

Integrating SAP C4C with SAP ISU Using SAP Cloud Platform Integration

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

Version 1911 1.0



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 Platform Integration (CPI).

- For ERP and C4C service technical details, please navigate to the “Documents” tab – CPI_Utilities iFlow list_1911 within 'SAP Cloud for Customer for Utilities Solution - Integration with SAP ERP'- package.
- Please refer Admin Guides

<https://help.sap.com/viewer/cea15f900ca04c4faa35d3044577fe27/1905/en-US/ca1aae6b0a3642478ef0748bc2479408.html>

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



Agenda

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

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 CPI consulting team who is responsible for configuring the C4C-CPI-ERP connections 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 Artifacts 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 ERP' from Discover tab
- Copy the package to Design tab

Configure and Deploy the Artifacts Using SAP CPI 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 ERP and C4C business system IDs
- 'Save' and 'Deploy'
- Check the deploy status in Monitoring- Manage Integration content

Monitoring from WebUI

- Monitor MessageProcessing
- Manage IntegrationContent
- Manage SecurityMaterial
- Manage Locks



Thank you