Closed-Loop Ordermanagement with SAP, SFDC and Oracle ICS

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Introduction

Integrating distributed systems with each other consistently has been a challenging topic over the past decades. In the context of digital transformation, companies are using Software as a Service (SaaS) applications to address standard processes, so that they can focus on improving and evolving the core business. Since cloud and on-premise systems need to be integrated, this means more complexity. This session will demonstrate how cloud to on-premise integrations can be done consistently using Oracle ICS. Our example depicts a use case, where the lifecycle of an order is shown. We will explain which steps are needed, and also which components are used to implement the use case, to integrate on-premise SAP with Salesforce.com.

The usecase

In the German market SAP is the leader in the area of on-premise ERP solutions. So, usually, SAP is a key participant as far as integration projects in Germany are concerned. In recent years SFDC is gaining market share thus the need for integrating SFDC and SAP will also increase tremendously.

At one of our customers we exactly had such a scenario: during the whole lifecycle of an order it had to be synchronized between SAP and SFDC. The figure below depicts the general principle of this closed-loop order scenario

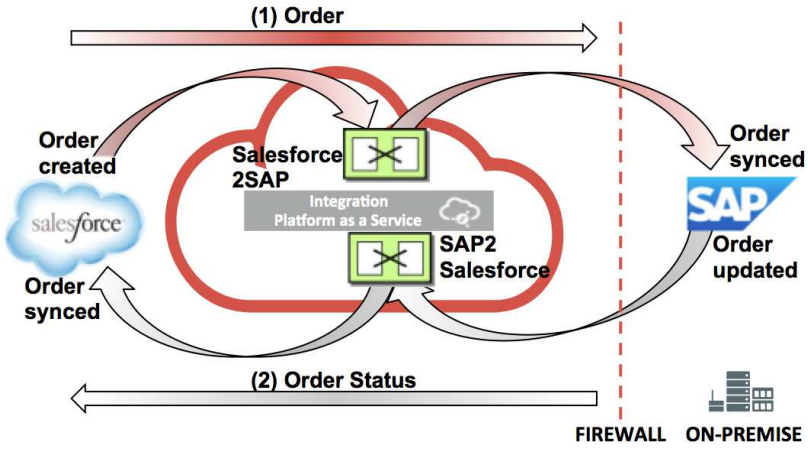

Abb. 1: Closed-Loop Ordermanagement Scenario

Challenges and solution architecture

Integrating different systems with each other implies challenges and is usually complex. This is caused by different reasons, because the APIs of the applications to be integrated are often quite technical and are using complex data models. Translating those huge and complex data models is also challenging. In addition, the integration of cloud with on premise applications makes things even worse, since the communication between those applications has to pass a company's firewall. In the past security

exceptions, such as opening application-specific ports in the firewall, had to be defined to deal with this issue. This is usually preceded by exhausting and long-term discussions with the internal security department.

ICS supports in overcoming those challenges and helps in decreasing complexity significantly. It provides a rich palette of different connectors that allows to connect to any system easily, without a need to know about the technical details of the targeted systems. In addition, support for handling complex data models and the needed translations is provided, e.g. through pre-defined data mappings which are available through the Cloud marketplace or recommendations given while implementing the mappings.

By introducing the concept of the connectivity agent, Oracle ICS puts an end to connectivity challenges. The agent is hosted on the on-premise side behind a company's firewall and registers with ICS. Communication is done between ICS and the on-premise agent using HTTPS, where the agent always initiates interaction with ICS. There is no direct communication between ICS and the on-premise systems.

Conclusion
This session will introduce the audience to some ICS features and will give an insight into the working with ICS. A big part of the session will be a live showcase, which demonstrates how the integration between a SaaS application and an on premise SAP system works out.

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