

**Topic**

Support for the implementation of various Portal-to-CRM interfaces.

**Customer**

SAP AG

**Task**

SAP launched a medium-sized business solution, which within this part of the project became a web-interface. One of the functions of this web interface is to provide user registration.

The registered users have to be in the productive SAP CRM-system and on this basis, sales decisions are made; otherwise, lead opportunities will be discarded.

The focus of this project was the development and implementation of interfaces to the CRM system using the SAP eXchange Infrastructure.

**Implementation**

The interfaces were implemented using the productive XI systems of SAP. The following scenarios had to be mapped:

- Initial user registration via the portal in the CRM system.
- Feedback of the registration status from CRM to the portal in order to provide the users with information.
- In order to supply the registered users with information on the relevant price, a further interface provides additional data, such as the number of users and the requested modules.

Finally, documentation was provided not only for the implementation, but also for the customer to use as monitoring guidelines.