

Seamless Customer Master Integration between Siebel and SAP

Infosys has created a Center of Excellence (COE) for Application Integration Architecture (AIA) which focuses on creating value for customers by doing focused research on AIA, Oracle Fusion and Service Oriented Architecture (SOA), designing and building solutions on Oracle Fusion platform and developing ready-to-deploy skilled trained resources.

One of the first initiatives of the AIA COE is co-development of Oracle Customer Hub (OCH) Integration Pack for SAP which integrates Oracle Customer Hub (Siebel UCM) and SAP. This Process Integration Pack (PIP) allows bi-directional synchronization of customer data between SAP Sales and Distribution and Siebel UCM.

Infosys has developed Application Business Connector Services (ABCS) for SAP Application. This PIP has the ability to perform a Sync process from the Master application (Siebel UCM) to the edge application (SAP) to either create or update customer records into the edge application and vice versa. Edge applications (SAP) integrated with Siebel UCM will have up-to-date golden customer records ensuring single and consolidated view of customers.

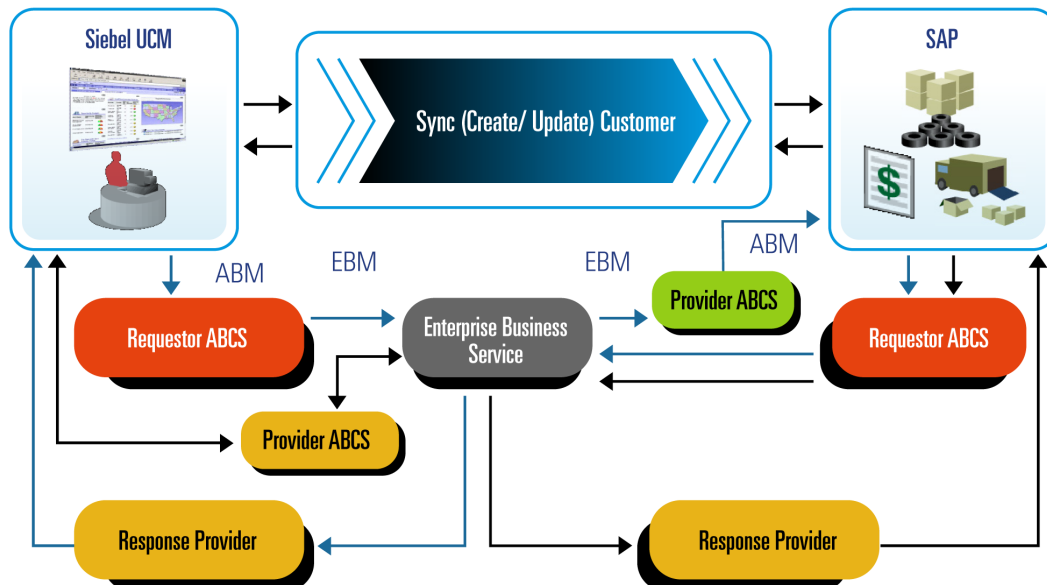
The OCH PIP for SAP supports the following product versions:

- Siebel UCM 8.1.1
- SAP ECC 6.0
- AIA Foundation Pack 2.5, and Fusion Middleware 10.1.3.4

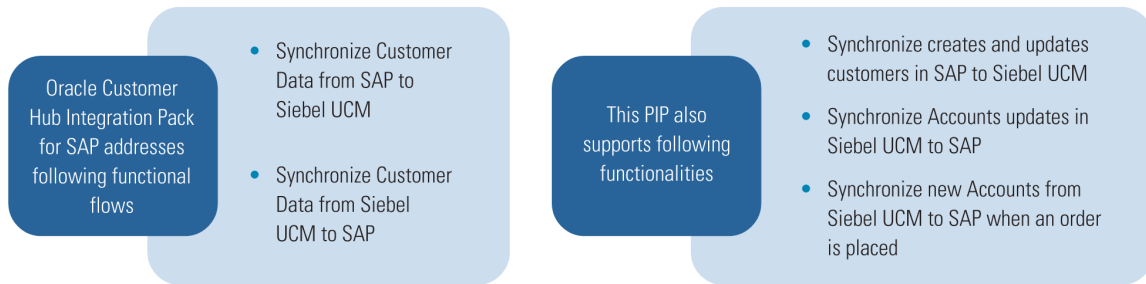
Application Business Connector Services (ABCS) for SAP is certified on Linux Intel Xeon 32-bit environment.

The Oracle Customer Hub (OCH) Integration for Siebel UCM and SAP has been released as part of AIA 2.5 release in October 2009. Infosys is the preferred partner of Oracle for implementation of this PIP. Infosys is also the partner for Oracle to provide support for this PIP.

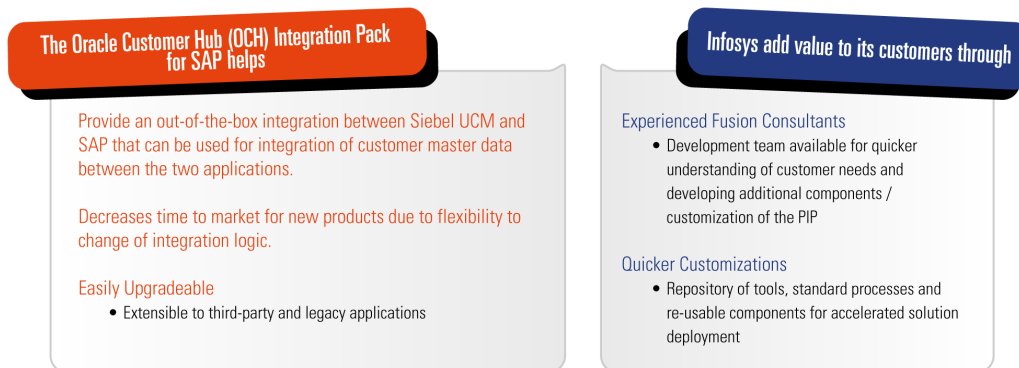
Solution Functional Architecture



Key Features of Solution



Value Proposition



Allied services

<h3>Business Consulting</h3> <p>Provides you with strategic differentiation and operational superiority, assessments, proprietary industry analyses & projects structured around beating the competition.</p>	<h3>Enterprise Solutions</h3> <p>Our Enterprise Solutions help you automate your value chain using off-the-shelf packages. Our solutions span ERP, CRM, SCM and EAI. They help you to mitigate your risks, achieve faster returns and lower TCO.</p>	<h3>Trading & Risk Management</h3> <p>Provides deep business process knowledge with cutting edge technological capabilities to optimize information sharing, minimize exposure, and integrate business processes in trading operations.</p>	<h3>Enterprise Application Integration</h3> <p>Make the whole of your IT applications much greater than the sum of its parts. Infosys can leverage the Global Delivery Model (GDM) to deliver immediate and dramatic productivity growth like no one else can.</p>
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For more information, contact askus@infosys.com

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