



Wipro SAP Integration Competency

SAP SuccessFactors Integration with BMC Remedy

- **Business Context:** Employee records present in the SuccessFactors are moved to BMC Remedy system. Employees can update/Modify their information by themselves in SuccessFactors. To fetch the updated/modified Employee data from SuccessFactors and update it to Remedy system. This package consists of iFlow used to Update the Employee details into Remedy.
- **Interface flow: SuccessFactors -> SAP Cloud Integration -> Remedy.**
- **Typical Process Steps:**
 - Employee modifies his/her details at any time in SuccessFactors.
 - SAP Cloud Integration fetch the modified data by calling the SuccessFactors API based on last run of the iFlow date/time and Location. Ex., Fetching only the Employee who belongs to 'Head office' Location.
 - Ordering the fetched records based on User ID.
 - SAP Cloud Integration splits each Employee record and concatenate the First name and Last name of the Employee into one field to create a Manager name.
 - Interface adds the Authentication details in Header to access the Remedy system and post the data into target system.
 - Reading the date/time of SAP CI iFlow after successful run and writing into the variables to compare Employee modification time for next run.
- **Applications Involved:** SuccessFactors, Remedy, SAP Cloud Integration.
- **Applicability to SAP product:** Cloud.

Thank you

- Wipro gained insights into how solutions we delivered were bringing value to clients by decreasing complexity and increasing consistent dependable integrations for A2A and B2B while offering SAP integration consulting services to customers. By publishing this material to api.sap.com, Wipro aims to reach a wider audience and help businesses become intelligent enterprises by using api.sap.com as an entry point.