benefits

- Reduction in implementation and support costs by adopting prepackaged content.
- Always-up-to-date iPaaS and SaaS with zero downtime and lots of new features.
- Creating a complete customer insight with powerful analysis opportunities.
- Better customer experience due to streamlined processes.

Up-to-date

With zero downtime

Intuitive

User Interface

Powerful

Analytics

“SAP C4C is our first SAP cloud product. SAP Cloud Platform Integration enables an optimal integration between our SAP on-premise and C4C solutions. This makes SAP Cloud Platform Integration a key component of our hybrid infrastructure strategy.”

Ulrich Strack, CIO, Alfred Ritter GmbH & Co. KG

KWS SAAT SE - Seeding the future with hybrid architecture strategy and SAP Cloud Platform Integration

Company

KWS SAAT SE

Headquarters

Einbeck, Germany

Industry

Agriculture

Products and Services

Supplier of Seed

Employees

4.937

Revenue

1,075 Mrd. €

Web Site

www.kws.com

Partner

itelligence AG

www.itelligencegroup.com/de

 itelligence



Objectives

- Support Hybrid Architecture Strategy of KWS SAAT SE for future growth
- Integrating several SAP Cloud Solutions like SAP Concur, SAP Success Factors, SAP Integrated Business Planning and S/4HANA
- Full Process Integration of S/4HANA on Premise and S/4HANA Cloud with multiple SAP Backends
- Implementing a global SCP Deployment and Development Strategy aligned with current organizational demands

Why SAP

- User-friendly and small-footprint integration platform
- Future-ready integration solution that allows customers to scale over time

Resolution

- Worked with SAP partner itelligence AG to design and implement the cloud platform approach
- Completed the integration and went live in a matter of weeks after a short implementation cycle
- Setting up a strong partner network so implement several integration tasks in parallel and foster the SCP capabilities of Integrating, Extending and implementing new cloud applications fast

Benefits

- Fast implementation time of standardized integration processes(e.g. with SAP Concur Integration content)
- Consistent deployment model of process integration and data integration with SCP data agents
- Holistic Security Framework with Cloud Identity Management capabilities working together with Microsofts Active Directory
- Large repository of pre-build Fiori Apps and strong implementation with SCP WebIDE

"SAP Cloud Platform Integration serves as the key driver for the hybrid IT architecture of the company, which operates in more than 70 countries. With an outstanding partner network, we have been able to quickly realize different integration scenarios for different cloud applications "

Jens Schwetje, Head of SAP Application, KWS SAAT SE



Faster

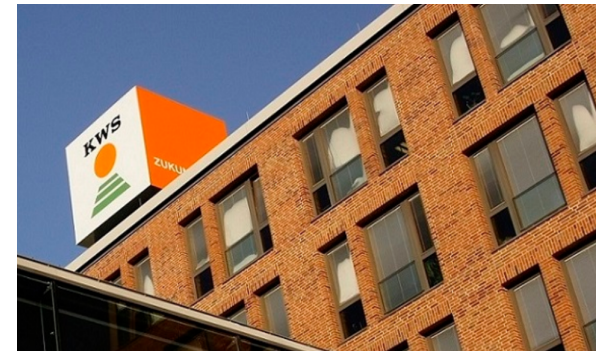
Innovation thanks to shorter project and upgrade cycles

Scalable

Cloud integration platform as the gateway to a hybrid architecture strategy

Partner

Working with multiple partner to achieve goals in a collaboration of excellence





Empowering the Workforce with Integrated and **Mobile HR Solutions**



**TECO Energy, an
Emera Inc. company**
Tampa, Florida
www.tecoenergy.com

Industry
Utilities

Products and Services
Energy services

Employees
~3,700

Revenue
US\$2.7 million (2016)

SAP® Solutions
SAP® SuccessFactors® solutions, SAP ERP application, SAP Fiori® apps, SAP Cloud Platform, and the SAP Cloud Platform Integration service

With electric and natural gas systems widespread across Florida and New Mexico, the companies of **TECO Energy – Tampa Electric, Peoples Gas, and New Mexico Gas Co.** – needed interconnected human resources solutions with mobile flexibility. Cloud-based solutions give employees in the field the same accessibility as their colleagues in the office – 24x7.

Before: Challenges and Opportunities

- HR data residing in existing on-site systems could not be accessed by employees in the field
- Existing applications were not cloud-based systems
- Cumbersome recruiting and onboarding processes

Why SAP

- State-of-the-art SAP SuccessFactors solutions in the cloud as well as cloud integration technology
- SAP Fiori apps and extensions for SAP Cloud Platform that offer mobile accessibility
- SAP Cloud Platform Integration, which provides a central hub for a hybrid landscape that both integrates cloud-based SAP SuccessFactors Talent solutions and the on-premise SAP ERP application and also increases flexibility through custom extensions

After: Value-Driven Results

- Prepackaged integration templates to help jump-start the SAP software integration project
- Significant reduction in implementation and support costs by adopting prepackaged content
- Lower hosting costs by using the cloud solution hosted by SAP
- Replacement of several manual processes with automated solutions

SAP SuccessFactors

Faster

Time to value with real-time integration of HR data

Lower

Implementation costs and total cost of ownership

Better

System integration and employee data management

Eneco: Making a Cloud-First Strategy a Reality with SAP Cloud Platform Integration



Company

Eneco Holding N.V.

Headquarters

Rotterdam, Netherlands

Industry

Utilities

Products and Services

Supplier of gas, electricity, and heat

Employees

7,000

Revenue

€4.28 billion (2015)

Web Site

www.eneco.com

Partner

Proxcellence

www.proxcellence.com



Objectives

- Support rapid change and transformation processes in the utilities industry by using flexible, state-of-the-art business and IT solutions in the cloud
- Introduce a cloud-first strategy for the company, starting with a cloud platform that is scalable and can support cloud-to-cloud integration as well as hybrid deployment models
- Move away from non-SAP managed services

Why SAP

- User-friendly and small-footprint integration platform
- Future-ready integration solution that allows customers to scale over time

Resolution

- Worked with SAP partner Proxcellence to design and implement the cloud platform approach
- Completed the integration and went live in a matter of weeks after a short implementation cycle
- Gained the flexibility to integrate between all SAP® and non-SAP systems, thanks to the customization capabilities offered by SAP Cloud Platform Integration

Benefits

- Simpler IT that helps drive innovation
- Minimal up-front investment
- No costs for hardware installation
- No need to invest in technical monitoring and upgrades, thanks to automatic monthly upgrades to the cloud infrastructure
- Standard integration content with automated release-update cycles

"Thanks to SAP HANA Cloud Platform, integration service, we were able to cut down our IT spend for integration middleware to between 50% and 60% of our annual total cost of ownership. At the same time, the ease of use and flexibility of the solution helped us to go live in a matter of weeks."

Marco Verhoef, Integration Consultant, IT Asset Management, Eneco Holding N.V.

Faster

Innovation thanks to shorter project and upgrade cycles

Scalable

Cloud integration platform as the gateway to a cloud-first strategy

Minimal

Up-front investment

Lower

Total cost of ownership (down to 50%–60%)

* SAP HANA Cloud Platform, integration service is renamed SAP Cloud Platform Integration



Complying Punctually with Spanish Tax Authorities with **SAP® ERP**



Newell Brands

Hoboken, New Jersey

www.newellbrands.com

Industry

Consumer products

Products and Services

Well-known brands for homes, workplaces, classrooms, playing fields, and parks

Employees

57,000 worldwide

Revenue

US\$16 billion

SAP® Solutions

SAP® ERP application;
SAP ERP, option for e-document processing;
SAP Cloud Platform Integration service; and
SAP MaxAttention™ services

As a global supplier of popular consumer and commercial products, Newell Brands is subject to local regulations worldwide. By implementing SAP ERP, option for e-document processing, at its site in Madrid, Spain, it now has software support to comply with local regulations mandating the exchange of electronic documents with tax authorities. SAP MaxAttention services helped it complete the work right on time for the enforcement that began July 1, 2017.

Before: Challenges and Opportunities

- Comply with new tax regulations for business transactions with Spain and within Spain
- Meet the tight deadline to have the new solution in place by July 1, 2017, to avoid penalties

Why SAP

- User-friendly and intuitive solutions
- Experienced, highly cooperative consultants from SAP MaxAttention services
- Prepackaged content from SAP that expedited integration of SAP ERP with the authorities' system
- High integration of SAP software with current ERP software
- An e-document solution that combines the interface management capabilities of the SAP Application Interface Framework tool with SAP Cloud Platform Integration to implement business-to-government communication

After: Value-Driven Results

- Higher security as a result of simplified integration
- Centralized e-document processing
- Full compliance with the Spanish tax authority for electronically transmitting billing records from VAT books
- Ability to react faster in response to changes mandated by the tax authorities

“I’ve been impressed with the support we received from SAP MaxAttention and how robust SAP Cloud Platform Integration is. Going live in July made us one of the first customers to use this sophisticated solution.”

Neil Trigg, IT Director, Newell Brands

100%

Transparency of tax submissions

100%

Compliance with tax regulations

Flexible

Electronic transmission of invoices



Tigre: Maintaining Legal Compliance Across the Software Landscape with SAP HANA® Cloud Platform and SAP® ERP



Company

Tigre S.A. Tubos e Conexões

Headquarters

Joinville, Brazil

Industry

Engineering, construction, and operations

Products and Services

Building materials

Employees

7,000

Revenue

US\$949 million

Web Site

www.tigre.com.br

Objectives

- Integrate the SAP® ERP application with the national tax and administration office (SUNAT)
- Provide Peru offices with the SAP E-Invoicing for Compliance OnDemand application

Why SAP

- SAP HANA® Cloud Platform, integration service*, to achieve communication between SAP ERP and SUNAT
- The Control Center Framework delivered by the Digital Business Services organization to support Tigre in establishing a cloud deployment
- SAP Enterprise Support advisory team for remote service provision

Resolution

- Implemented a cloud deployment and performed configuration remotely with help from SAP experts
- Resolved emerging issues quickly
- Established business monitoring and error handling through complete integration with SAP ERP

Benefits

- In-house competence about SAP HANA Cloud Platform through expert knowledge transfer from consultants
- Low cost due to efficient implementation
- Ongoing compliance with legal changes across all software components
- Simplicity of having 1 user interface, 1 platform, and 1 provider
- Efficient localization of legal compliance at low operational cost

“Due to our previous experience with the organization, we felt SAP Enterprise Support would be a key differentiator and a valuable asset and ally during our innovation journey, and we were right. We are very satisfied with the results.”

Pedro Balista, Corporate Director, Information Technology, Tigre S.A. Tubos e Conexões

Full

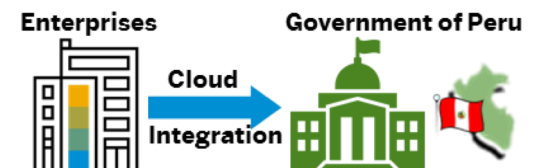
Compliance with legal regulations in Peru

Complete

Business-to-government integration

Lower

Compliance risk due to use of prepackaged content



* SAP HANA Cloud Platform, integration service is renamed SAP Cloud Platform Integration

Collaborating Over a Digital Network to Bring Transparency to the Pharmaceuticals Market

Boehringer Ingelheim GmbH
Ingelheim am Rhein, Germany
www.boehringer-ingelheim.com

Industry
Life sciences

Products and Services
Medicines

Employees
47,744

Revenue
€15.9 billion

SAP® Solutions and Services
SAP® Cloud Platform, SAP Cloud Platform Integration service, and the SAP Innovative Business Solutions organization

Pharmaceuticals company **Boehringer Ingelheim** co-innovated with the **SAP® Innovative Business Solutions organization** to establish a digital network based on **SAP Cloud Platform** to track its products at every stage of the supply chain. As a result, it has improved traceability, and customers can verify that drugs being dispensed are genuine – safeguarding patient health.

Before: Challenges and Opportunities

- Help pharmacies and hospitals identify suspect products and eliminate the dispensing of counterfeit drugs
- Enable compliance with legislation that requires full traceability of pharmaceutical products
- Improve the speed and efficiency of transferring information across the supply chain

Why SAP

- Co-innovation with a partner that has a track record of more than 40 years of expertise in specific business requirements for life sciences
- Information collaboration hub providing quick and efficient data exchange with manufacturers, logistics providers, compliance authorities, and customers
- Agile technology foundation enabled by SAP Cloud Platform
- Higher security as a result of simplified integration among connected participants, enabled by the SAP Cloud Platform Integration service

After: Value-Driven Results

- Improved peace of mind for hospitals and pharmacies, that they are providing patients with genuine – rather than counterfeit – medicines
- Increased trust in the **Boehringer Ingelheim** brand
- Enhanced business agility and lowered transaction costs, thanks to simplified processes for onboarding new supply chain partners
- Ability to react more quickly in response to changes in legal regulations in the healthcare sector

“By leveraging the pharma network across all our stakeholders, we have the **transparency to guarantee that patients are receiving the medicine they need and not a faked copy.”**

Andreas Henrich, IT Enabling Functions and Platform Services, **Boehringer Ingelheim GmbH**

130

Years of innovation in pharmaceutical research

146

Affiliate companies worldwide

€3 billion

Annual investment in research



See how a pharma network helps fight the counterfeiting of medicines.

Celkon: Improving Data Capture by 80% and Reducing System Management Costs by 60% with SAP® Cloud Platform

CELKON

Company

Celkon Impex Pvt. Ltd.

Headquarters

Hyderabad, India

Industry

Telecommunications

Products and Services

Smartphones, feature phones, tablet PCs

Employees

700

Revenue

US\$200 million

Web Site

www.celkonmobiles.com

Partner

2iSolutions Consulting Services Pvt. Ltd.

www.2isolutions.com



Objectives

- Improve collaboration with channel partners
- Reduce effort to generate and collate data
- Improve demand forecasting, target setting, and order fulfillment
- Enable real-time reporting for better reference management and action
- Provide real-time data to the sales team

Why SAP

- Strong integration abilities provided by SAP® Cloud Platform to integrate with any SAP or non-SAP application
- Better utilization of user times and better system adaptation with the high-performance SAP HANA® database
- Flexibility to handle sudden demand surges and so on with a cloud model

Resolution

- Improved sales by 10% and reduced the inventory carrying costs of channel partners by 20%
- Collated data from different partners and sources into one system, providing greater analytical capabilities
- Improved collection and order fulfillment

Future plans

- Use SAP Cloud Platform to improve scheme claims, improve tertiary vs. primary data capture, and handle service franchise operations
- Implement SAP S/4HANA® to create a powerful digital core to handle operational, statutory, and controlling needs

“The dealer-management solution delivered by 2iSolutions on SAP Cloud Platform is appreciated by all channel partners and users. This system gives timely and accurate information about inventory movements, demand, and order fulfillment. It has already improved the productivity of our sales force and people involved with data processing.”

Murali Retineni, Director, Celkon Impex Pvt. Ltd.

80%

Reduction in data-capturing and processing costs

10%

Increase in sales

15%

Reduction in inventory carrying costs

Improved

Customer satisfaction with increased transparency

Pregis: Simplifying Protective Packaging with SAP® Hybris® Solutions and SAP S/4HANA



Company

Pregis Corporation

Headquarters

Deerfield, Illinois

Industry

Mill Products – protective packaging

Products and Services

Packing supplies, bubble wrap, foam, surface protection film

Employees

1,000

Revenue

US\$1 billion

Web Site

www.pregis.us/Home.aspx

Partner

The Principal Consulting Inc. (TPC)

www.tpcus.com

Objectives

- Upgrade sales and customer management systems to more-effectively personalize and enhance customer experiences to increase lifetime value
- Provide proactive, relevant service to a diverse clientele
- Simplify and integrate disparate systems across departments to unify operations

Why SAP

- Enabled a phased approach for digital transformation
- Provided an integrated solution to enable the company to Run Simple and satisfy customers

Resolution

- Worked with TPC to deploy SAP® S/4HANA and the SAP Hybris® Sales Cloud solution using SAP Cloud Platform Integration
- Completed the digital transformation project in 16 weeks

Benefits

- More-informed decision making using instant reports to the executive team that increase visibility into sales and customer support
- Enhanced agility with a simplified platform that allows real-time data sharing among sales, customer service, and business leaders
- Greater efficiency due to the elimination of duplicate data entry

"Now we have a data repository that is a single source of truth and accessible to the whole organization. This is an enormous improvement over our previous system, which often required work-arounds."

Bob Border, Vice President and CIO, Pregis

16 weeks

To implement on schedule and within budget

360-degree

View of each customer account

15%–20%

Expansion of the sales pipeline

Simplified

Data analysis for more-effective selling

Full Transparency on Monitoring Data with SAP Cloud Platform Integration

Company

delaware

Headquarters

Kortrijk, Belgium

Industry

Professional services

Products and Services

IT solutions and business consulting services provider

Employees

1,600

Revenue

€200 million (2016)

Web Site

www.delaware.pro

Delaware is a global consulting firm operating in more than 15 countries. The company's IT paradigm to go for a 100% Cloud first strategy is reflected in its broad adoption of SAP cloud solution, e.g. SAP S/4HANA Professional Services Cloud, SAP Analytics Cloud and SAP Cloud Platform extension and integration services. Ensuring a smooth operation and integration between the various cloud systems is key at any time.

Before: Challenges and Opportunities

- SAP S/4HANA Professional Services Cloud is Delaware's new digital core in the cloud and real-time exchange of data from further SAP and non-SAP systems needed to be ensured
- Switch from on-premise to cloud middleware while preserving the same level of monitoring transparency
- While strong technical monitoring capabilities are also available inside SAP Cloud Platform Integration, Delaware's support team should continue to use SAP Solution Manager as the central monitoring environment

Why SAP

- Offers full-fledged, cloud-based Integration Platform as a Service solution
- SAP Cloud Platform Integration monitoring capabilities complemented by SAP Solution Manager as a versatile and multipurpose solution for Application Lifecycle Management
- Pre-defined APIs for exchange of monitoring data between SAP Cloud Platform Integration and SAP Solution Manager and step-by-step configuration template to establish connectivity between the two systems
- Flexible definition of metrics and alert thresholds in SAP Solution Manager

After: Value-Driven Results

- End-to-end monitoring across multiple systems in SAP Solution Manager
- Centralized view on all information relevant for application support in one application
- Hides complexity of different integration layers participating in single message flows

“This new monitoring solution gives a global view on our entire integration landscape, greatly simplifying our support process.”

Frederik-Jan Roose, Solution Lead Integration, delaware

4 hours

to configure initial integration between SAP Cloud Platform Integration and SAP Solution Manager

Proactive

IT is able to detect potential error situations before they impact the business user

Unites Business and IT

Better IT empowerment thanks to strong monitoring capabilities

SAP's eDocument solution helps customers to get ready for the new Spanish SII electronic VAT reporting system

As tax administrations go digital, it is key for companies across the globe to comply with government regulations flexibly and with zero business disruption. One such example is the incorporation of a new Tax Control System for Spain (Suministro Inmediato de Información –S.I.I.) for which SAP's eDocument solution provides an out-of-the box solution.

Before: Challenges and Opportunities

Enable compliance with Spanish SII legislation which mandates taxpayers to provide the data related to invoices & payments, issued and received, to the tax authorities within a four-day timeframe.

- Invoice data need to be shared with the Spanish Tax Agency (AEAT) in mandatory XML schemas
- Need to connect to the SII system over a secure communication channel for a synchronous exchange

Why SAP

- eDocument Solution that combines the interface management capabilities of SAP Application Interface Framework with the capabilities of SAP Cloud Platform Integration for B2G communication
- Quick and efficient data exchange of e-documents based on xml standard
- Higher security as a result of simplified integration
- Maintenance of legal changes across all components in one hand by SAP Globalization Services
- Full integration with ERP system
- Including exchange of VAT reports generated outside of the SAP ERP system through the eDocument cockpit for seamless communication and monitoring

After: Value-Driven Results

- Speedy implementation thanks to pre-packaged integration content
- Adherence to the complex security requirements of e-communication
- Ability to react faster in response to changes in legal regulations
- Global, standard solution that can be leveraged for multiple scenarios in several countries



Maximum Agility

Tax Audit Compliance

Already 500+ customers

Zero Disruption



Complying with the Spanish Tax Authority

exchanging VAT books electronically

KARL STORZ GmbH & Co. KG
Tuttlingen, Germany
www.karlstorz.com

Industry
Medical technology

Products and Services
Medical instruments and devices

Employees
> 7,000 in more than 40 countries

Revenue
€1.6 billion

SAP Solutions
E-Invoicing Framework, SAP
Application Interface Framework,
and SAP Process Orchestration

KARL STORZ, the leading manufacturer for endoscopy, had to respond fast on a newly introduced VAT management system by the Spanish tax agency that mandates to electronically transmit billing records from VAT books. They decided to go for the eDocument solution from SAP which covers the eDocument scenario from end-to-end with the eDocument framework and SAP Application Interface Framework as part of SAP ERP, and the communication via SAP Process Orchestration.

Before: Challenges and Opportunities

- Enable compliance with a newly introduced tax control system by the Spanish tax authority, the so called “Immediate Supply of Information on VAT”
- Tight project timeline meeting the regulator’s deadline
- As a boundary condition, the integration platform of choice should be used which is SAP Process Orchestration

Why SAP

- Globalization Services at SAP provides an eDocument framework applicable to different local tax regulators leveraging their similarities, and hence leading to a consistent user experience and lower operational cost
- Pre-packaged integration content adhering to the authority’s communication and security requirements
- Flexible deployment options following a hybrid integration platform approach which allows to run the cloud integration content on SAP Process Orchestration

After: Value-Driven Results

- Complying with the Spanish tax authority for electronically transmitting billing records from VAT books
- Low effort integrating the SAP ERP system with the authorities by leveraging pre-packaged content from SAP
- Ability to react faster in response to changes mandated by the tax authority

“At KARL STORZ we take pride in assuring the highest standards for our products. Thanks to SAP's e-invoicing solution we are now able to apply equally high standards to our B2G invoicing processes in Spain.”

Günther Meuche, Global Vice President Information Technology, KARL STORZ GmbH & Co. KG

Full

compliance with legal regulations

Low

implementation costs with pre-packaged integration content

Flexible

deployment options meeting our integration policies

Bentley: Simplifying Sales and Increasing Client Engagement with SAP® Cloud for Sales



Company

Bentley Systems Inc.

Headquarters

Exton, Pennsylvania

Industry

High tech

Products and Services

Software solutions for infrastructure development and Sustainment

Employees

>3,000

Revenue

US\$600 million

Web Site

www.bentley.com

Objectives

- Manage the entire sales cycle globally, from accounts to activities, leads, and opportunities
- Extend mobile outreach to sales teams with information anytime, anywhere
- Increase visibility and insight to drive more-meaningful client conversations
- Use the existing CRM infrastructure and transition to the cloud, improving the speed and power of systems overall

Why SAP

- User-friendly solutions with a modern user interface for quick adoption across sales teams
- Fast and complete integration of the SAP® Customer Relationship Management (SAP CRM) application and the SAP Cloud for Sales solution using SAP Cloud Platform Integration technology
- Quarterly enhancements that make it possible to take advantage of the latest cloud innovations

Benefits

- Complete customer insight and end-to-end visibility into the lead-to-cash service process
- High user adoption, making sales teams more productive from day one
- Customer data and reporting at every salesperson's fingertips – anytime, anywhere, and with offline mobile support
- Better collaboration and powerful analytics, keeping sales teams more informed with deeper insight and enabling more-relevant and more meaningful conversations with clients
- Lower total cost of ownership

Future plans

- Roll out to remaining 450 users globally
- Enhance sales functionality by adding quotes to sales process

“With SAP Cloud for Sales, our sales teams now have a global reach, with client information at their fingertips anytime, anywhere. SAP helps us simplify very complicated business processes, and now we are able to service our clients better.”

Lew Reed, Global Sales Operations Vice President, Bentley Systems Inc.

Complete

Customer insight

High

User adoption

Better

Collaboration

Powerful

Analytics

Bentley: Simplifying Sales and Increasing Client Engagement with SAP® Cloud for Sales



Bentley: SAP Customer Engagement via SAP Cloud for Sales Testimonial Video

Hear how Bentley systems is leveraging both SAP Cloud for Sales & SAP CRM Sales to better engage and service their customers.



O-I: Complying with Local Government Regulations Using SAP Cloud Platform Integration



Company

Owens-Illinois Inc. (O-I)

Headquarters

Perrysburg, Ohio

Industry

Mill products – packaging

Products and Services

Glass containers

Employees

21,100 in 21 countries

Revenue

US\$6.8 billion

Web Site

www.o-i.com

Partners

SAP® Active Global Support (SAP AGS) and SAP Globalization Services organizations

Objectives

- Become one of the first companies chosen by the Peruvian government to support a major policy change to accept e-invoices
- Realize a cost-effective and secure means of exchanging business-to-government (B2G) e-invoices for legal and tax compliance

Why SAP

- Expertise to enable compliance with global and local tax regulations
- Prepackaged content that can be integrated with government systems and provides the very best in security capabilities

Resolution

Worked with SAP Globalization Services and SAP® AGS, utilizing SAP MaxAttention™ services, to deploy SAP Cloud Platform Integration technology for market integration and the SAP Application Interface Framework tool

Benefits

- Full and simplified compliance with the Superintendencia Nacional de Administración Tributaria (SUNAT) for e-invoices
- E-document framework that combines the interface management of SAP Application Interface Framework and the capabilities of SAP Cloud Platform Integration to deliver B2G integration for multiple countries
- Less integration effort and compliance risk by leveraging prepackaged content from SAP
- Adherence to the complex security requirements of e-communication
- Less compliance effort by relying on domain expertise and application support from SAP
- Faster time to value by delivering real-time legal changes
- Lower implementation costs and lower total cost of operations



“Combining SAP HANA Cloud Integration and SAP Application Interface Framework and teaming up with SAP AGS and SAP Globalization Services helped us realize effective B2G auditing transactions with all the necessary security requirements.”

Rodney Masney, VP of Technology Service Delivery, Owens-Illinois Inc.

Speed

Faster time to value by delivering real-time legal changes

Savings

Lower implementation costs and lower total cost of operations

Compliance

Comprehensive solution that enables full compliance with legal regulations in Peru



* SAP HANA Cloud Integration is renamed SAP Cloud Platform Integration

La Trobe University: Creating a Future-Ready Environment with SAP® Solutions



Organization

La Trobe University

Headquarters

Melbourne, Australia

Industry

Higher education and research

Products and Services

Public research university

Employees

3,200

Endowment

A\$627 million

Web Site

www.latrobe.edu.au

Objectives

- Differentiate from other educational institutions with technology
- Reduce workload for employees
- Automate reporting and data aggregation

Why SAP

Ability to automate processes and stay on the forefront of technology with SAP Cloud Platform Integration technology and SAP® solutions

Resolution

- Adopted SAP Cloud Platform Integration, with support from the SAP Early Adopter Care program
- Deployed the SAP S/4HANA Finance solution to create a single view of financial information
- Implemented the SAP HANA Enterprise Cloud service universally, the first university to do so
- Deployed the SAP Time and Attendance Management application by WorkForce Software
- Implemented the SAP SuccessFactors® Employee Central solution, improving HR and payroll

Benefits

- More sophisticated environment that draws upon the SAP HANA database, arranges data in a logical way, and allows for presentation of information to various stakeholders in the organization
- Greater environment for innovation, with controlled access to data
- More timely decisions on topics such as recruitment with accessible HR reports
- Near elimination of paper-based processes, freeing up employee time

“In working with SAP S/4HANA Finance, SAP SuccessFactors Employee Central, and SAP HANA Cloud Integration, it's all about contributing to our future-ready strategy. We are simplifying the way that technology is used, reducing paper-based processes, and creating time for our end users.”

Peter Nikolettatos, Executive Director and Chief Information Officer, La Trobe University

10%

Reduction in workload for employees expected after implementation

Reduced

Time required to create reports or aggregate data

Improved

Functionality of SAP solutions

* SAP HANA Cloud Integration is renamed SAP Cloud Platform Integration

La Trobe University: Creating a Future-Ready Environment with SAP® Solutions



La Trobe University: SAP Customer Engagement via SAP Cloud Platform Integration Testimonial Video

Hear how the University deployed a range of SAP solutions and was part of the SAP Early Adopter Care program for SAP Cloud Platform Integration technology.



Sloan Valve: Passionately preserving the environment and doing the right thing for their customers



Sloan Valve: SAP Customer Engagement via SAP Cloud Platform Integration Testimonial Video

To streamline and ease the complexity of their business, Sloan Valve is leveraging SAP Cloud for Sales, along with SAP Jam and SAP CRM via SAP Cloud Platform Integration. Mobile applications are giving Sloan Valve integrated information at any moment and on any device to enhance their customer interactions and service their customers better.



Foulath Holdings: Forging a State-of-the-Art Human Resource solution

Using SAP Cloud Platform Integration



Company

Foulath Holding Company

Subsidiary

United Steel company-SULB
Bahrain Steel

Headquarters

Kingdom of Bahrain, Bahrain

Industry

Steel

Products and Services

Iron Ore Pallets, steel beams and structures

Employees

1200

Web Site

<http://www.foulath.com.bh/>

Partners

WIPRO

Objectives

- Automate human resource processes across two different subsidiaries with SAP SuccessFactors® Employee Central solution as the core human resource solution and system of records
- Realize a cost-effective and secure means of exchanging employee, organization, time and cost center data via SAP Cloud Platform Integration

Why SAP

- Business expertise and best-of-breed Human Resource solution available
- Prepackaged integration content to accelerate implementation and automation of business processes with central SAP SuccessFactors® Employee Central solution and separate business suite systems (SAP S/4HANA® and SAP ERP) for different subsidiaries

Key Highlights

- Hybrid Deployment Model –SAP SuccessFactors® Employee Central acts as the system of truth and SAP ERP HCM as replicating system for new hires and all updates
- Worked with implementation partner WIPRO to define the best deployment models for the business processes
- Integration of 1200 employee records and 2200 organization objects

Benefits

- Centralized all HR-related transactions and management across two affiliates
- Prepackaged integration templates for the SAP SuccessFactors® Employee Central module helped to jump-start the integration project and to significantly reduce implementation cost
- In parallel SAP HANA® Cloud Platform, integration service provides high scalability and flexibility, offering the capabilities to build integration scenarios for customized business processes on top

Optimized

business processes with real-time HR data transfer between different systems

Lower

implementation and maintenance costs with pre-packaged integration content for HR processes

Simple

and central cloud HR system as system of records with integrated business operations with on-premise business suite

SAP HANA® Cloud Platform, integration service is just what we needed to get to optimized business processes with real-time HR data transfer between our cloud and on-premise applications. The solution is instrumental in simplifying our HR integrations, lowering our integration cost, and to gain greater transparency on our HR data.



* SAP HANA Cloud Platform, integration service is renamed SAP Cloud Platform Integration

Global Telco Provider

Creating a Networked Future using SAP Cloud Platform Integration

Industry

High Tech

Products and Services

Telecom infrastructure and services market

Objectives

- Enable a fast-paced, flexible sales process that supports the customer's global business expansion policy
- Provide a real-time insight into the e-commerce order process
- Establish one simple, single integration platform that can easily connect cloud-to-cloud applications, both SAP-to-SAP and non-SAP integrations

Why SAP

- SAP offers both best-of-breed business applications as well as cloud integration technology to connect to SAP and to 3rd party solutions
- Real-time exchange of data between applications via SAP Cloud Platform Integration

Project Facts

- Complex IT landscape also came with special integration needs that were catered to by SAP Cloud Platform Integration: The integration project included integrations to SAP SuccessFactors®, Concur, SAP ByDesign® as well as integration to non-SAP products (e.g. Magento, Salesforce)
- Option to develop custom-specific integration flows based on the company's needs as well as the flexibility to integrate cloud-to-cloud and cloud-to-on premise solutions

Benefits

- Significantly reduced implementation and support costs by adopting a cloud middleware strategy
- Increased business agility for the sales force on the move thanks to real-time data integration and access

Greater

Business agility through real-time data access for the mobile sales force

Lower

Reduced TCO for cloud middleware

Efficient

IT agility that allows for fast growth and scalability

Flexso – Supporting Customers on Their Way to Cloud Integration using SAP Cloud Platform Integration



Company or Organization

Flexso

Headquarter

Kontich, Belgium

Industry

SAP Consultancy Company

Products and Service

Business Integration Services

Employees

170+

Web Site

<http://www.flexso.com>

Objectives

- As a SAP Gold Partner, Flexso supports its customers to create integrated cloud and on-premise solutions based on SAP products and technology
- In the case of this large, global healthcare provider, a state-of-the-art cloud HR experience was integrated with other cloud and on-premise applications including payroll, time & attendance and onboarding integrations

Why SAP

- Streamlined, global and integrated employee management with SAP® SuccessFactors® Employee Central solution including integrated Goals & Performance management and other processes
- Prepackaged integration content that comes with SAP Cloud Platform Integration & best practices for Payroll, Microsoft Active Directory and SAP Business Suite integration

Project Facts

- Integration project for Flexso's healthcare customer comprised 11 countries, 6 languages, 4 months project time
- Implementation of SAP® SuccessFactors® Employee Central and Goals and Performance modules
- SAP Cloud Platform Integration used for asynchronous integrations with payroll & time & attendance services, with customer identity management infrastructure (incl. Microsoft Active Directory)

Benefits

- Integrated HR experience, Centralized all HR-related transactions
- No double entry thanks to seamless integration with 3rd party payroll service bureau
- Reduced manual processing times for helpdesk and IT administrators due to automated onboarding processes
- Reduced implementation time by leveraging SAP prepackaged integration content

SAP HANA Cloud Platform, integration service was an ideal fit for this complex integration landscape, because it offers the advantages of a low-footprint solution without trade offs. Its advanced integration capabilities allow for robust and reliable integration scenarios, thus reducing the overall risks in heterogeneous environments and external party integrations.

David Pierre, Competence Manager Technology Services, Flexso

Faster

Time to value with real-time integration

Lower

Implementation costs and lower total cost of operations by adopting cloud based HR and middleware solutions

Better

Employee management with reduced risk of inconsistencies throughout complex and critical process flows

* SAP HANA Cloud Platform, integration service is renamed SAP Cloud Platform Integration



AgilityWorks – Building a Single Customer View in SAP Hybris Marketing using SAP Cloud Platform Integration



Company

AgilityWorks Limited

Headquarters

Oxford, United Kingdom

Industry

SAP Consultancy Company

Products and Services

SAP Cloud Platform Integration service, SAP S4/HANA, SAP CRM, SAP Hybris Cloud for Customer, SAP Hybris Marketing.

Employees

140+

Web Site

<http://www.agilityworks.co.uk>

Objectives

- As a SAP Partner, AgilityWorks supports its customers to create integrated SAP and non-SAP applications based on SAP products and technology.
- The key objective of this project was, using SAP Cloud Platform Integration, to integrate SAP Hybris Marketing with a third party application - SurveyMonkey - within a large conglomerate operating in the retail industry.
- To enable survey metadata and responses data to be held and analysed within SAP Hybris Marketing and trigger campaigns based on specific answers.

Why SAP

- A large SAP landscape and infrastructure was already established. SAP Hybris marketing fulfilled all of their requirements and allowed this large conglomerate to have a single marketing platform across multiple brands.
- SAP Hybris Marketing allows for real-time insights into customer intents with superior analysis capabilities.
- SAP Cloud Platform Integration is equally suited for SAP to SAP as well as for SAP to non-SAP integrations.

Project Facts

- The customer's biggest and most complicated interface built to date.
- The first integration between SAP Hybris Marketing and SurveyMonkey for this customer.
- Adapted the service to enable delta data loads to be pulled from SurveyMonkey. This meant the start and end date of the integration could be customised so data could be pulled in for specific time frames.

Benefits

- Seamless integration of both survey metadata and responses back into SAP Hybris Marketing.
- Survey responses are integrated directly with contact profiles held within SAP Hybris Marketing allowing faster and more accurate segmentation and reporting capabilities as all information is held in one system.
- Reduced manual processing time as both systems are synchronised.
- This interface can be used as a template for future non-pre-packaged integration flows.

Clearer

All information is held in one system providing a single view for the customer with reduced risk of inconsistencies.

Faster

Time to value is improved with real-time integration. Reduced manual processing time as both systems are automatically synchronised.

More Accurate

Survey responses are integrated directly with contact profiles allowing faster and more accurate segmentation and reporting capabilities as all information is held in one system.

“SAP Cloud Platform Integration is becoming increasingly popular among customers, particularly when they have bought an SAP cloud application and are looking to integrate it with their existing cloud and on-premise SAP solutions.”

Ian Vincent, Consulting Director, AgilityWorks Limited

Financial Administration of the Republic of Slovenia: Enabling Real-Time Fiscal Verification of Invoices with SAP® API Management



Organization

Slovenian Finance Ministry,
Financial Administration of the
Republic of Slovenia

Location

Ljubljana, Slovenia

Industry

Public sector

Products and Services

Tax and customs administration

Employees

3,700

Web Site

www.fu.gov.si/en

Partner

Sapphir d.o.o.
www.sapphir.si/en

Objectives

- Reduce tax evasion by enforcing authority-based regulations that require online fiscal verification of invoices paid with cash or payment cards
- Set up the IT infrastructure to support online fiscal verification of invoices

Why SAP

- Solution that addresses the financial authority's need to interact and exchange messages with company cash registers
- Tight integration with the installed SAP® ERP application, SAP HANA® platform, and SAP BusinessObjects™ Analytics portfolio

Resolution

- Enabled cash registers to obtain unique identification numbers for invoices in real time by sending invoice-related data electronically to the financial authority's tax administration information system before invoice printing
- Allowed end customers to verify invoices in real time using a mobile app
- Provided analytical functionality for performing statistical analysis

Benefits

- Prevention and reduction of gray economic activity
- Prevention and improved detection of fraud and illegal labor
- Better traceability and control over invoices

“SAP API Management technology has proven to be the perfect technology for us to handle the electronic communication between our central information system and our certified cash registers. In fact, the solution allows us to verify invoices in real time and send a unique certification number.”

Jana Ahčin, Director-General, Slovenian Finance Ministry, Financial Administration of the Republic of Slovenia

>€50 million

Additional tax revenue
expected per year through
enforcement of the Act on
Fiscal Verification of Invoices

3 million

Invoices verified per day

Up to 1,000

Requests managed per second

50 ms

To respond, on average

Standardizing and Personalizing the Shopping Experience with SAP® Solutions

Before: Challenges and Opportunities

- Manual data consolidation across loyalty program channels
- Customer data analysis and segmentation using spreadsheets
- Time-consuming application development required for each channel

Why SAP

- SAP® Customer Relationship Management (SAP CRM) application to unify back-end CRM operations
- SAP Marketing solution to digitalize customer segmentation and campaign management
- SAP Customer Data Cloud solutions from Gigya to unify data between touch points and manage compliance
- SAP Cloud Platform API Management service to serve as a central, multichannel engagement layer

After: Value-Driven Results

- Centralized customer data across all channels
- Personalized marketing and offers that meet unique customer needs
- Cross-channel application development, speeding deployment, lowering costs, and enabling an omnichannel user experience
- General Data Protection Regulation (GDPR) compliance across all systems
- Increase in “Mein Globus” membership as well as improved customer retention

“Our new customer loyalty management solution from SAP lets us tailor offers to our most valuable customers. We have the **insight and flexibility to quickly innovate** ever-better shopping experiences.”

Wolfgang Hiemisch, Director of IT Innovation and Development, Globus SB-Warenhaus Holding GmbH & Co. KG

Omnichannel

Customer experience

4 months

To get up and running on the new SAP system

Co-Innovating with SAP to Develop a Crop Disease Alert App on SAP® Cloud Platform



Waterwatch Cooperative

The Hague, The Netherlands

<https://waterwatchcooperative.com>

Industry

High tech

Products and Services

Solutions to support global food security

Employees

10 FTEs

Revenue

€1 million

SAP® Solutions

SAP® Cloud Platform, the SAP Cloud Platform API Management service, SAP Cloud Platform Big Data Services, and SAP Cloud Platform Mobile Services

Working with SAP, Waterwatch Cooperative built the Crop Disease Alert app to alert farmers when their crops are at risk of disease. This helps farmers reduce disease, raise yields, and increase their incomes.

Before: Challenges and Opportunities

- Gather and analyze data on weather, crops, and more from satellites to help predict water shortages and crop disease and to alert farmers before these events happen – helping improve crop yields
- Set up a global network of apps that will allow local companies and universities to take advantage of Waterwatch solutions to reach 500 million farmers worldwide

Why SAP

- Extensive expertise in how high tech can be applied to the agricultural sector
- Robust cloud platform that can process massive amounts of data and enable predictive analytics on demand
- Ability to build powerful mass-market applications that are simple to understand and use
- SAP Cloud Platform API Management to simplify the integration of apps with back-end IT solutions, manage the business entirely in the cloud, and enable a shared revenue model between partners

After: Value-Driven Results

- Speedy action informed by real-time, field-specific data made available to farmers on their smartphones
- Simple interface – traffic light icon for crop disease that shows green (good), yellow (warning), and red (danger – immediate action required)
- Farmer feedback option, further improving and enhancing the data and enabling user-specific services
- Significant reduction in incidents of disease for farmers using the app
- Increased yields and income for smallholder farmers
- More sustainable food agriculture value chain with less pesticide use

“The challenge is making huge amounts of data and very complex algorithms very easy to use. That is the beauty of Crop Disease Alert. SAP Cloud Platform gives us the power to make it all possible.”

Ronald Lanjouw, Technology Officer, Waterwatch Cooperative

98%

Reliable data, with 100% reliability close on the horizon

25%–40%

Reduction in incidents of crop disease for farmers using Crop Disease Alert

15%

Reduction in pesticides applied by farmers using Crop Disease Alert



Hear more about how Waterwatch Cooperative and SAP are working to improve the lives of farmers worldwide.

PostNL: Extending Business Reach with SAP® Cloud Platform API Management



Company

PostNL N.V.

Headquarters

The Hague, The Netherlands

Industry

Travel and transportation – logistics and postal services

Products and Services

Mail and parcel delivery in the Netherlands, Germany, Italy, Belgium, and the United Kingdom

Employees

49,000

Revenue

€3.46 billion (2015)

Web Site

www.postnl.com

Partner

AppyThings B.V.

www.appythings.nl



Objectives

- Increase revenue by becoming the carrier of choice for online shops, trading platforms, and other business partners
- Accelerate the delivery of customer-facing services, including billing

Why SAP

- Fast and secure integration of third-party applications through the SAP® Cloud Platform API Management service
- Simple, scalable, and secure way to create and manage application programming interfaces (APIs)

Resolution

- Implemented SAP Cloud Platform API Management with the help of AppyThings
- Developed APIs to integrate with a popular online trading platform and more than 30 other business partners
- Published the PostNL service catalog through APIs, including a shipping cost calculator, bar-code generation, address and IBAN verification, delivery date check, and an app that indicates the nearest drop-off and pickup point

Benefits

- Revenue growth, shorter time to value, and faster cash flow
- Readiness to rapidly engage additional business partners
- Better customer experience

“SAP Cloud Platform API Management supports us in quickly and securely onboarding our business partners. The integration of external applications no longer leaves a deep footprint in our IT landscape.”
Iddo Bakker, SAP Platform Architect, PostNL N.V.

5 hours

Reduction in API implementation time per small business partner

10 hours

Reduction in API implementation time per midsize business partner

15 hours

Reduction in API implementation time per large business partner

Improved

Customer experience



Nurturing a Culture of Enterprise-Wide Safety with Sodales and SAP® Solutions



Schindler Group
Ebikon, Switzerland
www.schindler.com

Industry
Industrial machinery and components

Products and Services
Elevators, walkways, and escalators

Employees
60,000

Revenue
10 billion Swiss francs
(€8.36 billion)

SAP® Solutions and Services
SAP® SuccessFactors® Learning solution, SAP Cloud Platform, SAP Web IDE, SAP Smart Business cockpit, SAP Translation Hub application, SAP API Management technology, SAP HANA® services in the cloud, SAP Cloud Platform Integration service, and SAP Help Portal site

Employee safety is crucial to Schindler Group's culture, reputation, and bottom line. To integrate safety processes, ease compliance, and reduce incidents, the company chose the Employee Health & Safety app from Sodales – an extension app for SAP SuccessFactors Learning built on SAP Cloud Platform. Now, it can better train employees and identify potential safety issues faster.

Before: Challenges and Opportunities

- Integrate, streamline, and facilitate health and safety processes to align with global and local regulations, reduce lost-time and injury-frequency rate, and protect employees and customers worldwide
- Instantly identify potential health and safety risks across global production sites
- Improve corrective-action processing for health and safety with integrated user data
- Pinpoint gaps in learning and better target programs using employee, site incident, and training history data

Why SAP and Sodales Solutions Inc.

- Advanced predictive analytics and detailed KPI reporting, made possible by SAP Cloud Platform, SAP Smart Business, SAP HANA services in the cloud, and SAP API Management
- User-friendly interface of SAP SuccessFactors Learning to streamline training and speed employee readiness
- Holistic safety approach made possible with integration of the Employee Health & Safety app from Sodales
- Additional development tools from SAP Cloud Platform to support ongoing enterprise innovation
- Application localization made possible with SAP Translation Hub

After: Value-Driven Results

- Real-time access to health and safety information, allowing managers to instantly identify gaps in training and potential equipment and site issues
- Increased operational efficiency, thanks to better training and streamlined safety management processes
- Greater employee well-being by maximizing safety in the workplace
- Higher customer satisfaction by streamlining site audits, inspections, and site observations

“The Employee Health & Safety app, combined with SAP SuccessFactors Learning solution, SAP Cloud Platform, and analytics solutions from SAP, support behavior-based safety and predictive incident prevention.”

Louis DeLoreto, Corporate Vice President of Schindler Corp Safety and Health, Schindler Group

Implementation partner



80%

Increase in corrective safety action processing with integrated user data

Real-time

Analytics that eliminate delays in communication



Helping Cities Increase the Value of Lighting with **SAP® Cloud Platform**

Signify Holding

Eindhoven, The Netherlands

www.signify.com

Industry

High tech

Products and Services

Lighting systems

Employees

34,000

Revenue

€7 billion

SAP® Solutions and Services

SAP® Cloud Platform, SAP Cloud Platform Portal service, SAP Cloud Platform API Management service, and SAP Cloud Platform Big Data Services

Signify has developed a social sentiment application on SAP Cloud Platform that gathers social media content on lighting installations to help customers assess impact and identify areas for adjustment.

Before: Challenges and Opportunities

- Provide better, more cost-effective lighting solutions to cities, utilities, and building and landmark operators
- Run studies on architectural lighting installations to determine how a given installation resonates with citizens, business owners, tourists, and more
- Find a way to conduct these studies based on social media data gathered over a long period and provide it to customers in real time to enable actionable insights

Why SAP

- Partnership with SAP to provide cities with new services, such as asset management, that can be built on top of lighting infrastructure
- Ability to gather data from social media channels and display it to customers through Signify applications using a sentiment analysis app that runs on SAP Cloud Platform and connects to back-end systems using SAP Cloud Platform API Management
- Speed of innovation with SAP Cloud Platform, making it possible to finish the first demo in a couple of weeks
- Confidence in SAP's long-term standing as a market innovator that will remain at the forefront of communication and Internet of Things technology

After: Value-Driven Results

- Valuable insights for Signify customers that can, for example, help cities increase revenues, optimize workflows, and improve service to citizens
- New business and innovation opportunities for Signify as it continues to maintain its position as a world leader in lighting systems

“Our vision is to unlock the extraordinary potential of light for brighter lives and a better world, and we’re **working with SAP to make that vision happen.”**

Andreas Knobloch, Alliances Manager, Global Public Segment, Signify Holding



2.2 million

YouTube views of the lights on the Oakland Bay Bridge in San Francisco, California

75%

Positive sentiment of social media posts about the Big River Crossing lights on the Harahan Bridge in Memphis, Tennessee



Click here, to see how Signify and SAP are improving lighting worldwide.



Transforming C-Parts Management with a Digital Tools Platform on **SAP® Cloud Platform**



c-Com GmbH
Aalen, Germany
c-com.net

Industry
High tech

Products and Services
Software for C-part management

Employees
15 to 20

SAP® Solutions
SAP® Cloud Platform,
SAP Cloud Platform
Workflow service, SAP API
Management technology,
and SAP Authentication 365
mobile service

c-Com GmbH built a digital tools platform to support complete lifecycle management of C-parts and reduce procurement and refurbishment costs. SAP Cloud Platform Workflow helps c-Com to orchestrate and simplify tool lifecycle management processes. SAP API Management helps to share real-time tools data between the tool makers and manufacturers so drilling machines can get this data in real time from the cloud.

Before: Challenges and Opportunities

- Provide customers with a data-sharing solution that saves them much of their C-part management effort
- Adopt the best cloud platform for delivery of the service

Why SAP

- Ability to move resources around easily among business partners
- SAP's multicloud strategy
- SAP software's unrivaled connectivity with ERP systems
- SAP's leadership role in the Cloud Foundry development community

After: Value-Driven Results

- Empowered business partners to collaborate better
- Freed their workers from mundane tasks to contribute at higher levels
- Provided a very robust, reliable, high-performance platform for service delivery
- Enabled faster innovation
- Improved workflow visualization
- Made data accessible to field engineers using smartphones – saving time, avoiding errors, and boosting sales
- Commanded the attention of nearly all of the world's large car and airplane manufacturers, among others

“Our application is perfect for expansion into Internet of Things technology. As soon as we have our concepts in the right shape, we are going to focus on solutions and most likely wind up **using the SAP Leonardo system.”**

Matti Maier, IT Manager, c-Com GmbH

30%

Reduction of effort for customers and suppliers

99.9%

System uptime with SAP Cloud Platform using Cloud Foundry services

30%

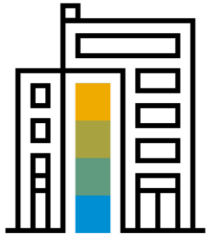
Tool refurbishment costs saved

30 minutes

Saved per day per developer by using the cloud for software development



See how c-Com orchestrates data and processes with SAP Cloud Platform Workflow. >



Customer

Hilti is the leading company in designing leading-edge technology, software and services, which power the professional construction industry.



Use Case

With SAP Application Enablement Hilti differentiates by offering new digital services to its customers, getting insights into customers' usage patterns and subsequently being able to innovate new business models – all that integrated into their core business systems.



Benefits

Hilti enables their customers to realize real-time transparency on last-known locations of assets. Assets lost or stolen gets minimized by geo-fencing based alerts and notifications. Based on real-life evidence Hilti is able to improve machine designs. Continuous revenue streams from new services will be realized.

Digital Transformation through the SAP® Cloud Platform



dormakaba Group
Rümlang, Switzerland
www.dormakaba.com/en

Industry
Professional services

Products and Services
Access and safety solutions
for buildings and rooms

Employees
16,000

Revenue
2.5 billion Swiss francs

SAP® Solutions
SAP SuccessFactors
Employee Central
SAP Cloud Platform
SAP Cloud Platform Internet
of Things
SAP IoT Application
Enablement

When digitization transforms the market, enterprises may choose to wait and see what happens – or, like dormakaba, they can expand and optimize their portfolios. In collaboration with its daughter company Poksundo and SAP®, dormakaba is developing innovative Cloud solutions for access control as well as time and device management.

Before: Challenges and Opportunities

- Digitize product portfolio
- Provide customers with a cutting-edge SaaS and IoT solution
- Replace the monolithic isolated application with a modular Cloud solution
- Quick rollout for the new product

Why SAP

- SAP's worldwide network for partners, sales, and services
- SAP's HR solutions and Cloud infrastructure are a perfect match for dormakaba's systems
- Extensive scalability with highly secure SAP data centers worldwide
- SAP OEM partner program enables Poksundo to create its own solutions, including support for market approach, marketing, and sales

After: Results

- Portfolio expanded quickly and in line with the company's aims
- dormakaba set itself apart from the competition with its own Cloud solution
- Its customers enjoy greater security and transparency for a smaller price

“A successful digital transformation requires close partnership. SAP and dormakaba's collaboration combines the two companies' strengths and creates added value for every customer.”

Peter Hauser, CEO, Poksundo GmbH

SAP SuccessFactors 

Featured Partner



Quick

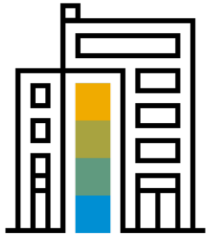
product innovations

Integrated

Cloud solution for customers

Unique

selling point within its market



Customer

ifm is a leading sensor manufacturer with extraordinary quality and reliability and providing unequalled customer service



Use Case

ifm develops new business models by providing new cloud-based services to their customers. In future (go live spring 2018) ifm customers can connect their sensors directly to the cloud for sensor parametrization, firmware update and all kinds of advanced analytics based on the collected sensor data.



Benefits

Today, installation, parametrization and operation of sensor networks requires high amount of working hours onsite. The planned cloud services will reduce the time needed onsite significantly, hence reducing production costs for ifm customers or allow more precise monitoring, leading to improved product quality.



Boosting Investments in Renewable Energies with **SAP® Leonardo**



Maximized

Asset and portfolio performance

Minimized

Investment risks by creating transparency at the highest level

Maximized

Return on investment



Click above to see a video about the ARISTOTELES platform

Kaiserwetter Energy Asset Management GmbH
Hamburg, Germany
<http://en.kaiserwetter.energy>

Industries

Professional Services and
Financial Services

Products and Services

Service provider for renewable energy asset and portfolio management, focusing on digitalization to support the financial sector

Employees
30

SAP® Solutions

SAP® Leonardo Internet of Things (IoT) capabilities, SAP Leonardo Analytics capabilities, SAP Cloud Platform IoT service, SAP Cloud Platform, and SAP IoT Application Enablement toolkit

Energy technology provider Kaiserwetter Energy Asset Management developed its ARISTOTELES platform using SAP Leonardo IoT capabilities and other SAP solutions. This IoT platform revolutionizes investments in renewable energy for Kaiserwetter's customers, including investment funds, private equity investors, financing banks, and supranational institutions.

Before: Challenges and Opportunities

- Catalyze investments in renewable energies for customers around the world
- Meet the ambitious energy targets related to the Paris climate agreement
- Succeed in an industry with opaque markets and investments
- Integrate technical and financial data in one IT solution

Why SAP

- Market presence of SAP and reliability of SAP Cloud Platform
- Full scalability with high-security data warehouses around the globe from SAP
- IoT and predictive analytics portfolio, as well as future possibilities with machine learning and blockchain
- Customer-as-a-partner model (OEM), which allows customers to build their own solution with go-to-market, sales, and marketing support

After: Value-Driven Results

- Automated aggregation of technical and financial data from each kind of energy-generating asset, as well as climate factors, using Big Data mining and smart data analytics
- Supported executive-level dashboards with automatic KPI calculations
- Simplified the organizational structures with much higher efficiency
- Allowed for a global approach with geographical independence

“ARISTOTELES, built with SAP solutions, is the answer to force capital investments in renewable energy on a global basis by **maximizing returns and minimizing risks.”**

Hanno Schoklitsch, CEO and Founder, Kaiserwetter Energy Asset Management GmbH

Starting Small and Thinking Big with SAP® Cloud Platform Internet of Things

Delaware Consulting International CVBA

Kortrijk, Belgium
www.delaware.pro

Industry

Professional services

Products and Services

IT solutions and business consulting services provider

Employees

1,950

Revenue

€200 million

SAP® Solutions

SAP® Cloud Platform Internet of Things service and SAP Fiori® apps

delaware is a fast-growing global company that delivers advanced professional solutions and services to organizations striving for a sustainable competitive advantage. The company is leveraging SAP Cloud Platform to transform and shape its clients' businesses, and its own, to seize the opportunities arising from rapid technological change in the area of machine learning and the Internet of Things (IoT). As an SAP partner, delaware won an SAP Pinnacle Award in 2017 for its SAP S/4HANA® Cloud enablement experience, and the company was selected to be a member of the SAP Partner Advisory Council for Innovation.

Before: Challenges and Opportunities

- Increase equipment effectiveness of machinery and avoid manual maintenance and control work
- Visualize health status of machines in one central control center that allows for prescriptive action and optimization of logistics and production
- Offer a platform that enables companies to easily and securely integrate cloud applications

Why SAP

- Sophisticated IoT data processing options, either at the edge or in the cloud
- Enterprise-grade lifecycle management for IoT devices, from onboarding to decommissioning
- Rich IoT protocol support to securely connect with physical things, devices, and machines
- User-friendly applications, including mobile apps and the responsive SAP Fiori user experience

After: Value-Driven Results

- Enables delaware and its customers to start small on their business transformation journey and scale out their IoT scenarios over time on the same platform
- Innovates with the Internet of Things, artificial intelligence, and machine learning
- Provides real-time data and live-streaming analytics based on connected sensor and device data
- Facilitates easier onboarding and management of millions of IoT devices and gateways
- Offers user-friendly data visualization and reporting with SAP Fiori apps

“I’m a true believer that Big Data is the new gold of the future. It will generate a lot of business and revenue.”

Bruno Mommens, Global Internet of Things Solution Lead, Delaware Consulting International CVBA



360-degree

View on customer's machinery and equipment

Improved

Change maintenance model – from reactive to proactive

Tighter

Integration of IoT data



See how delaware delivers IoT-based apps using SAP Cloud Platform.

SAP Cloud Platform

Usage scenario: Internet of Things



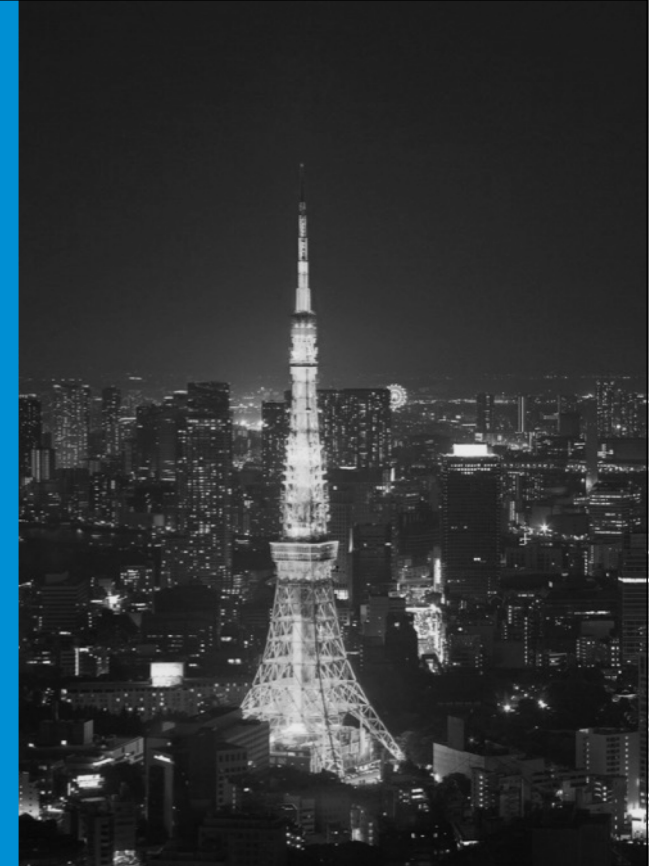
Fully managed platform, with device and connectivity management, data management, application development, and more

Enables our customers to connect ANY machine or device of ANY protocol

Build great IoT applications fast and efficiently to drive scale and consistency and achieve value faster

Intelligently Connected

with the help of SAP Cloud Platform IoT we can onboard and manage our SPS Robots from Mitsubishi Electric in a fast and efficient way



SAP Cloud Platform

Usage scenario: Internet of Things



“With the help of SAP Cloud Platform Internet of Things we can onboard and manage our SPS Robots from Mitsubishi Electric in a fast and efficient way.

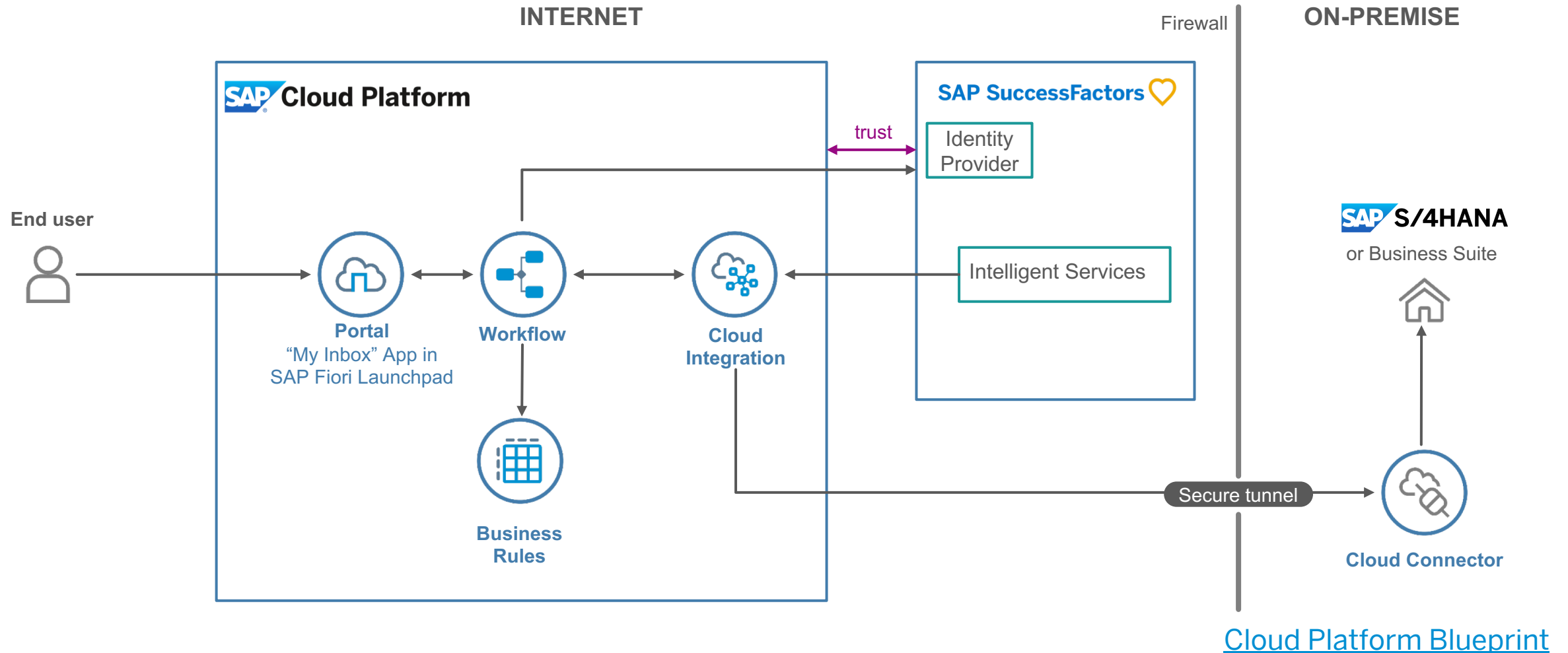
In particular the immediate visualization of the sensor data without any coding, the secure communication from devices to the cloud and also tight and smooth integration of relevant data into any backend application via the SAP Cloud Platform are key advantages of the IoT service.”

Thomas Lantermann
Senior Solution Consultant FA EMEA, Factory Automation, European Business Group, Mitsubishi Electric

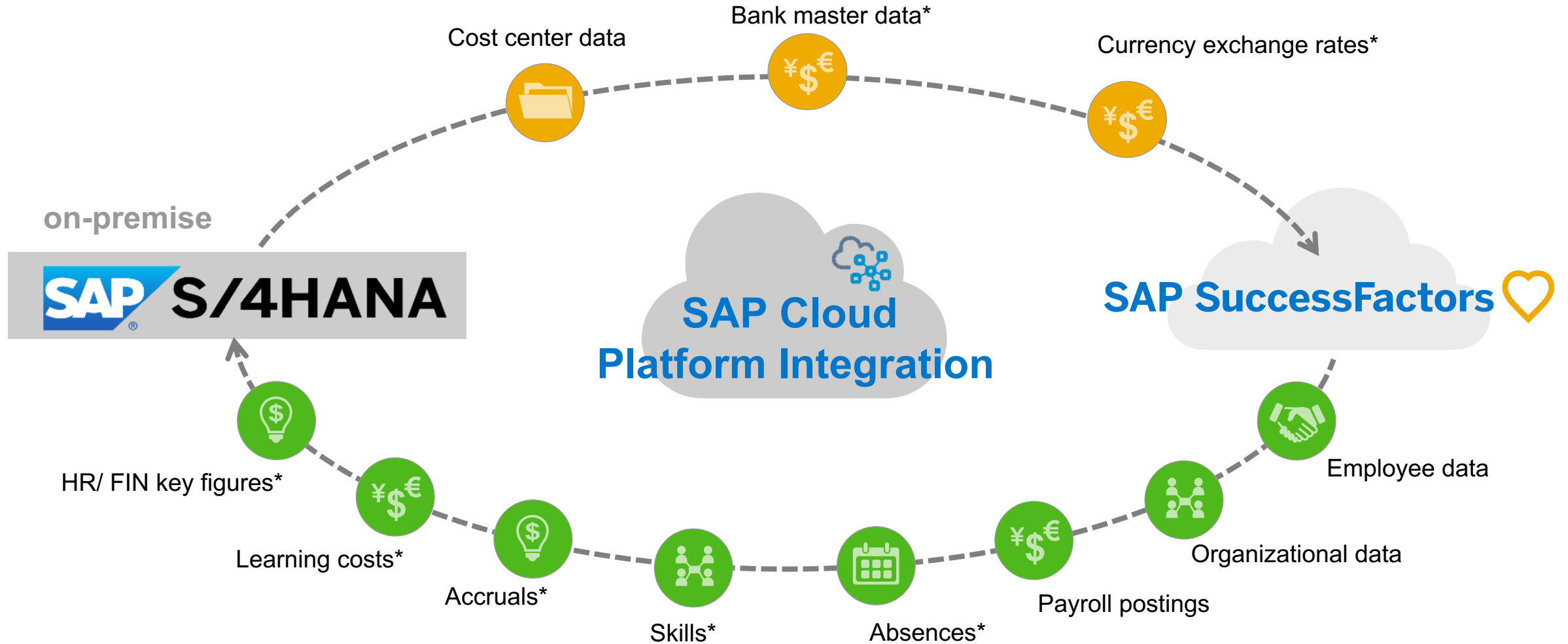


Automating Employee Onboarding Processes

Business-to-Employee Scenario: Extending the SAP SuccessFactors solution using SAP Cloud Platform Integration, workflow service and business rules service for smooth employee onboarding

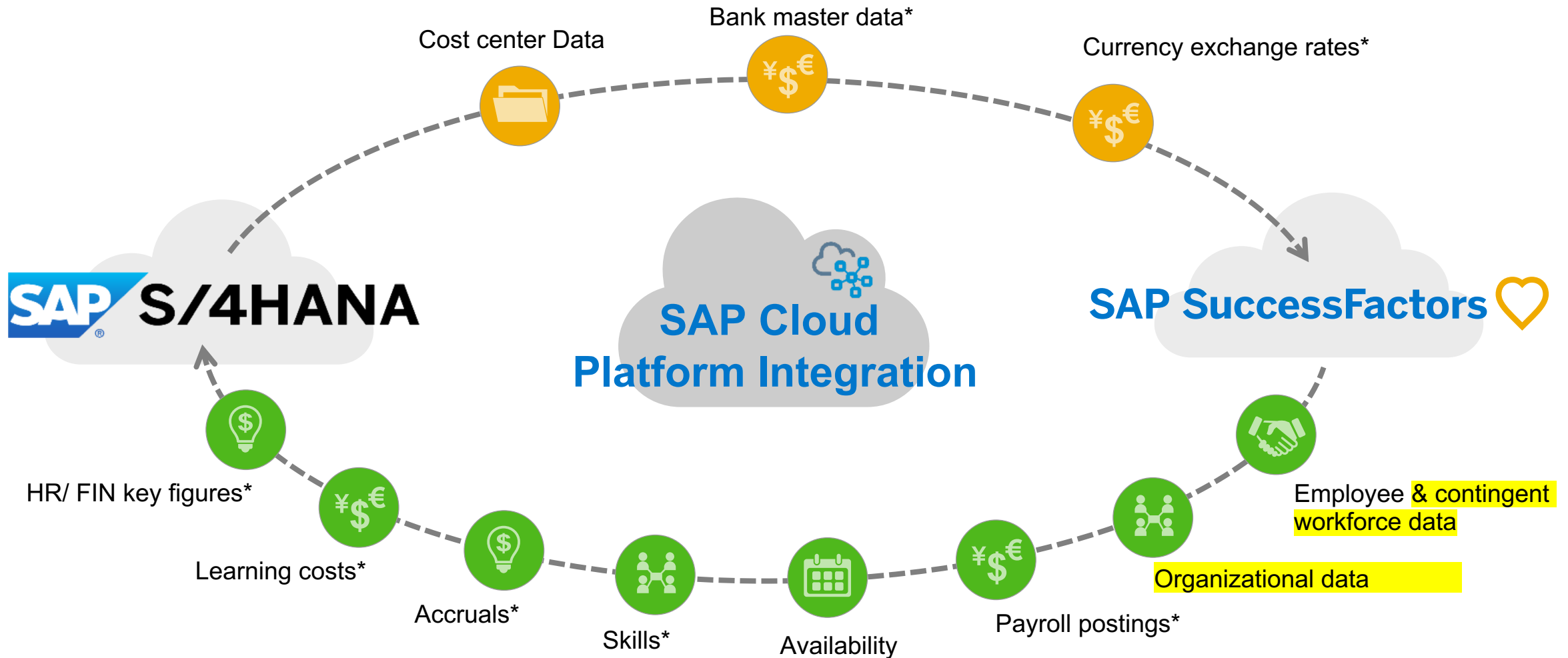


Connecting SAP SuccessFactors with SAP S/4HANA



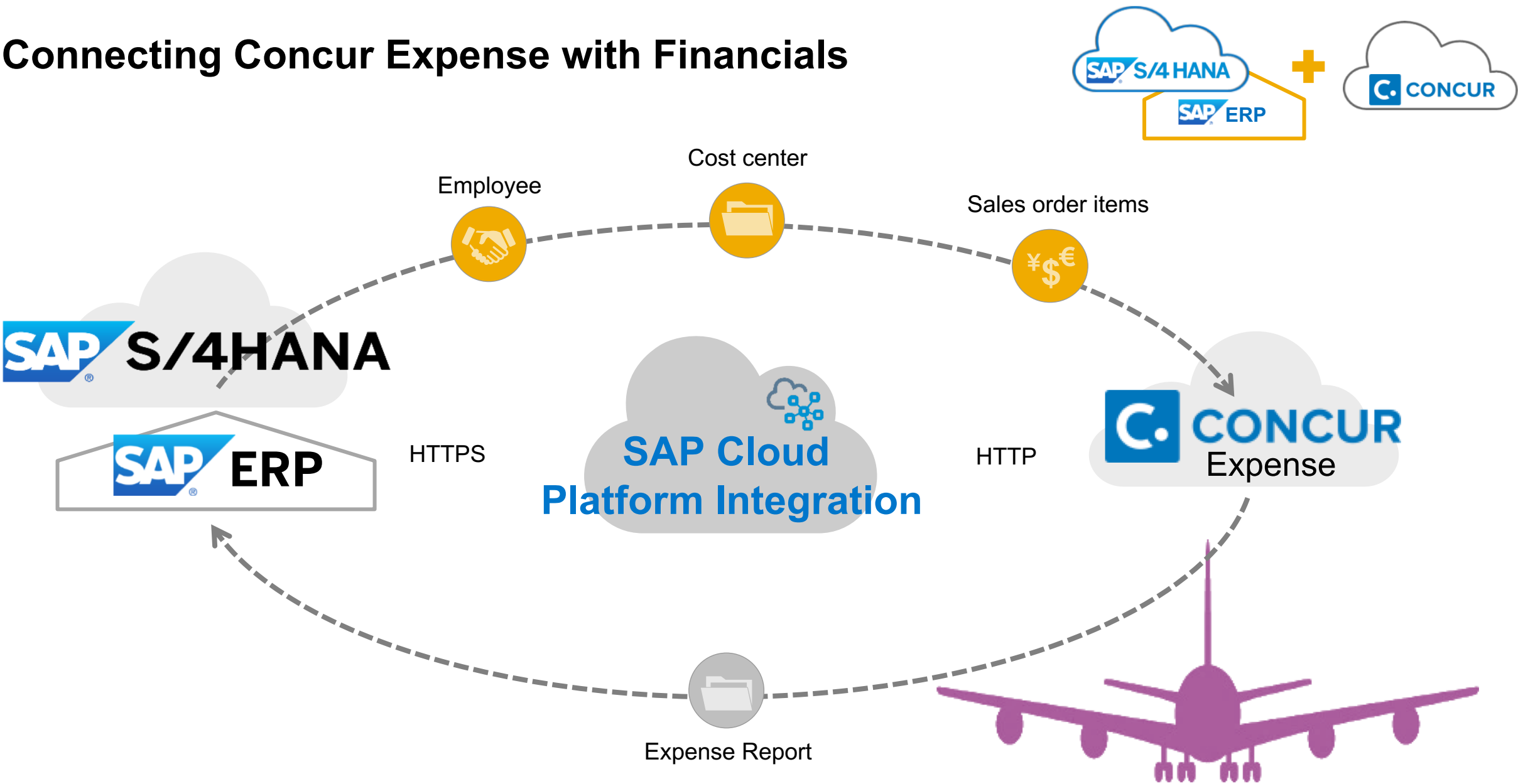
* Planned (roadmap)

Connecting SAP SuccessFactors with SAP S/4HANA Cloud



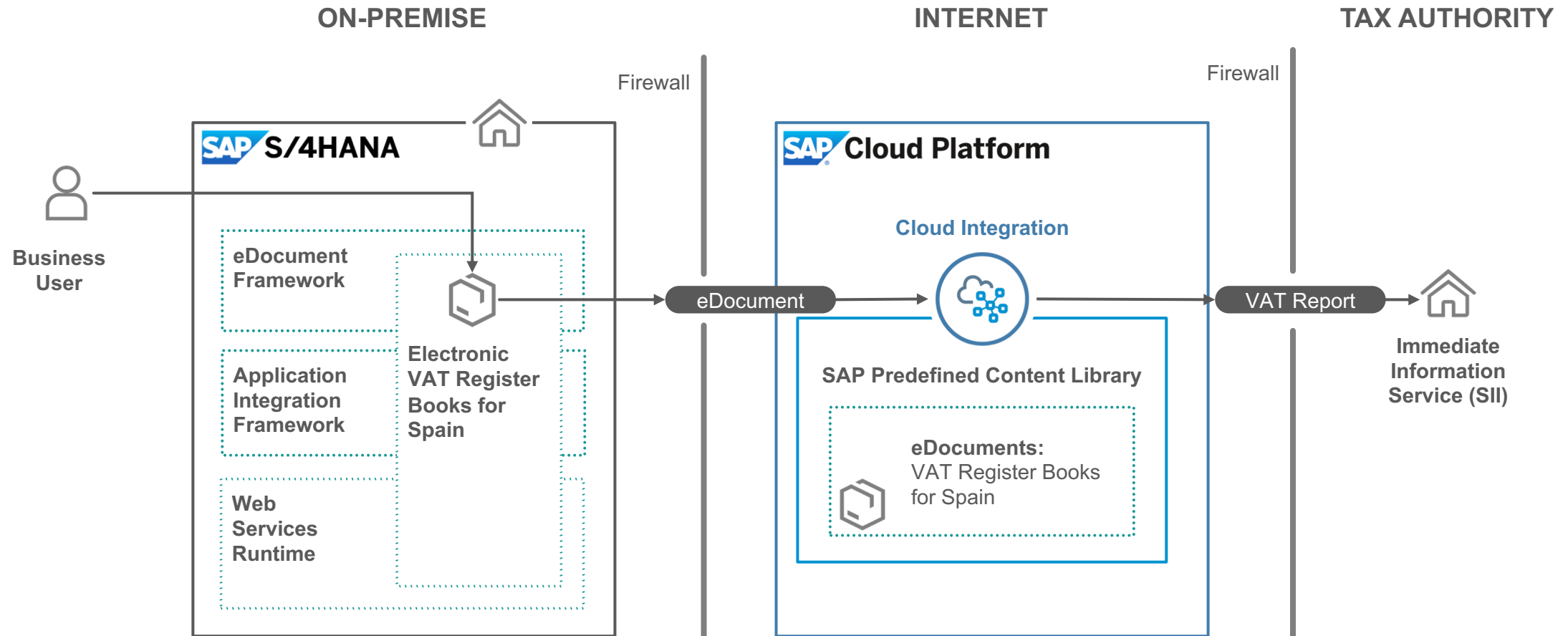
* Planned (roadmap)

Connecting Concur Expense with Financials



Maintaining Legal Compliance with Tax Authorities

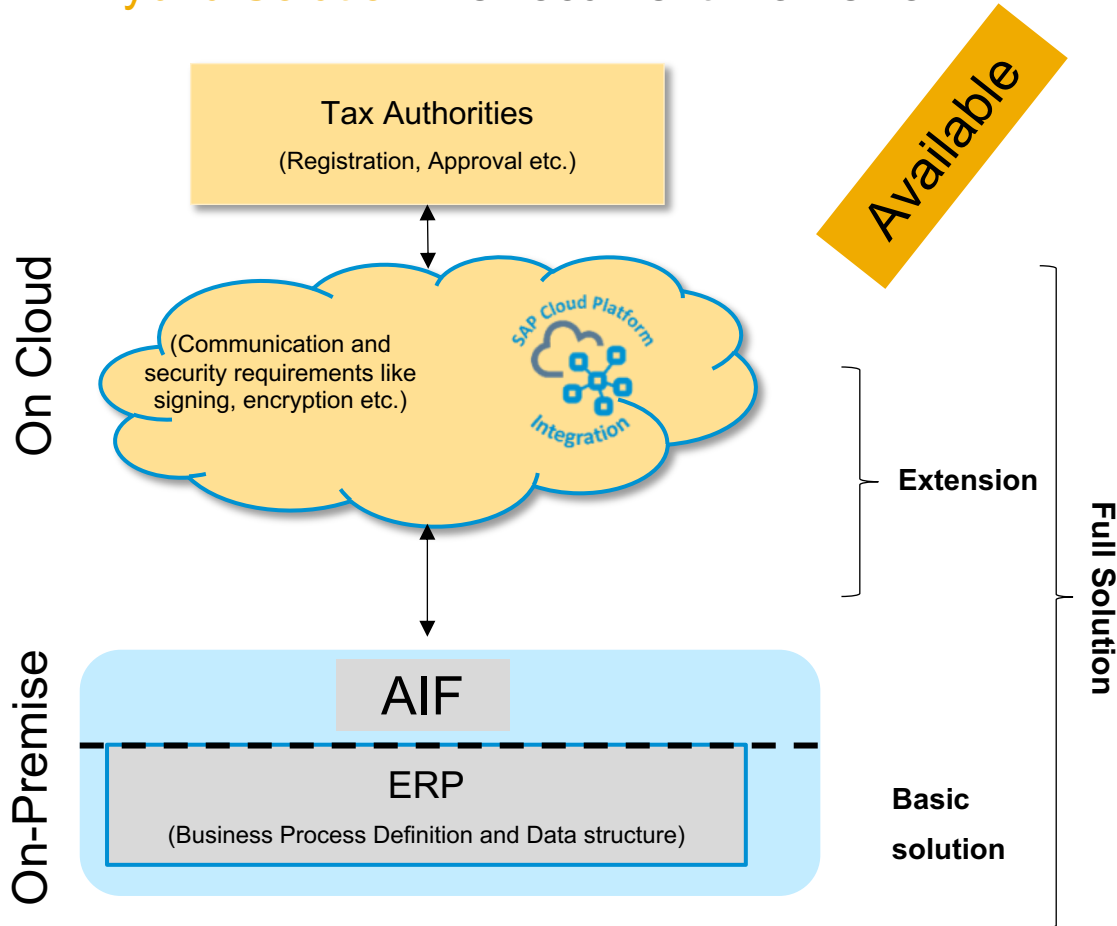
Business-to-Government Scenario: allowing companies to comply with legal changes across all software components



[Cloud Platform Blueprint](#)

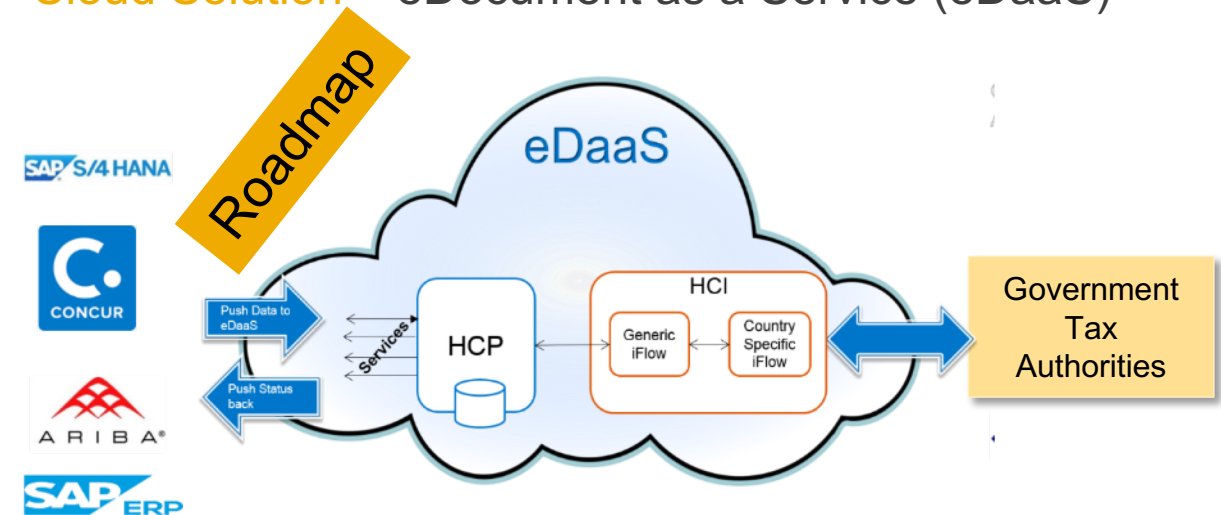
E-Invoicing integration scenarios with SAP Cloud Platform Integration

Hybrid Solution – eDocument Framework



Pre-packaged integration content for e-invoicing available for Chile, Peru, Italy, Spain and Hungary. Rest in roadmap.

Cloud Solution – eDocument as a Service (eDaaS)

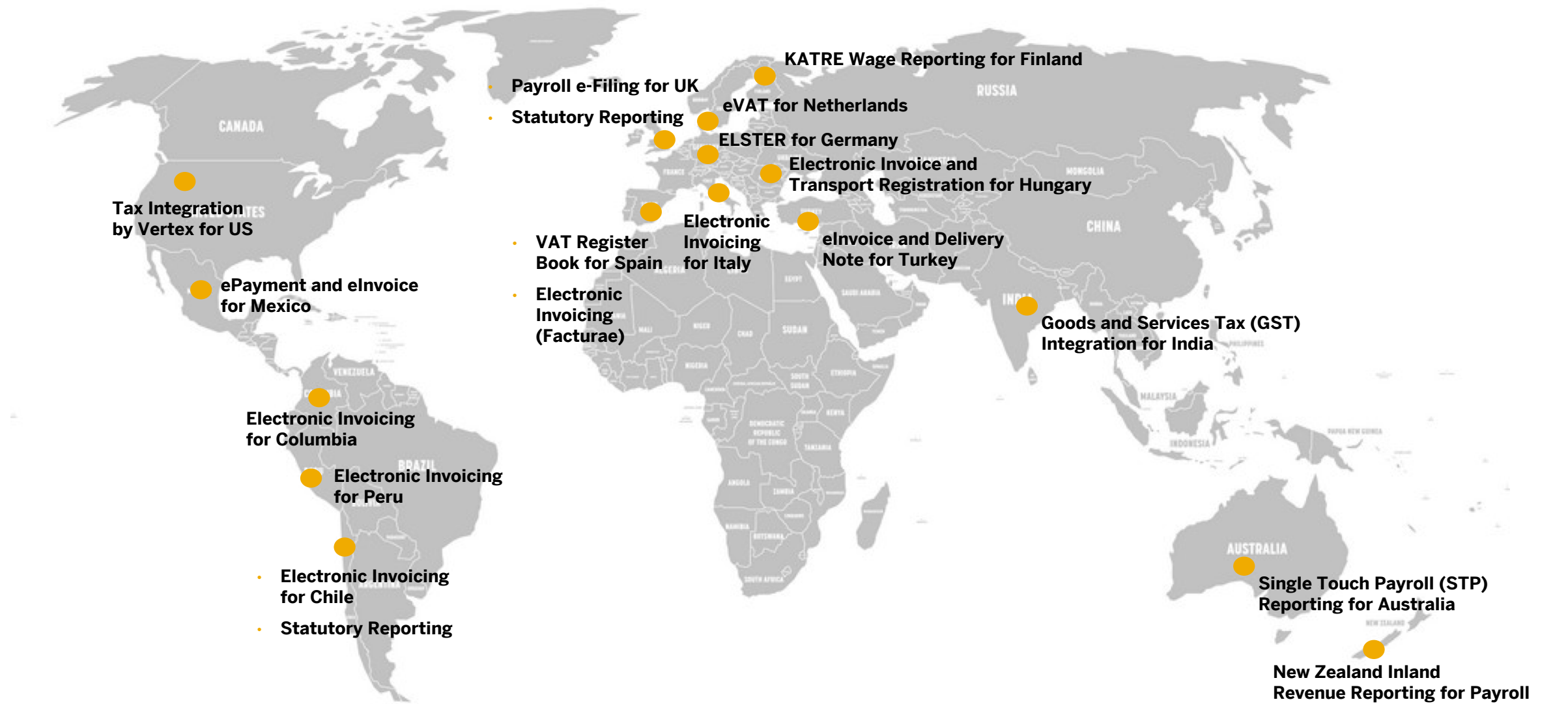


Key Features

- Consume eDaaS web services from SAP Cloud Platform
- eDocument handling and persistence
- Provides APIs for eDocument management
- Scenario specific generic generation of country specific content via data mapping
- Country interfaces which takes care of orchestration and security requirements

E-Invoicing integration scenarios with SAP Cloud Platform Integration

Digital Compliance | E-Government Integrations



SAP SuccessFactors integration

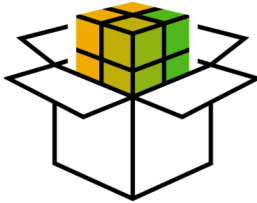
Creating the most connected HCM platform in the market

**End-to-end
user experience**



**Connected business
digital HR transformation**

Standard integrations



Productized Integrations

SAP Business
Solutions

SAP technology
solutions

SAP
App Center

Third party
integrations

Custom integrations



Integration Tools

Integration
center

SAP Cloud
Platform
Integration

Intelligent services
center

APIs

SAP Success Factors Productized integrations

Designed, built, delivered, and maintained by SAP and leading partners

SAP Solutions

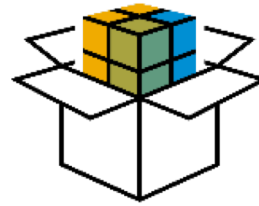
SAP S/4HANA

SAP ERP

SAP Fieldglass

SAP Cloud Platform

SAP Access Control



SAP SuccessFactors 

Employee Central

Our Partners

BENEFITFOCUS

SAP
Solution
Extension

OPENTEXT

SAP
Solution
Extension

workforce
SOFTWARE

SAP
Solution
Extension

Aon

NGA

ADP

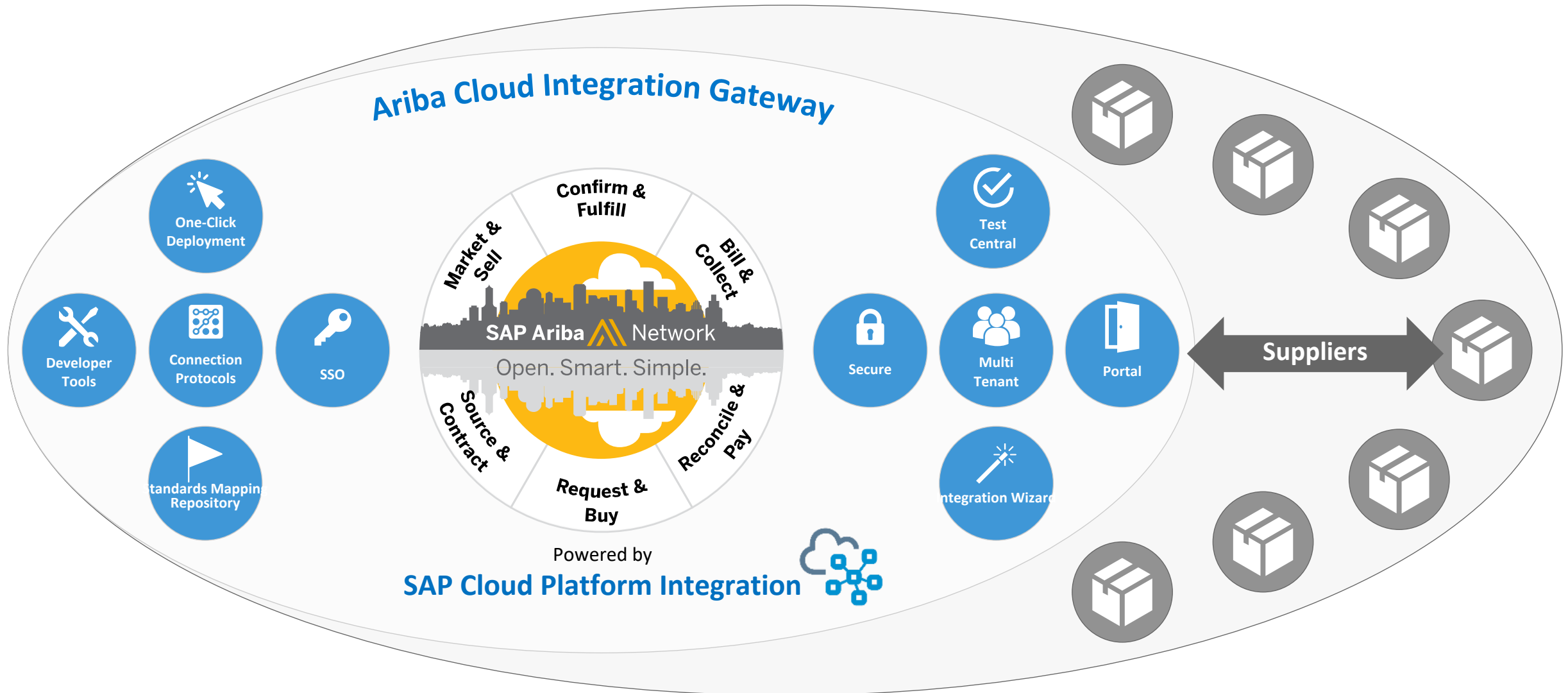
Kronos

LinkedIn

Microsoft

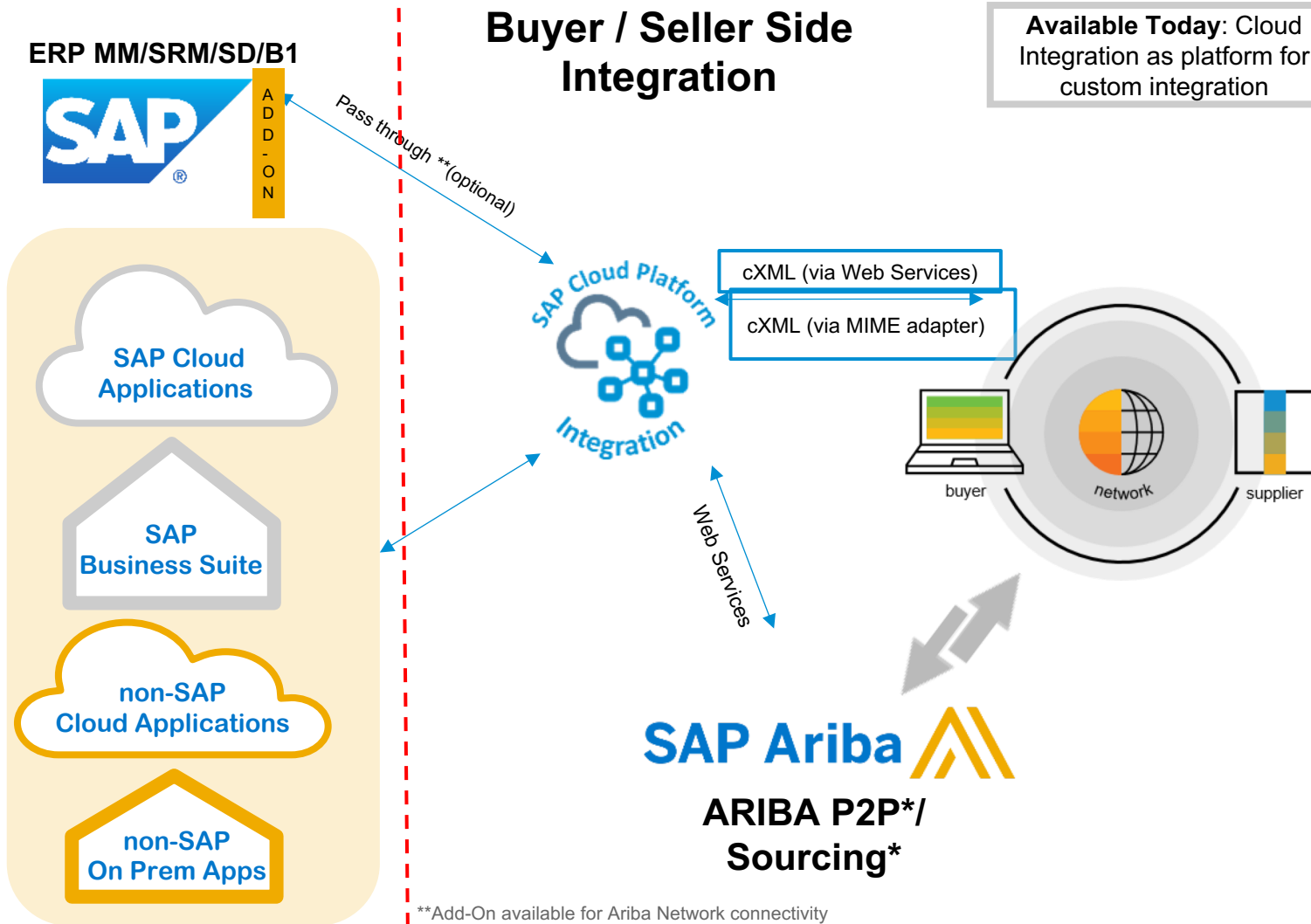
Thomsons

Ariba Cloud Integration Gateway



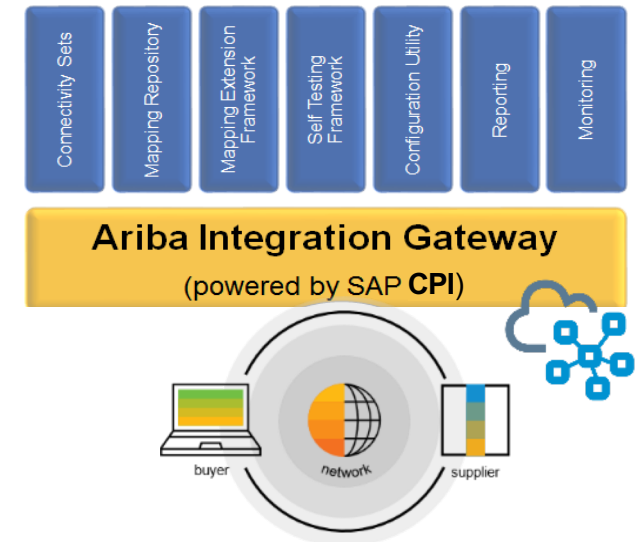
SAP Cloud Platform Integration

SAP Ariba – Custom integration scenarios



Available Today: Cloud Integration as platform for custom integration

Roadmap: Ariba Integration Gateway powered by Cloud Integration. Prepackaged content on Cloud Integration for specific scenarios



Ariba Integration Gateway Highlights

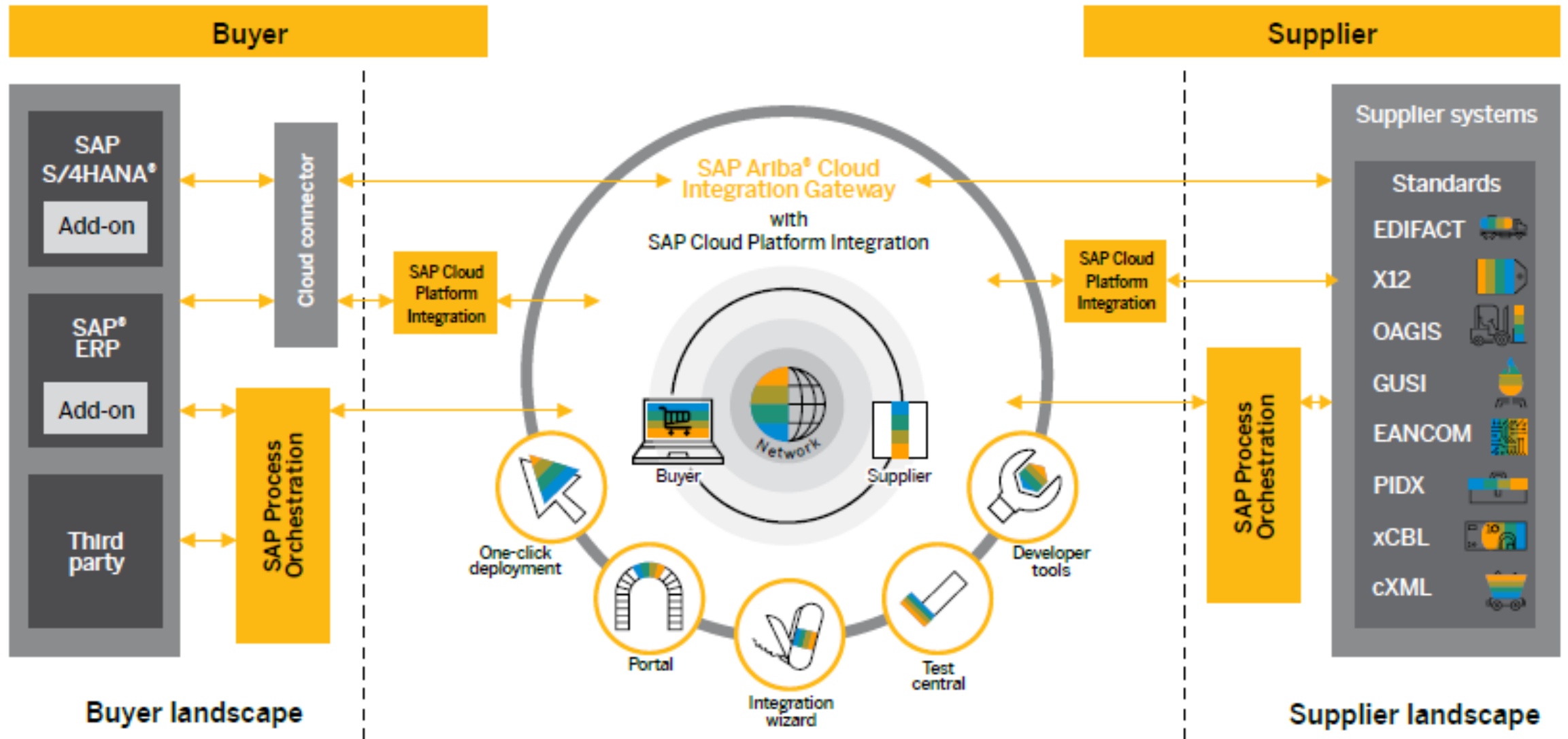
- Single sign on
- Standard(s) Mapping repository
- Transaction Tracker
- 1-click Deployment
- Governance and Reporting
- AS2, HTTPS, EDIFACT, X12 support

Prepackaged integration content for Ariba Applications (e.g. P2P, Sourcing etc.)

**Add-On available for Ariba Network connectivity

*RDS available on SAP PI for Ariba P2P/Sourcing. Mappings can be reused in Cloud Integration

SAP Cloud Platform Integration for SAP Ariba Integrations



Thank you.

Contact information:

Udo Paltzer

udo.paltzer@sap.com