

**Topic**

Implementation of Commercial Credit Insurance (CCI) processes in SAP BW and SEM-BPS

**Customer**

T-Systems International GmbH

**Task**

- Consolidating open claims from various company codes and several R/3 source systems into one system.
- Automating insurance claims towards customers with unsatisfied claims coverage.
- Evaluation of the insurer's feedback.
- Implementation of a central alert reporting concept.

**Implementation**

The following tasks were carried out by PIKON within the framework of this project.

- IV design.
- Data modeling and design in SAP BW.
- Programming complex transfer and update routines.
- Creation of InfoPackage groups and process chains to control the data extraction from the source systems.
- Implementation of a program that reads insurance relevant data from a query (MDX/XMLA), converts it into XML format required by the insurer, and transmits it to the insurer's web service via a SSL connection.
- Implementation of a program that reads and processes replies provided by the insurer via SSL and updates them in an InfoPackage.
- Integration of programs used for data exchange with the insurer in one process chain.
- Implementation of an authorization-relevant alarm-reporting concept (limit mitigation by the insurer,

overdue claims, etc.).

- Reporting using Business Explorer Analyzer.
- Provision of functions for data maintenance by means of SEM-BPS.
- Data validation and processing using the SEM-BPS planning functionalities.