

Topic

Rolling-out SAP BW to the Customer Service (CS) area, and creating a connection to their existing BW solution.

Customer

ENGEL Austria GmbH

Task

- To display complex reports from their Customer Service department (service orders, service notifications, feedback, monitoring documents, IBase, material movements to CS orders) and from other applications (tables from SAP R/3, which for example stores the results of availability checks).
- To link data from their CS-area to their already existing SD-area in the BW system.
- Presentation of these reports in the Web Portal.

Implementation

To begin with, the standard-extractors were tested in the Customer Service department and supplemented with custom coding where necessary. Furthermore, data from the customer tables (for example, results of availability checks or supplier reimbursements) were extracted and used for special reports. Since extractors for certain data fields, such as measurement documents or the Installed Equipment Bases weren't provided in the Business Content, some delta-enabled transaction data extractors were programmed by us.

Appropriate modeling, as well as routines in transfer or update rules were used to process the R/3 data in BW.

We also implemented process chains in BW, which periodically provide the system with the necessary master and transaction data. These process chains also ensure the data loading process is well organized and can managed easily.

Subsequently, the desired reports were not only generated in the Business Explorer Analyzer, but also integrated into complex web templates with a special design.

During the go-live, support was provided for the implementation of transports and the initial data load into their productive system.

In summary, PIKON was responsible for the following activities:

- IP-rough and detailed design
- Data extraction from SAP R/3 (including the extension of Business Content by customer exit and the programming of delta-enabled transaction-data extractors)
- Data modeling and design in SAP-BW
- Creation of process chains for managing the data extraction process from R/3, the data flow and any necessary post-processing tasks (for example, data compression, index construction)
- Reporting in Business Explorer Analyzer
- Creation of web templates in the requested design
- Go-live support – including execution of the relevant transports and initial data load into their productive system