

Topic

Integrating a Web Service for telephone number purchasing.

Customer

T-Systems

Task

T-Systems Business Service orders telephone numbers from T-Com. In the past, this was carried out manually. After providing a Web Service for the ordering, cancellation, exporting and importing of telephone numbers, this Web Service should be automatically available to be called from the ERP system of T-System BS.

Implementation

The introduction was designed and implemented by PIKON using the existing SAP-XI integration platform.

The call from the ERP-system is carried out asynchronously via an ABAP-proxy. Since the calling Web Service is a synchronous interface, an integration process had to be initiated to build a bridge between the asynchronous message from the ERP system and the synchronous call of the Web Service.

Within this process, the synchronous reply of the Web Service had to be analyzed as well. Verified content errors are forwarded to the ERP system, while technical defects are not. If there are technical problems, which can be eliminated by repeating the message, a transmission chain is initiated repeating the transmission up to a predefined maximum. If technical problems cannot be eliminated by repeating the messages, the message is forwarded to an alert framework for monitoring.

The following steps were implemented by PIKON:

- Creating the technical concept
- Integration of SAP's eXchange infrastructure
- Implementation of the interfaces and processes in SAP-

XI

- Designing the database schemas
- Testing
- Documentation
- Training the customer's employees