

Seamless Order To Cash Integration between Siebel CRM and SAP

The Infosys Center of Excellence (COE) for Application Integration Architecture (AIA) focuses on creating value for customers through focused research on AIA, Oracle Fusion and Service Oriented Architecture (SOA), designing and building solutions on Oracle Fusion platform.

Leveraging Infosys's world class AIA, Siebel CRM and SAP skills and experiences, the Infosys AIA COE has co-developed the Oracle Order to Cash (O2C) Process Integration Pack for Siebel CRM and SAP, which implements a seamless pre-configured and robust order-to-cash business process.

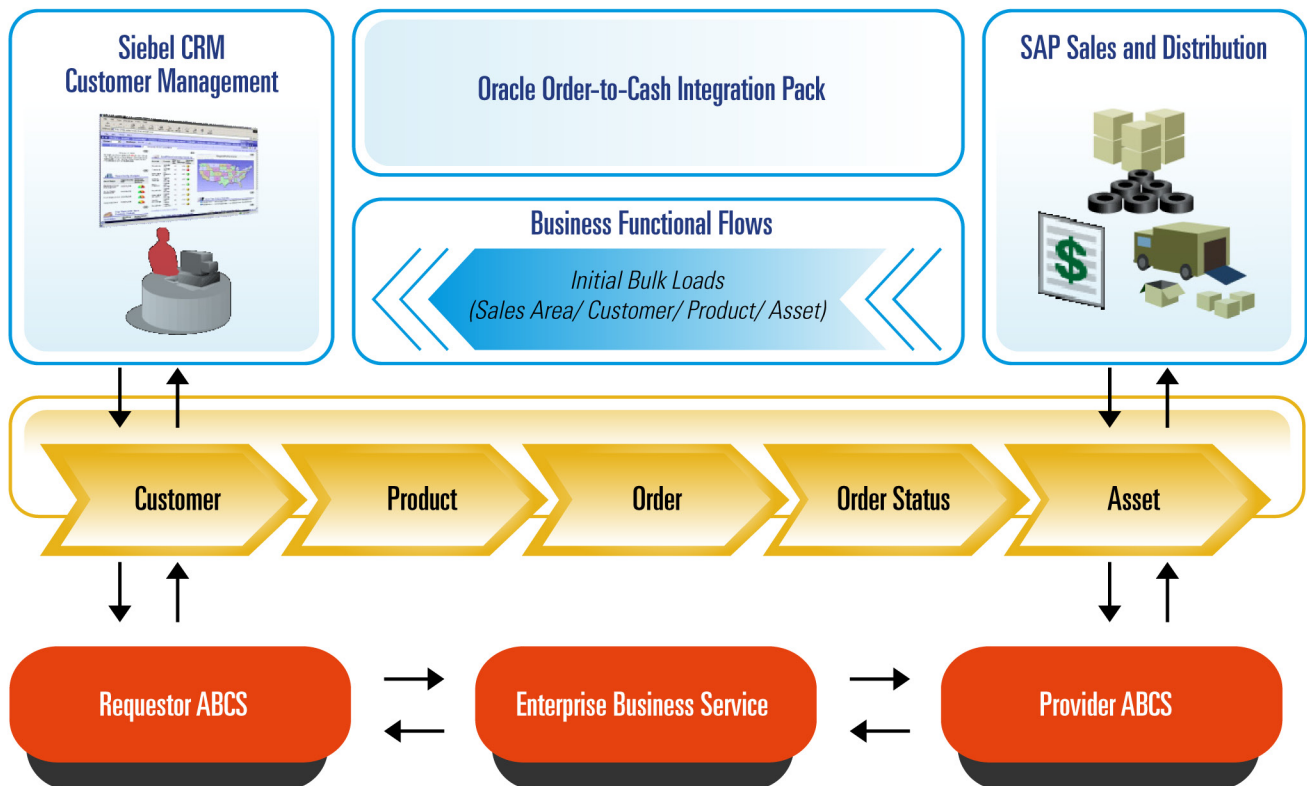
This Process Integration Pack (PIP) along with pre-developed Oracle AIA Foundation Pack components leverages the market-leading Siebel CRM front-office application with SAP's back-office application to provide a streamlined, end-to-end order-to-cash business process that enables faster time to market for new products and faster time to revenue.

The PIP includes data mappings between Siebel and SAP, Extensible Integration (BPEL) Orchestration, Business Connector Services (ABCS) for SAP Application. The O2C PIP for SAP supports following products.

- Siebel CRM 8.0/8.1, SAP R/3 & ECC 6.0
- AIA Foundation Pack 2.5 and Fusion Middleware 10.1.3.4

The Oracle Order-to-Cash Process Integration Pack for Siebel CRM and SAP has been released as part of AIA 2.5 release in Oct 2009. Infosys has co-developed the PIP and is the preferred partner for its implementation.

Solution Functional Architecture

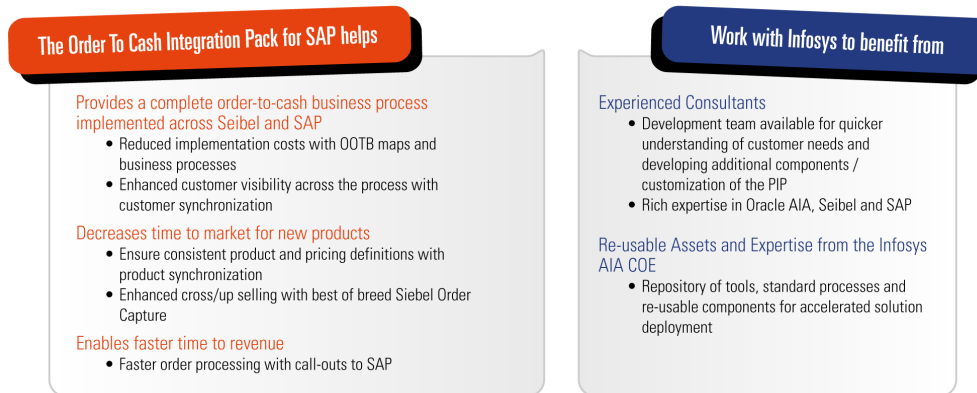


Key Features of Solution

Oracle Order to Cash Integration Pack for Siebel CRM and SAP consists of following pre-defined integration flows:

- Order capture in Siebel for which a new order will be created in SAP for downstream fulfillment
- Real-time ATP Checks, Authorization for Payments, Credit Check, Shipping Charges Calculation in Siebel based on SAP business rules
- Synchronizing Customer data from Siebel to SAP and Vice versa
- Synchronization of SAP Material definition with Siebel Product definition
- Initial Loads for Sales Area, Customer, Product, Asset and Price List
- Synchronize information between Siebel Asset and SAP install base

Value Proposition



Allied services

Business Consulting

Provides you with strategic differentiation and operational superiority, assessments, proprietary industry analyses & projects structured around beating the competition

Enterprise Solutions

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.

Trading & Risk Management

Provides deep business process knowledge with cutting edge technological capabilities to optimize information sharing, minimize exposure, and integrate business processes in trading operations.

Enterprise Application Integration

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.



Building
Tomorrow's Enterprise

For more information, contact askus@infosys.com

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