



## SOLUTION OVERVIEW


# OpenText B2B Managed Services for SAP

Maximize SAP investments, enhance B2B execution and close the gap between business strategy and IT capabilities.



 **Decrease the cost** of B2B integration by 20-40%

 Implement an ERP 'firewall' to **protect the business environment**

 Ensure SAP® integration projects are **on time and on budget**

 **Leverage external resources** to manage B2B integration while focusing on SAP projects

**Maintaining a competitive edge in today's marketplace is often driven by a company's ability to match IT capabilities with business strategy and processes. Many companies have implemented SAP® to automate internal business processes in order to achieve business goals. However, in today's global economy, integrating a global trading community is just as critical to success as internal application integration.**

Due to the demands placed on a company's IT resources during SAP-related projects, enlisting a partner to manage B2B integrations for the SAP system can have significant operational and financial benefits. OpenText™ B2B Managed Services for SAP® offers companies a way of acquiring the necessary SAP-specific integration skills on demand. Skills such as mapping, trading partner onboarding, and SAP integration can all be acquired through OpenText Managed Services. In many cases, OpenText functions as an extension to a company's own IT department.

## Apparel manufacturer

When implementing a new SAP® system, the CIO of an apparel manufacturer realized that the company did not have the required internal ERP integration skills. The CIO deployed OpenText™ Managed Services to onboard 200 global trading partners and integrate with its SAP system across six internal divisions. With the additional integration resources, the CIO saw OpenText as an extension of the company's own IT department.

## Tier 1 automotive supplier

A Tier 1 automotive supplier was starting a major SAP implementation and wanted to consolidate multiple EDI platforms onto one provider. The company implemented OpenText Managed Services to meet global B2B integration requirements to manage operations in North America, EMEA and APAC. The company benefitted from a single, highly available, global B2B integration platform that integrates to SAP and allows true end-to-end visibility across all business units.

Frequently, internal integration staff are engaged in strategic projects and optimization of business processes. If internal resources are, for example, immersed in ensuring that an important SAP project is launched on time, it can be challenging for the organization to manage the diverse requirements of its B2B environment. OpenText Managed Services helps companies seamlessly integrate their SAP system with trading partner and other systems by:

- Processing both internally and externally sourced data and ensuring that data can enter SAP seamlessly.
- Improving the quality of data entering SAP and ensuring downstream business systems run efficiently.
- Enabling better decision-making with improved end-to-end visibility of SAP information flows.
- Providing a highly available B2B integration environment leading to improved operation of downstream SAP modules.

## Process both internal and externally sourced data

SAP systems use information from a variety of sources, such as customers, suppliers, distributors, logistics providers and financial services institutions. A third of data typically entering ERP comes from external sources, such as data from advanced shipping notices, commercial invoices, customs declaration forms and bank statements, and need to be highly available to keep the SAP platform running efficiently.

## Improve the quality of data entering SAP

As SAP systems receive information from a variety of external sources, the likelihood increases that unchecked, inaccurate data could enter the system. Quite often, information from external sources is not clean enough to be processed correctly by the SAP system and expensive, manual efforts are required to cleanse the data. Bad data which does pass through SAP could spread into other business systems, corrupting data across the extended enterprise. A simple mismatch of part numbers or incorrect unit of measure could lead to inaccurate order fulfilment or delayed payments to suppliers.

## Better decision-making due to improved end-to-end visibility

A fully integrated SAP environment needs straight-through processing of data from various internal and external sources. Business decisions, especially in tough economic times, need to be made in real time. Rapid decision-making cannot be achieved if data has to be re-worked and re-entered into the system. Without data about demand, inventory, logistics and payments flowing in real time into SAP, executives are challenged to gauge the true pulse of how a company is operating. It is difficult to take any corrective action once the impact of data quality issues has begun.

## High availability of B2B integration environment

For many companies, ensuring that B2B integrations are live 24/7 is crucial to their operations. B2B integration platforms ensure that information from outside the organization can be used efficiently by the SAP system. For example, if a car manufacturer does not receive an advanced shipping notice from a supplier that parts are on the way to a factory, this could have downstream implications, such as shutting down a production line. Indeed, many manufacturers insist that their B2B infrastructure does not go down near the end of a quarter so as not to

OpenText™ Managed Services offers a comprehensive integration solution that provides companies with the people, processes and technologies necessary to maintain complex B2B eCommerce programs and more. Managed Services operates on a fully hosted integration platform and includes mapping, trading partner onboarding, data quality and connectivity services. Partnering with OpenText, companies can build and grow highly connected partner networks without making additional investment in hardware, software or human resources.

affect the processing of sales-related information. Many companies need to make business-critical decisions in near real time, therefore, ensuring that transactions from external business partners get through to the SAP system without delay or interruption is extremely important.

### **OpenText Managed Services can help companies improve the management of SAP integration projects in many ways:**

#### **Document mapping**

Document mapping is one of the most complex tasks to undertake during an SAP integration project. Mapping experts must understand the relationships between data structures used by external trading partners and the information needed in SAP. For example, a mapping expert may need to extract shipping information from an advanced shipping notice to populate the appropriate SHPMNT01 IDoc document. Alternatively, in case of the modern SAP systems such as S/4HANA, the incoming data may be received via APIs following the SAP API definitions. With the possibility of having to do hundreds of data transformations, ensuring that this can be done on schedule is one of the most important aspects of an integration project. Handling data transformation internally is often not an efficient use of the company's expensive IT resources. Delegating this process to a third-party vendor would be beneficial for any company undertaking such an integration project.

#### **Status reporting**

OpenText provides business process visibility and exception-based monitoring for businesses and their customers. Visibility is delivered through a simple web-based interface that provides tools, such as related document queries, role-based views and proactive monitoring/alerting capabilities. For example, upon completion of an IDoc translation process, OpenText integration platform automatically generates a STATUS IDoc (Status = 5 or 6) back to the client's SAP environment to indicate whether the IDoc translation failed or succeeded. Exceptions are indicated in the web-based interface and trigger an automated email alert to the Managed Services Production Control team and to the customer concerned. Additionally, a "time out" capability allows setting negative triggers for non-events. For example, a customer may require a Status 14 (interchange acknowledgement) triggered if a trading partner has not extracted a file within 30 minutes, in which case a timer can be set that triggers the Status 14 as required.

#### **High availability**

In an integrated SAP environment, it is critical to ensure highly available connections to trading partners. If external connectivity is lost for any reason, the flow of information going into the SAP environment, and any downstream business systems, will be interrupted.

At OpenText, business continuity planning is more than just a document or series of technical instructions to restore services. It is a philosophy for every component of the organization, with the primary goal to ensure continuous delivery of products and services during a service-impacting event and to minimize customer impact. OpenText data center infrastructure, networks and systems are designed for high availability. In most cases, if a system failure occurs within a data center, a redundant component or server will automatically take over with little or no impact to customers, dramatically reducing the downtime associated with a system outage.

## SAP integration expertise

OpenText has offered SAP® integration expertise through Managed Services since 2001.

- Direct connections to hundreds of SAP production instances
- More than 100 analysts and mappers with hands-on SAP IDoc and SAP API experience
- More than 20,000 maps in production for SAP
- Numerous connectivity options to enable optimal solution design
- IDoc status messaging for immediate verification or error status, along with FA status, directly in SAP

OpenText™ Trading Grid™ has been Certified for SAP NetWeaver®, so organizations can be assured of the quality and ongoing compatibility of OpenText and SAP services. OpenText is also a preferred provider of B2B integration services to SAP's customers, and the preferred provider of all non-SAP system integrations for SAP Ariba. OpenText also supports comprehensive SAP ecosystem integrations including, but not limited to, connecting SAP Ariba, SAP Concur, SAP Fieldglass, SAP SuccessFactors, and SAP Hybris. OpenText is a long-standing partner of SAP and receiver of the 2020 SAP Pinnacle Award.

### Data sovereignty

With customers across the globe, OpenText is aware of regional data sovereignty concerns and has built regional data centers and data zones in the OpenText Cloud designed to help address data residency and sovereignty concerns for our customers.

### Trading partner community management

Most SAP upgrades are not purely technical and functionality upgrades are usually the justification for investment. With new modules or expanded user communities, comes the need to connect to a broader range of supply chain partners. Larger companies with global operations can have difficulty with the onboarding and integration of trading partners across different time zones. B2B Managed Services manages the onboarding of trading partners in different geographical regions. For example, if a company is looking to upgrade from an older SAP system to SAP S/4HANA, this support can be invaluable for a successful and timely system migration.

### Program management

SAP projects require an immense amount of coordination across the extended enterprise. B2B integration managers must ensure that data transformation is handled correctly; trading partners are connected properly; and data validation rules are reflected within the B2B system. The project management challenge becomes even more complex for companies looking to introduce further SAP functionality, such as implementing a transport management system.

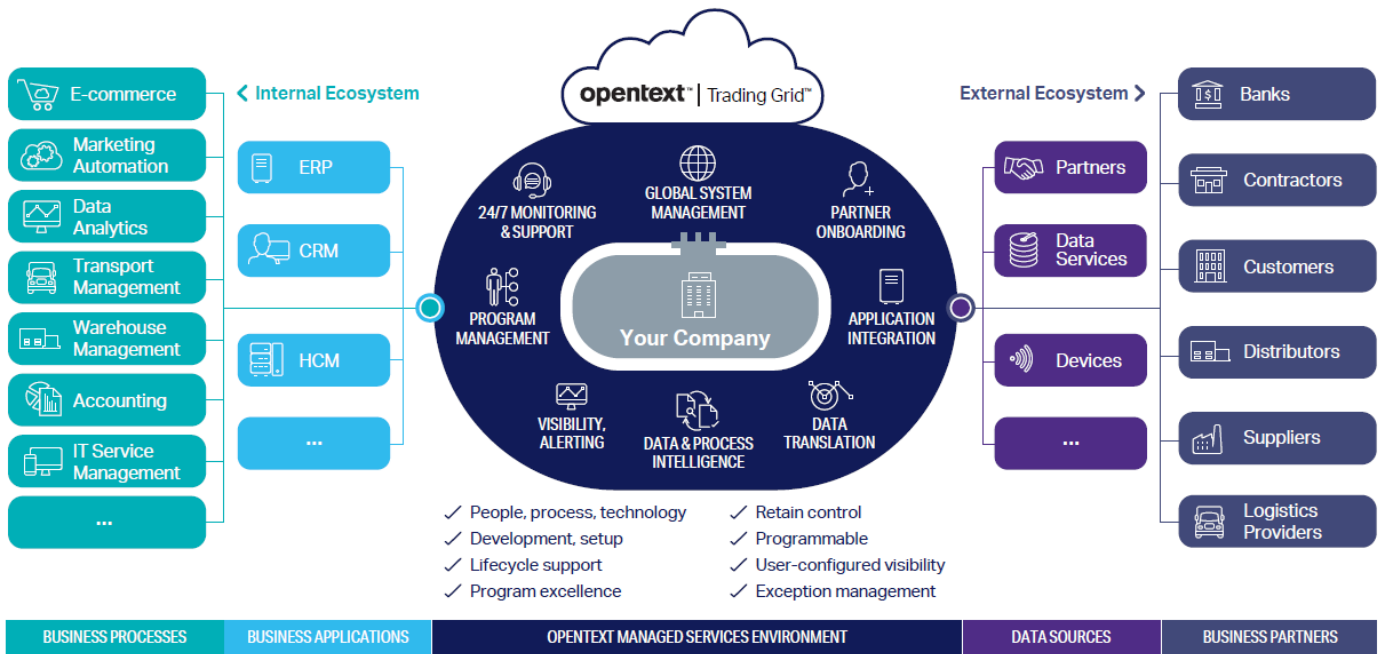
OpenText Managed Services allows a company to leverage highly experienced project managers to manage implementation. OpenText provides a dedicated program manager who oversees day-to-day communication with the community of trading partners and ensures that trading partners can support new transaction types, data quality rules or KPIs to measure performance. Finally, the manager offers support for testing and manages the overall release and deployment of the newly integrated platform with the customer.

### Global support

Many companies have globalized their operations and have manufacturing plants and trading partners around the world. All SAP users, regardless of where they are located, must have access to a global support infrastructure for the B2B integrations so that any problems that arise can be resolved as quickly as possible. OpenText Managed Services provides 24/7 multilingual support. This helps users across an extended enterprise receive the help they need, in any language or any time zone around the world.

## B2B Managed Services helps keep SAP projects on schedule

OpenText has more than two decades of experience working across more than 120 SAP-related B2B integration projects, both single instance and multiple instance, to support global business operations. Multinational companies in industries such as high tech, automotive, consumer goods, manufacturing and financial services use OpenText Managed Services to maximize their SAP investment. OpenText provides a cloud-based service that integrates with a variety of SAP modules, including Supply Chain Management and Supplier Relationship Management.



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## About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).

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