

Integrating SAP C4C with SAP ISU using SAP Cloud Integration

Public

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

Version 2205



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 ERP-IS Utilities system using SAP Cloud Integration(CI).

- For ERP and C4C service technical details, please navigate to the “Documents” tab – CI_Utilities iFlow list_2205 within 'SAP Cloud for Customer for Utilities Solution - Integration with SAP ERP' package.

• Please refer Admin Guides

<https://help.sap.com/viewer/132318642e5c415a81ebdab47891b8a7/1908/en-US/ca1aae6b0a3642478ef0748bc2479408.html>

• <https://help.sap.com/viewer/afdd8bbb7aa442dfb43e82ac06c43e2e/latest/en-US>

- Extension of iFlows, please refer the following link

<https://help.sap.com/viewer/368c481cd6954bdfa5d0435479fd4eaf/Cloud/en-US/d3741720e29842e4bf547dcd66139f7f.html>



Agenda

- Overview
- Prerequisites
- View Prepackaged Artifacts using SAP CI
- Configure and Deploy the Artifacts Using SAP CI
- Monitoring

Overview

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

This package enables integration between SAP Cloud for Customer for Utilities solution and the IS-Utilities in SAP ERP.

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.

Prerequisites

Below steps are typically taken care by an SAP Cloud Integration consulting team who is responsible for configuring the C4C-CI-ERP connections and maintaining the integration content and certificates/credentials on the CI 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

- SAP CI 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 Artifacts using SAP CI WebUI

- Access the web UI URL in the format: <https://<tenant>.ondemand.com/itspaces>
- Choose 'SAP Cloud for Customer for Utilities Solution – Integration with SAP ERP' from Discover tab
- Copy the package to Design tab

Configure and Deploy the Artifacts Using SAP CI

- 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 ERP and C4C business system IDs
- 'Save' and 'Deploy'
- Check the deploy status in Monitoring- Manage Integration content

Monitoring

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



Thank you