

Automated Solution for Integration of SAP ECC and IBM WCS

PROJECT OVERVIEW

- Empower SAP ECC to provide 360 degree view of the business information.
- Facilitate automated controlled flow of online orders.
- Installation & Implementation of SAP PI 7.31 which is new to market.

CHALLENGES

- Incorporate online sales into the current sales processes of existing central business system SAP ECC which maintains all the business transactions from all the channels of sales.
- Enabling SAP ECC to provide 360 degree view of the business with real-time information in online store.
- Enabling automated controlled flow of online orders with different levels of verification & transparency of data in SAP ECC.
- Integration of SAP ECC into IBM WebSphere Commerce system to update the real time inventory information, synchronizing material master & customer data and synchronizing the online orders.
- Integration of SAP ECC with credit bureau (Serasa) & third party agency (Clear Sale) systems to control the fraudulent online transactions.
- Integration of SAP ECC with the payment gateway by enabling the secured communication to verify the payments of online orders.
- Installation & implementation of SAP PI 7.31 which was new to market.
- Enhanced exception handling of ABAP Proxies and AAE communications to ensure the monitoring of all failures.

About Incesol

Established in 2011, Incesol Inc is a leading service provider of outsourced software development firm in the arena of SAP, Enterprise ecommerce, Mobility and Application Development services. With our headquarters located in Charlotte, North Carolina and the global development facility in Hyderabad, India, we offer both onsite and offsite/offshore project delivery models.

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MITIGATION

- Implemented an online order cockpit in SAP ECC to handle all the online order processing and integrated the same with workflow.
- Custom workflows were developed using classes to control the flow of online orders.
- Exceptional handling proxies were provided for easy monitoring. JAVA mapping was used to integrate complex interfaces.
- Encryption methods were used for the communication of payment related information for enhanced security.
- Integration of SAP PI with IBM WCS was facilitated using “Axis Adaptor” to support OAGIS message format of WCS.
- Alert configuration in PI interfaces was implemented to communicate the failure of online order communications with SAP ECC.
- Queue Prioritization was also implemented to enable the high priority to the critical communication of online store with SAP.

RESULT

- Reduced IT administration and support expenses by enabling the central system (SAP ECC) to handle all the online transaction.
- Secured communications with the payment gateways.
- Fraudulent transaction verification through credit bureau and third party agencies integration.
- Automated control flow for sales approval process.
- Increase in online sales with the streamlined system.
- Competitive advantage by enabling the online store with quick order processing.

Technology Supported

SAP ECC, ABAP, SAP PI 7.31,
IBM WCS, SOA and Java

Integration Outcome

- Ability to update content periodically without manual intervention.
- This integration enabled quick business decisions based on real-time & accurate information.
- Check Point to fraudulent transactions with the tight integration services.

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