

Integrating SAP C4C with SAP ISU Using CPI

SAP Cloud for Customer for Utilities Solution - Integration with SAP S/4HANA

Version 1905

Public



The document is intended only as a guide to help you prepare and apply the steps necessary for successful integration of SAP Cloud for Customer for Utilities with an existing on-premise SAP S4H- IS Utilities system using SAP Cloud Platform Integration (CPI).

- For S4H and C4C service technical details, please navigate to the “Documents” tab – CPI_Utilities IFlow list_1902 within SAP Cloud for Customer for Utilities Solution - Integration with SAP S4Hpackage.

Admin guide: <https://help.sap.com/viewer/cea15f900ca04c4faa35d3044577fe27/1805/en->

SAP Best practices guide:

<https://help.sap.com/viewer/3d5117fa59a94547a1a835db27e92cef/latest/en-US>



Agenda

- Overview
- Prerequisites
- View Prepackaged Iflows using SAP CPI Web UI
- Configure and Deploy the Iflows Using SAP Web UI
- Monitoring from WebUI

Overview

SAP Cloud for Customer for Utilities Solution - Integration with SAP S4H

This package enables integration between SAP Cloud for Customer for Utilities solution and the ISUtilities in SAP S/4HANA.

The integration scope includes replication of technical and functional master data. These apart, the solution also accesses transactional data online from IS-Utilities to execute utilities specific processes. Technical master data includes connection object, premise and point of delivery. Functional master data includes contract account.

For Business Partner replication artifacts refer to the Integration package 'SAP Cloud for Customer integration with S/4HANA'

Prerequisites

Below steps are typically taken care by CPI consulting team who is responsible for configuring the C4C-CPI-S4H connection and maintaining the integration content and certificates/credentials on the CPI tenant.

Communication system and following Communication arrangements are configured in Cloud for Customer system

- ERP Utility Management Integration
- Utilities Bill Correction Invoice
- Utilities Technical Master Data Replication
- Utilities Contract Account Replication
- Creation of Sales Quote Follow Up Document in SAP Business Suite
- Industry Service Request Replication to External System
- Service Ticket Delegation to SAP Business Suite

- User credentials and Certificates are obtained

- CPI test/productive tenants are live

- Network Security team takes the responsibility of preparing the network environment across different systems and its security aspects.

View Prepackaged Iflows using SAP CPI Web UI

- Access the web UI URL in the format: <https://<cpitenant>.ondemand.com/ itspaces>
- Choose SAP Cloud for Customer for Utilities Solution- Integration with SAP S/4HANA from discover tab
- Copy the package to Design tab

Configure and Deploy the Iflows Using SAP Web UI

- Select the artifact you want to 'deploy' and click on 'configure' from Action.
- Upload the client certificate of the Sender system where ever the authentication mode is Client Certificate and Private key for Receiver
- Under Connections, for Address Endpoints-enter protocol, host and port information of the "Receiver" system
- For Content Modifier-Exchange Property 'Value' Pass Sender and Receiver system parameters with S4H and C4C business system IDs
- 'Save' and 'Deploy'
- Check the deploy status in Monitoring-Manage Integration content

Monitoring from WebUI

- Monitor Message Processing
- Manage Integration Content
- Manage Security Material
- Manage Locks



Thank you