

# Enterprise Services Consumption Certification



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**SAP Integration and Certification Center ([ICC](#))**

# Agenda



- Enterprise Services General
- Identifying Enterprise Services
- Enterprise Service Consumption Certification
- Enterprise Service Success Story
- Enterprise Service Consumption Demo
- Questions & Answers

# Agenda



- Enterprise Services General

- Identifying Enterprise Services

- Enterprise Service Consumption Certification

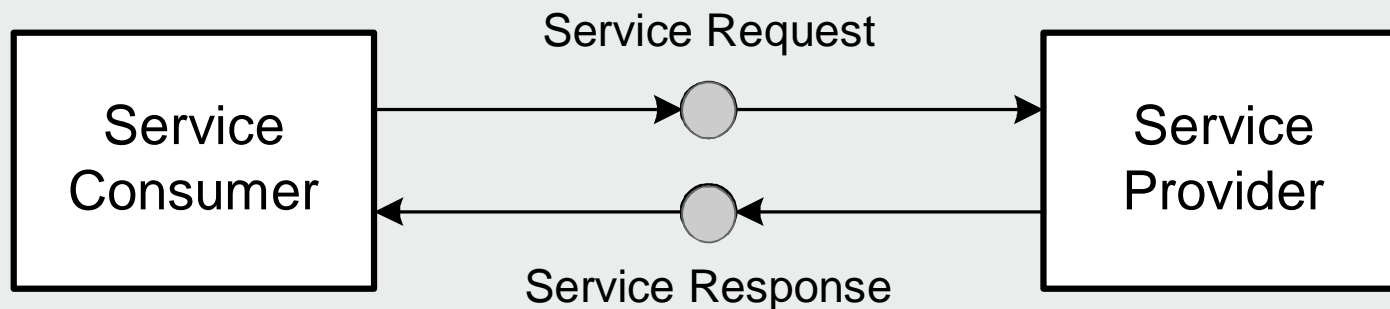
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# What is a Web Service?

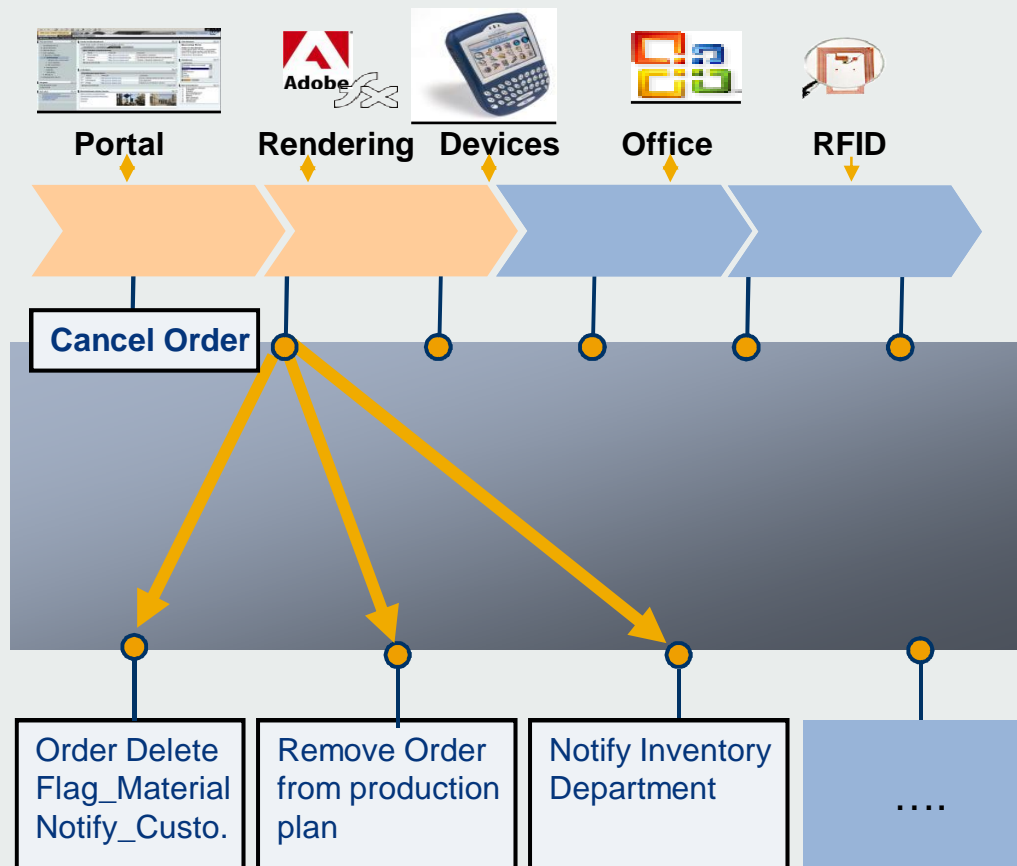
**A web service is a callable runtime resource that performs a coherent set of tasks upon request by a consumer.**



## **Example: Request Weather details**

- 1. Send a request to the Weather provider with town name or zip code or pin code**
- 2. Parse the response to weather details like Temperature or humidity**

# What is an Enterprise Service?



An Enterprise Service is a semantic grouping of service operations across any number of underlying applications

## Example: **Cancel Order**

1. Delete Order Record
2. Send a confirmation to customer
3. Remove the order from the production plan
4. Flag corresponding Material
5. Notify the invoicing department

## **An Enterprise Service has to fulfill the following criteria: Technically a Web Service**

- **WSDL: Service Interface is described by Web Services Description Language**
- **XML: All data within the payload needs to be represented as XML data**
- **SOAP: SOAP has to be used as envelope for communication during the runtime**

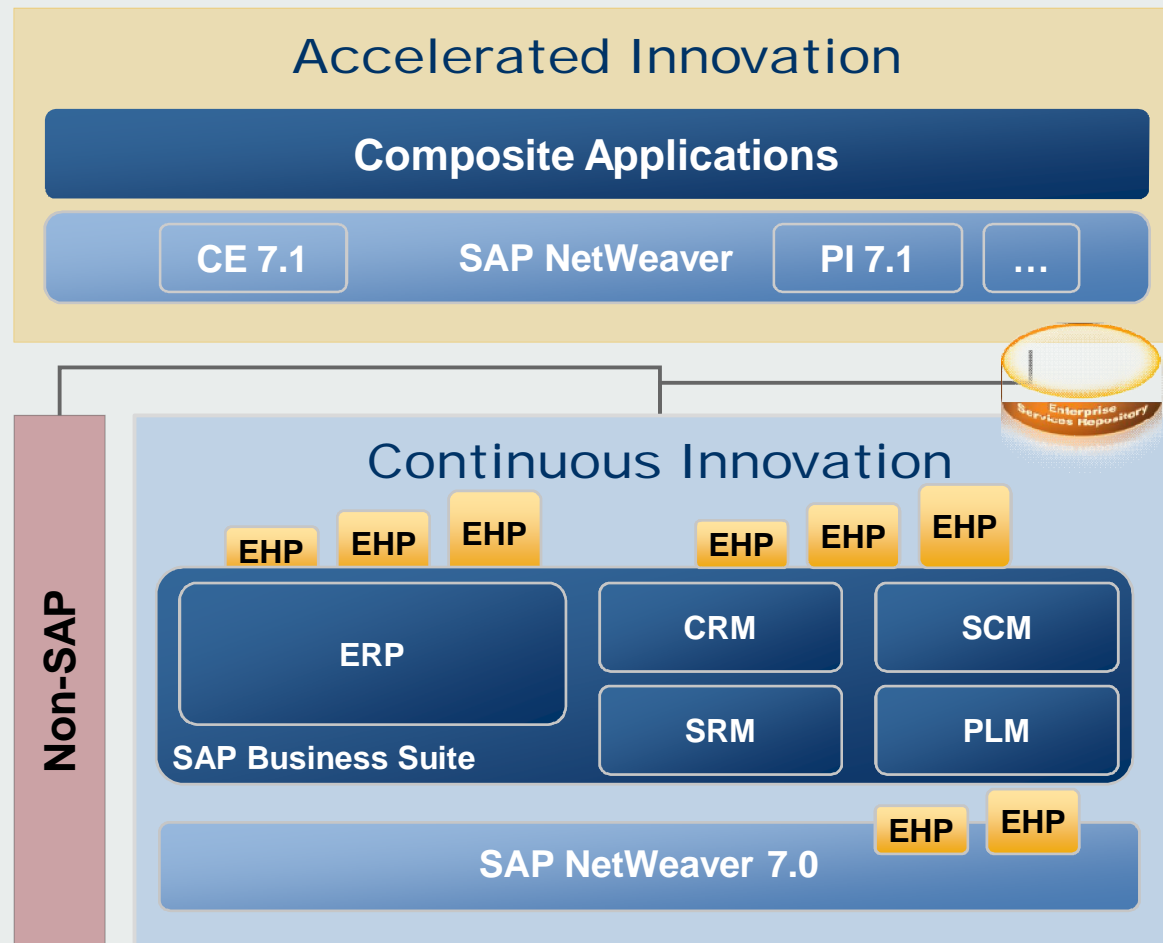
## **Published in a central repository**

- **Enterprise Services Repository – ESR**
- **SAP NW Exchange Infrastructure – Integration Repository**
- **UDDI**

## **Business Semantics**

- **Based on a harmonized Object Model  
Methodology for SAP naming conventions**
- **Based on harmonized Global Data Types  
Methodology for SAP data type definitions**
- **Based on a harmonized Service Cut and the usage of Patterns  
Methodology for SAP service cut**

# Delivering Innovation without Disruption



- Increased flexibility through composition
- One active repository for co-innovation and governance
- Deploying business innovation without disruption

EHP = Enhancement Packages

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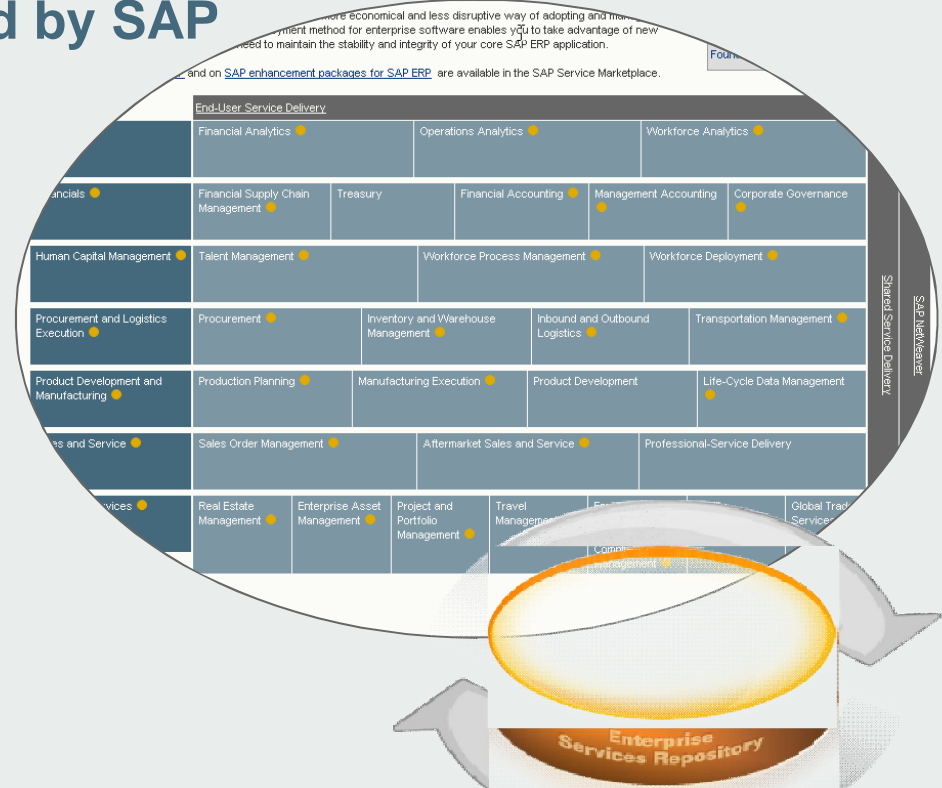
# Enterprise Services Workplace

Where enterprise services are published



**ES Workplace** is the single point of access for browsing and test-driving Enterprise Services defined by SAP

- Provides both technical and business view of enterprise services and associated entities (i.e. process components, business objects, etc.)
- Multiple browsing & searching features
  - By Process Components
  - By Enterprise Services Bundles
  - By Solution Maps
  - By Diagrams
- Provides the ES Repository for the hosted services
- Provides virtually free access to the associated SAP test systems



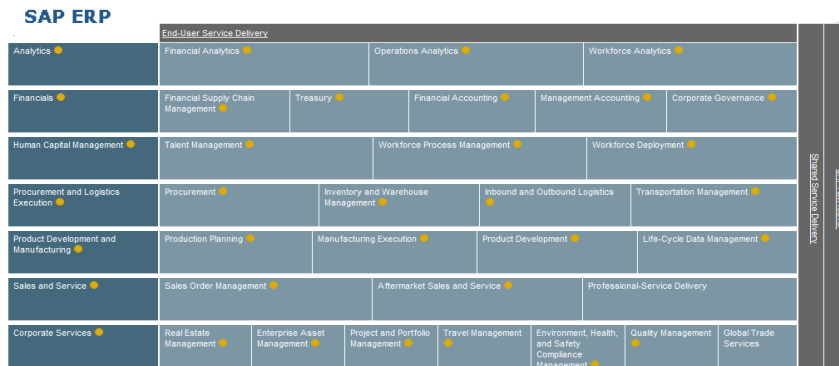
## How to get there?

- **SDN** (<http://sdn.sap.com>) → SOA → Explore Enterprise Services

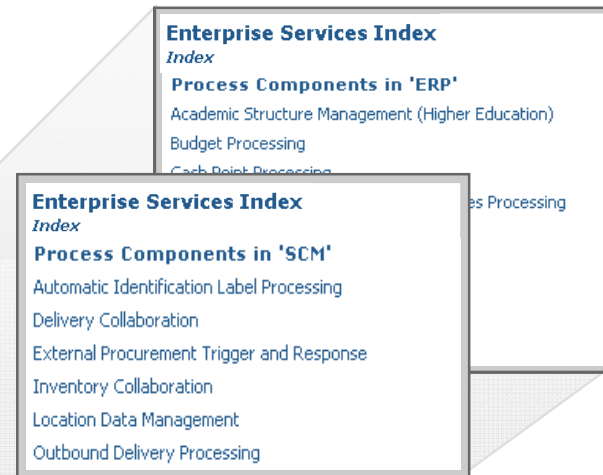
# Different Angles to See Enterprise Service



## ES by Business Suite



## ES by Index



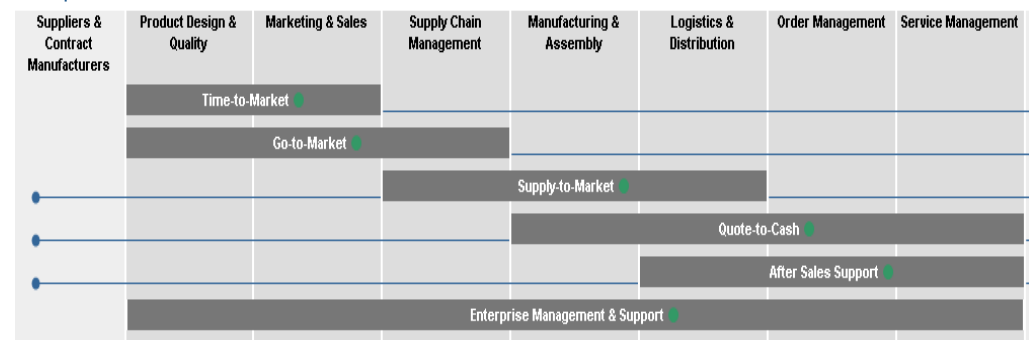
## ES Wiki by ES Bundles (Use Cases)



## ES by Industries

### High Tech - Business, Medical & Consumer OEMs Solution Map

#### Industry Value Chain





# DEMO

## – ES Workplace –

# Enterprise Services Bundles

## In a nut shell

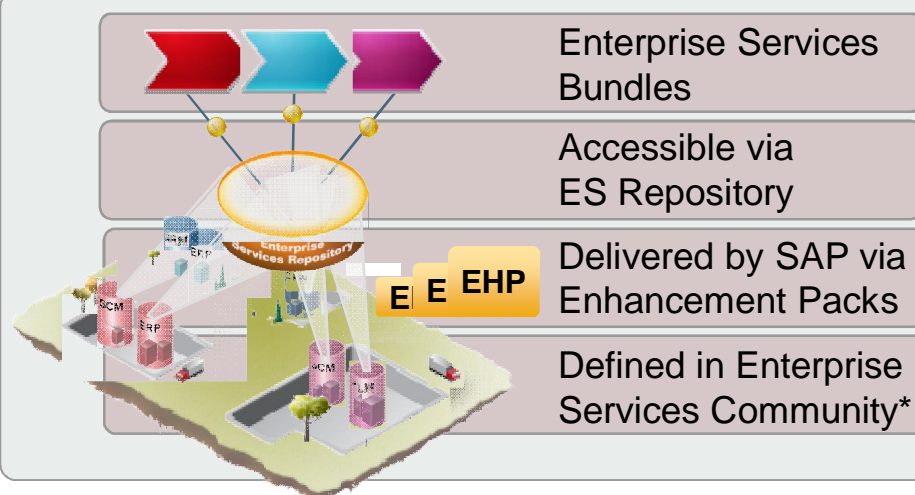


### Definition

- A group of enterprise services addressing a specific business scenario
- Available for cross-industry and industry-specific business processes
- Increased flexibility in connecting business partners and 3rd party applications

### Benefits

- Provide “quick wins” for the business
  - Easy to implement
  - Targets real business problem
- Enables new business functionality via flexible composition on top of a stable back-end
- Lower cost of ownership enabled by reusability and shared governance costs



Enterprise services and bundles can be explored and tested in the SAP Community Network's ([SDN](#))

- [Enterprise Services Workplace](#)
- [Enterprise Services Wiki](#)



# DEMO

## – ES Wiki –

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# Software Integration Certifications in SAP

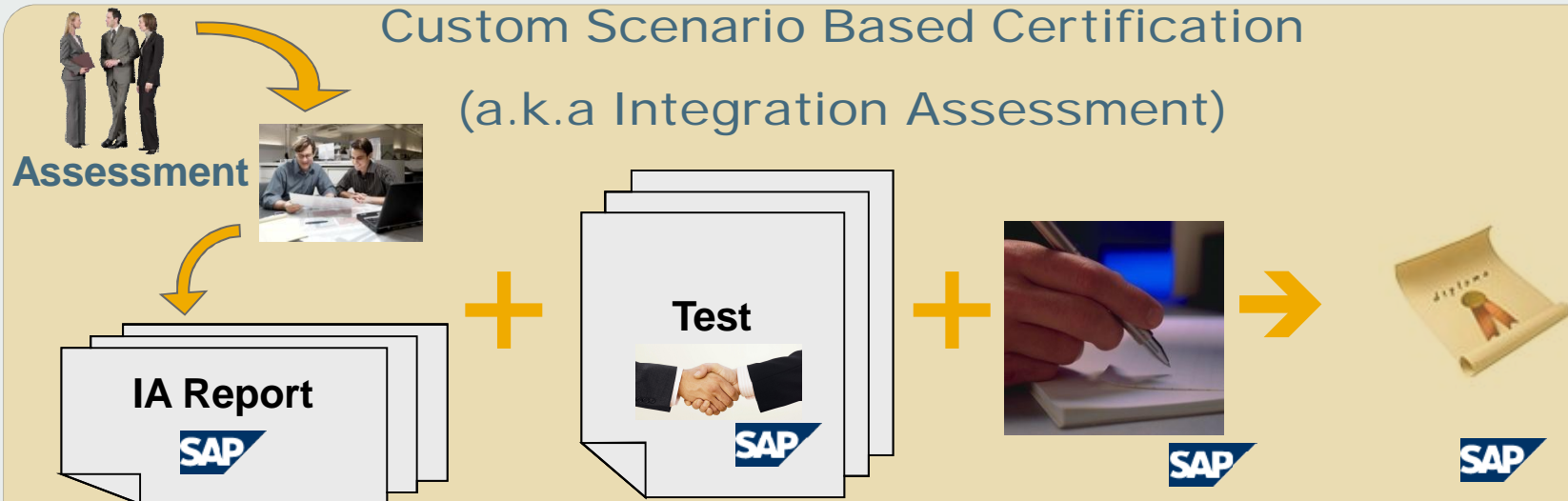
## SAP-Predefined vs. Custom Integration Scenarios



### SAP Pre-defined Scenario Based Certifications



### Custom Scenario Based Certification (a.k.a Integration Assessment)

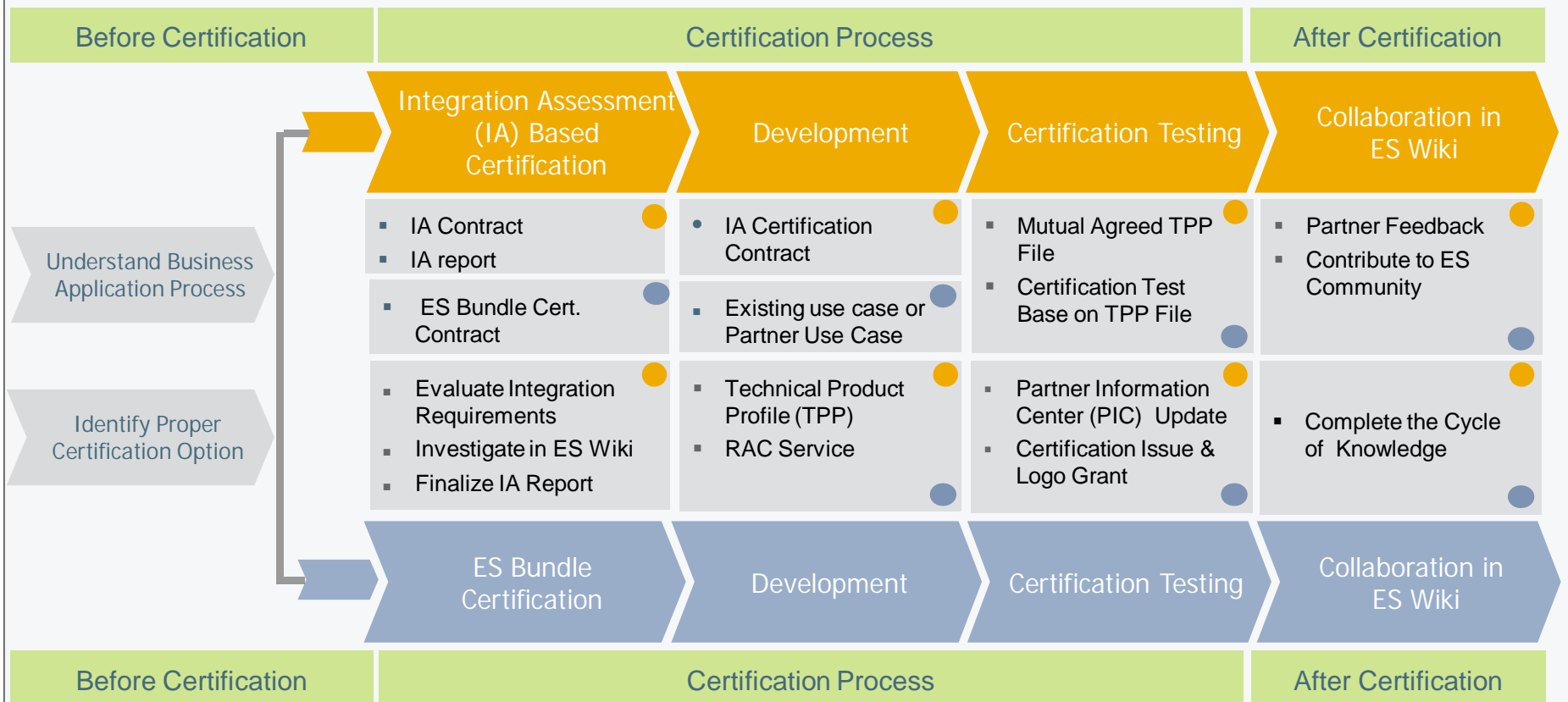




# Roadmap - ES Consumption Certification



**SAP Certified**  
Integration via Enterprise Services



- IA Based Certification
- ES Bundle Certification





### ES Bundle Certification ([ESOA-BUNDLE 1.0](#))

- Enterprise Services based alternative to the traditional SAP pre-defined scenario based integration certifications
- Offered at \$9500 in Americas and Japan, €7000 in all other locations

### IA Based Integration Certification ([IA Certification](#))

- Alternative to ES Bundle certification
- Offered at \$14,500 (\$5000 for Integration Assessment and \$9500 for Integration Certification) in Americas and Japan, €10,000 (€3000 for Integration Assessment and €7000 for Integration Certification) in all other locations

# Benefits of SAP Integration Certification



... to CUSTOMERS

## Enhance Return on Investment

- Reduce integration costs with pre-certified solutions
- Decrease integration risk with standards-based deployments based on SAP endorsed technologies
- Aim for minimal interruption during software upgrades

## Offer Choice

- of 3rd party solutions extending SAP functionality

## Increase Supportability

- SAP Solution Manager Ready integration testing
- Regular re-certifications

## Provide Transparency

- New logos clearly document technical integration area

## Accelerate Innovation

- Upgrade to new technologies together with your partners



... to PARTNERS and SSPs

## Opportunity for Growth and Participation

- Entry point to participate in **SAP PartnerEdge**
- Faster sales cycles with proven SAP integration

## Marketing Benefits

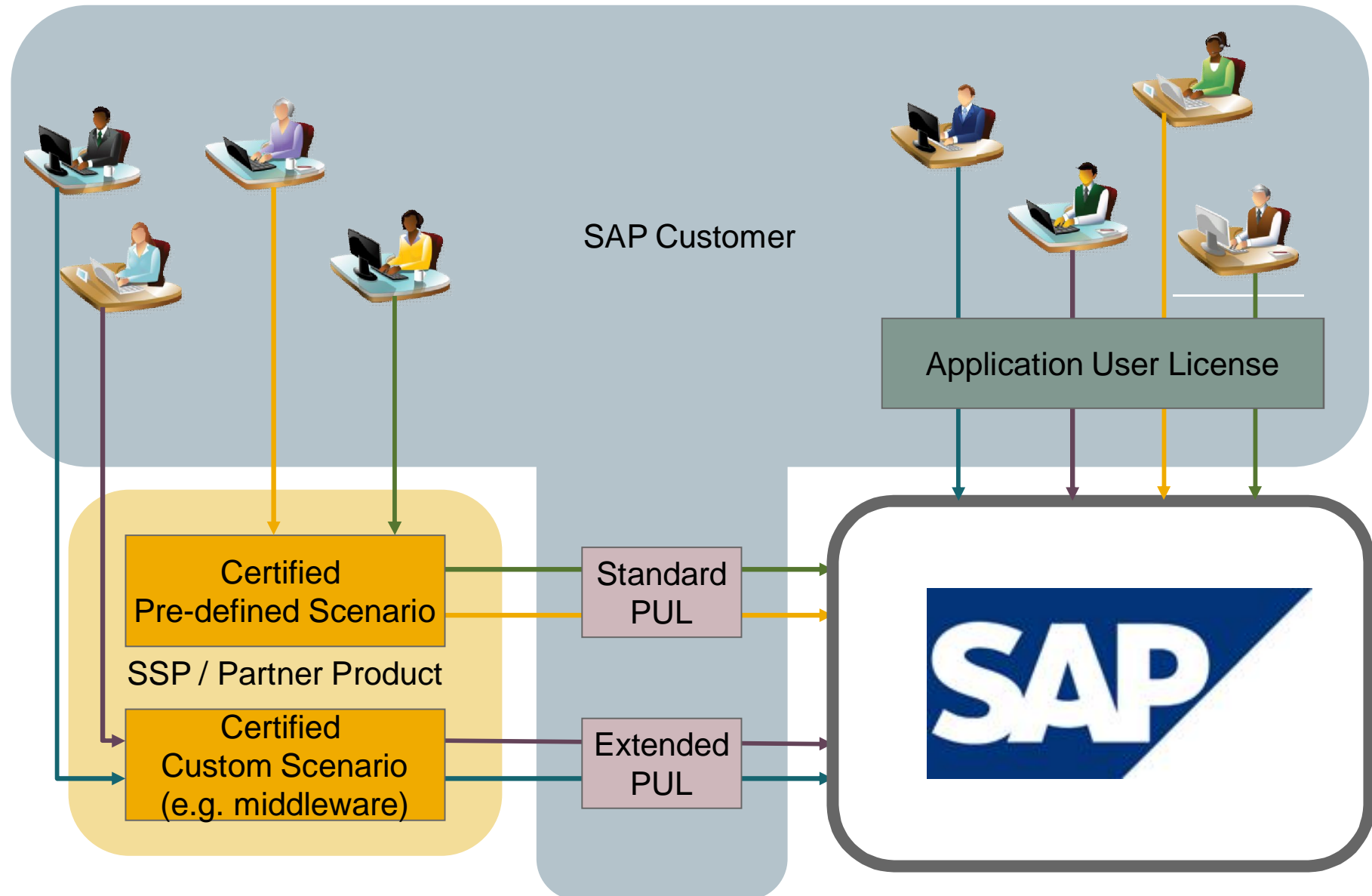
- Logo
- Online listings
- Event participation

Join SAP PartnerEdge to augment the benefits you can gain from certification



# Platform User License

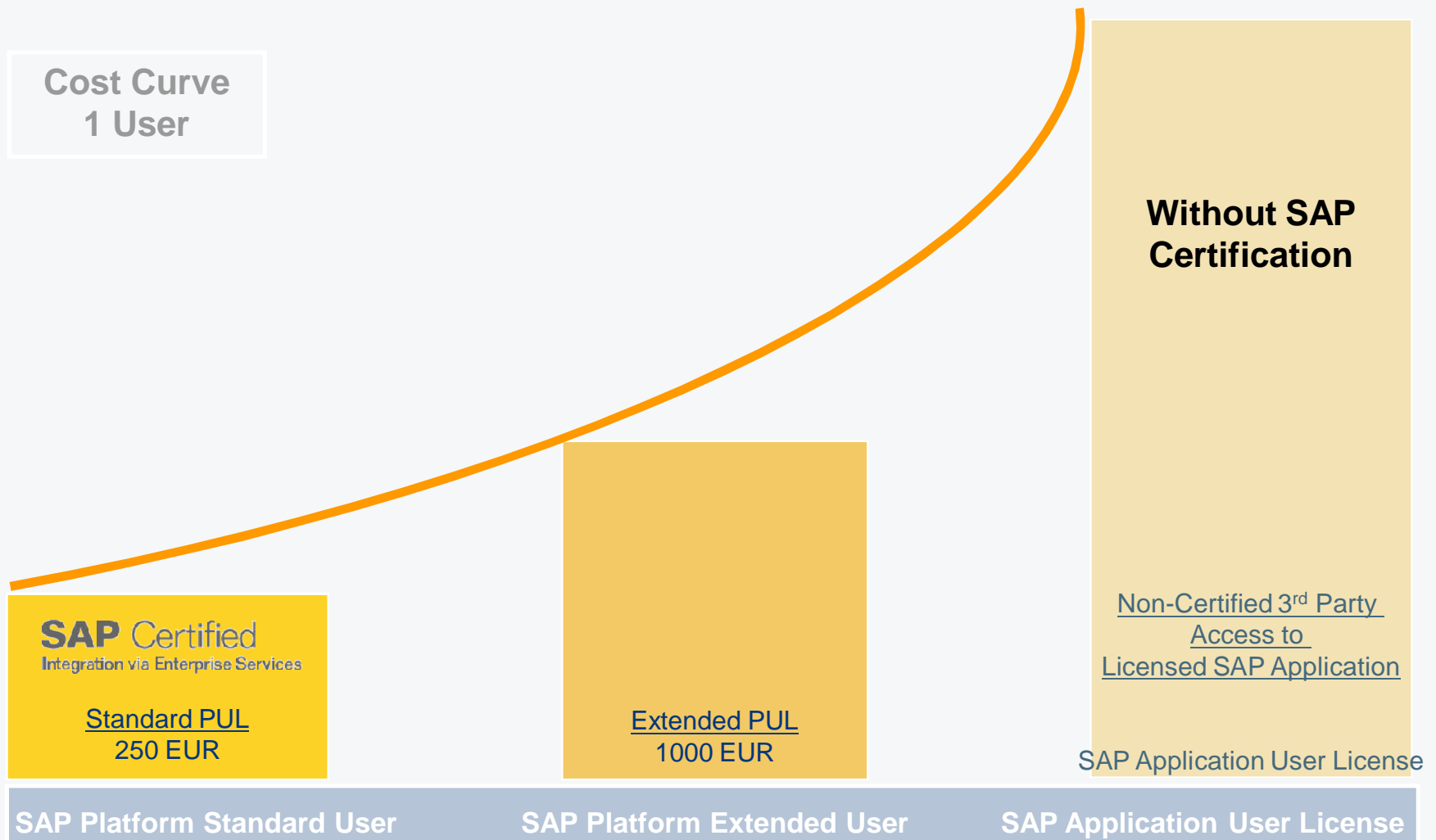
"A picture is worth a thousand words"



# Cost View from Customer



Cost Curve  
1 User



# Contacting Integration & Certification Centers



## Covering all Time Zones

■ [icc@sap.com](mailto:icc@sap.com)



For more information or to apply for certification go to [SAP ICC Homepage](http://www.sap.com/PartnerApplication/icc)  
or

Apply for certification at <http://www.sap.com/PartnerApplication/icc>

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# Quick Facts – EMT

## EMPRESA MUNICIPAL DE TRANSPORTES DE MADRID



### Industry

Public Sector

### Employees

More than 7,000

### Web Site

[www.emtmadrid.es](http://www.emtmadrid.es)

### SAP® Solutions and Services

SAP ® ERP application, service-oriented architecture enabled by the SAP NetWeaver® technology platform

### Implementation

Accenture

### Key Challenges

- Improve ability to adapt to market changes to secure competitive advantage
- Improve bus service for Madrid's people
- Decrease bus downtime
- Streamline repair- and warehousing related processes to improve productivity
- Reduce time to obtain needed parts
- Integrate distributed SAP® and non-SAP software environment implementation

Source: [Empresa Municipal de Transportes de Madrid](#) Aug. 2009



# Implementation – EMT

## EMPRESA MUNICIPAL DE TRANSPORTES DE MADRID



### Implementation Best Practices

- Developed composite applications using a mix of SAP software, non-SAP applications, and enterprise services
- Capitalized on Accenture's SOA experience
- Reengineered company's business processes to align with SAP and industry best practices
- Provided access to SAP software functionality residing in multiple systems and locations
- Adapted user interfaces to meet company needs

### Low Total Cost of Ownership

- Developed a solution based on enterprise services versus a one-off custom solution
- Used SOA to minimize development effort and time to value while maximizing software reusability
- Met all schedule, budget, and value goals
- Moved toward an internal support model
- Attained scalability and reliability
- Eliminated legacy and stand-alone systems



# Benefit – EMT

## EMPRESA MUNICIPAL DE TRANSPORTES DE MADRID



### Financial and Strategic Benefits

- Equipped bus drivers to report maintenance problems immediately using mobile devices
- Improved visibility of bus maintenance costs
- Enabled close interdepartmental collaboration
- Automated and streamlined incident reporting to repair process
- Enabled real-time view of inventory, ensuring availability of parts
- Optimized use of garages and warehouses
- Reduced administrative costs
- Improved customer service

### Operational Benefits

Key Performance Indicator	Impact
No. of buses available at 6:00 a.m.	+10%
Repair cycle time	5% to 80% faster
Repair shop productivity	+30%
Repair request response time	Reduced
Punctuality of bus service	Increased
Cost of spare parts inventory	Reduced
Warehouse productivity	Increased
Operating costs	Reduced
Customer satisfaction	Increased

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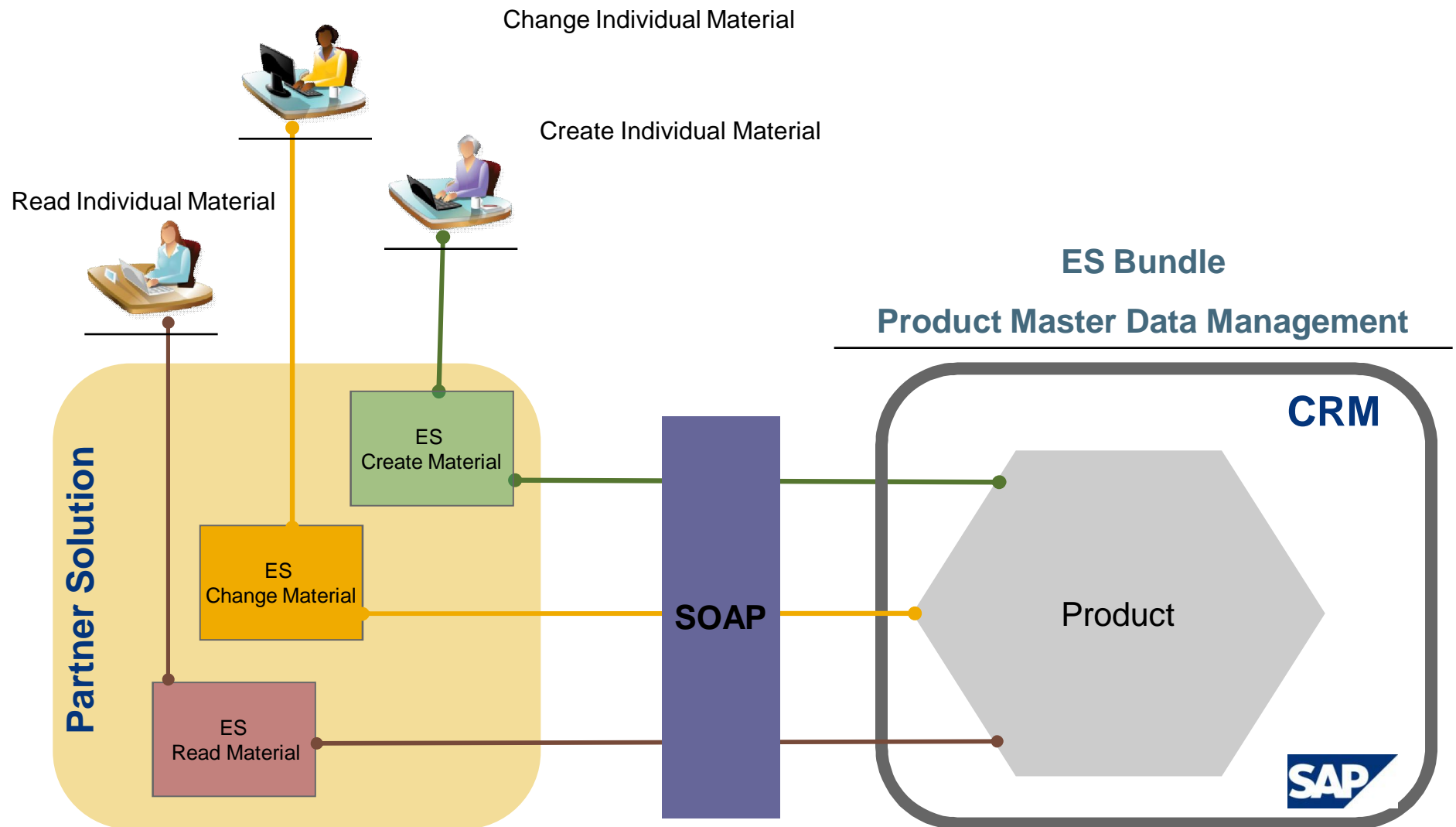
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# Product Master Management with SAP CRM



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Thank you!



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