com:conBAF SAP ERP ECC, S4/HANA, SAP CRM
Deep process and data integration
for CAS genesisWorld and CAS SmartWe with SAP™

com:con
and your net works

com:con BAF Driver for SAP ERP ECC, S4/HANA, SAP CRM

Requirement, goal and motivation

CRM systems and ERP systems have their firm place in today's technical and business world. Very often, however, they do not work in an integrated way, but in parallel and with double and additional data maintenance and data storage. The main requirement for an integration of both systems is to automate the flow of information, data and processes as much as possible and to make it easy to achieve. The com:con Base Application Framework is a modern platform for the integration of your data and processes and runs hybrid in your company (on Premise) and in the Private Cloud. It is more than just a data synchronization or "interface".

The best of both worlds in one system

The com:conBAF (Base Application Framework) driver for SAP ECC technically connects the CRM of CAS genesisWorld with the SAP system. Not only data, but also processes, workflows and documents are integrated and synchronized. A continuous two-sided (bi-directional) uniform data reconciliation for addresses, offers, orders (receipts and sales opportunities) and complaints forms the basis for a seamless support of your processes in marketing, sales, service in the office and mobile external sales. The matching of partner functions, hierarchies and sales areas (KNVV) is standard.

Application scenario

The approach of our framework driver is clearly defined. One of several possible scenarios is, for example, that non-buying customers (prospects) are created in the CRM and automatically transferred to SAP ERP with an account group, a reference customer and a specific area at the push of a button. Changes are then compared bi-directionally between CRM and SAP according to

specific criteria adjusted. An opportunity in CRM (without prices) generated from the address data record is to be used to automatically generate an offer in SAP ERP. The products selected in the CRM are compared with the calculations stored in the ERP system for the use case and the customer scheme at the push of a button and the price finding system determines the correct prices and availabilities and returns them to the items in the CRM. The offer can now also be transferred to SAP at the push of a button and created there. Changes in the SAP system are immediately transferred back, making changes in the CRM no longer possible. Documents created in SAP (PDF files) are also transferred back to the CRM and linked to the customer, the opportunity and the document.

Function and performance

- Bi-Directional creation and change reconciliation of companies and contact persons for customers (KNA1), suppliers (LFA1) and business partners (BUPA) (S4/HANA) between CRM and ERP
- Time-, trigger- or Web Hook controlled data synchronization from both directions and systems.
- Calling of reports, BI Cubes and integration of remote capable function modules from the CRM system, e.g. customer master sheet VC/2 or stock inquiry for products during quotation creation, etc.
- Mapping of all partner functions, customer hierarchies and sales areas
- Product master and product details from SAP ERP in CRM including conditions and scales (pricing)
- Product and material groups from SAP ERP in CRM including product hierarchies.

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- SAP ERP documents (VBAK, VBRK) and items (VBAP, VBRP) in CRM as document or opportunity including items and details
- SAP contracts in CRM as service contracts
- Fast configuration (if necessary also possible with coding) of workflows and integration steps for a one-time, permanent or self-care integration and migration process, as well as deep testing and inspection of the meta data model
- Jobs and tasks process data in batch mode and are distributed over several computers and processors. Tasks can be executed to a flexible matrix (daily, weekly, etc.) with date and time values. Data can be executed and transferred based on trigger events or notifications, and rest periods can be defined during which no jobs are executed if maintenance, backups or other "rest periods" have to be observed.
- Already contain business logic and ready-made use cases (best use and best practice) of the respective target or source system. These are usually business applications that can be used in the cloud using APIs or web services and access via SOAP/REST.
- Integration via different protocols (depending on the use case) is possible and intended, e.g. OAuth, OData, SOAP, REST, HESSIAN, database, ODBC, etc.
- The data content to be synchronized and transferred can be evaluated and transformed based on its content. This is important if, for example, the input helpers, lookups, value sets in the source system do not correspond to those in the target system or have to be brought into x-tables in the target system by another architecture, e.g. from the source system to x-tables in the target system.
- During data transfer, data from the source system can be enriched in the target system. This can be achieved by an intermediately stored process or a process in the source

system. An example of such an enrichment, validation and completion of data is, for example, the enrichment of federal state, administrative district, salutations, letter salutations during the address transfer to the CRM system of CAS genesisWorld, the checking of postal addresses and spellings, as well as the copying of values of a company to the contact person data, to name just a few examples.
- Operators, classes and functions are available for the extraction, enrichment, transformation, query of data, values, states in a small development environment and script environment.
- Data from one system (source) can be sent simultaneously to several other systems (target). Data aggregation and state checking in the source system and in the target system are implemented in different ways, e.g. insert mode, update mode. Timestamp mode, check digit mode, hash mode, etc.
- In the com:con BAF, the topic "Late Ignition" has a positive connotation. The procedure to be activated in the BAF ensures that racing conditions are virtually excluded. By means of a 2nd knock procedure, a checksum procedure is used to check whether any more data has arisen in the target and source system or the forks during the active alignment phase, so that the alignment strategy can also be supported accordingly.
- As is appropriate, the job descriptions naturally include an alignment strategy, a priority rule in case of conflicts and a required direction (target > source, source > target), as well as a rotation (new data records, changed data records, etc.).

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Architecture and Solution

- com:conBAF - framework based on nodeJS, IONIC and React (web services)
- Open and free development tool
- Optimal utilization of system resources such as memory and processors/cores, highly scalable and distributable on different systems, multi-instance capability, multi-threading
- Support of several clients (multi-client) in connected systems
- Automatic Updates
- Provision and call via comconBAF API and comconBAF Webservices
- Solution certified by SAP for access via LIBRFC/RFC, Advanced Adapter Engine, S4/HANA HDB NPM.

License terms

The license authorizes the use of com:conBAF as a business solution.
One license is required per installed instance.
(One instance corresponds to 1 production, 1 test and 1 development system).
The number of users is not limited, restricted or fixed.
The number of connected systems is not limited and depends on the drivers of the framework.
The number of processes (drivers, jobs and tasks) is not limited.

Requirements

- CAS genesisWorld CRM in current version
- Windows Server 2016/2019 or higher 64bit with at least 32GB RAM and 8 processors (depending on application), as well as Microsoft SQL Server
- Fully installed and licensed third party system to be connected (SAP ECC)
- Access for system development, test/quality and productive

- If necessary, additional SAP licenses due to third-party use

Links

Current system information can be found under the following link: https://t1p.de/2kg7

Interest and further contact?

For a presentation and further sales-related information please contact us at vertrieb@com-con.net.

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1. Preise aus SAP anfragen (Konditionen, Kalkulationsschema)
2. Verkaufschance als Auftrag / Angebot nach SAP übertragen
3. Bestand und Verfügbarkeit (Lager) abfragen
4. Änderungen aus SAP übernehmen (Preisfindung + Status)