The Microsoft Journey

Digital Commerce Transformation and Modern Customer Experience with Microsoft Azure and Billing Solutions with SAP Customer Experience

Matt Forrest (Principal Software Engineering Manager) &
Cassandra Wong (Principal Program Manager)
Nishant Vats (Technical Quality Manager)

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About the Speakers

Matt Forrest

- Principal Software Engineering Manager
- Core Services Engineering, Microsoft

Cassandra Wong

- Principal Program Manager
- Core Services Engineering, Microsoft

Nishant Vats

- Technical Quality Manager, SAP

Agenda

- Microsoft – history & background with SAP
- Microsoft Online Commerce
- Business Case for BRIM at Microsoft
- Architecture & Process Monitoring

Key Outcomes/Objectives

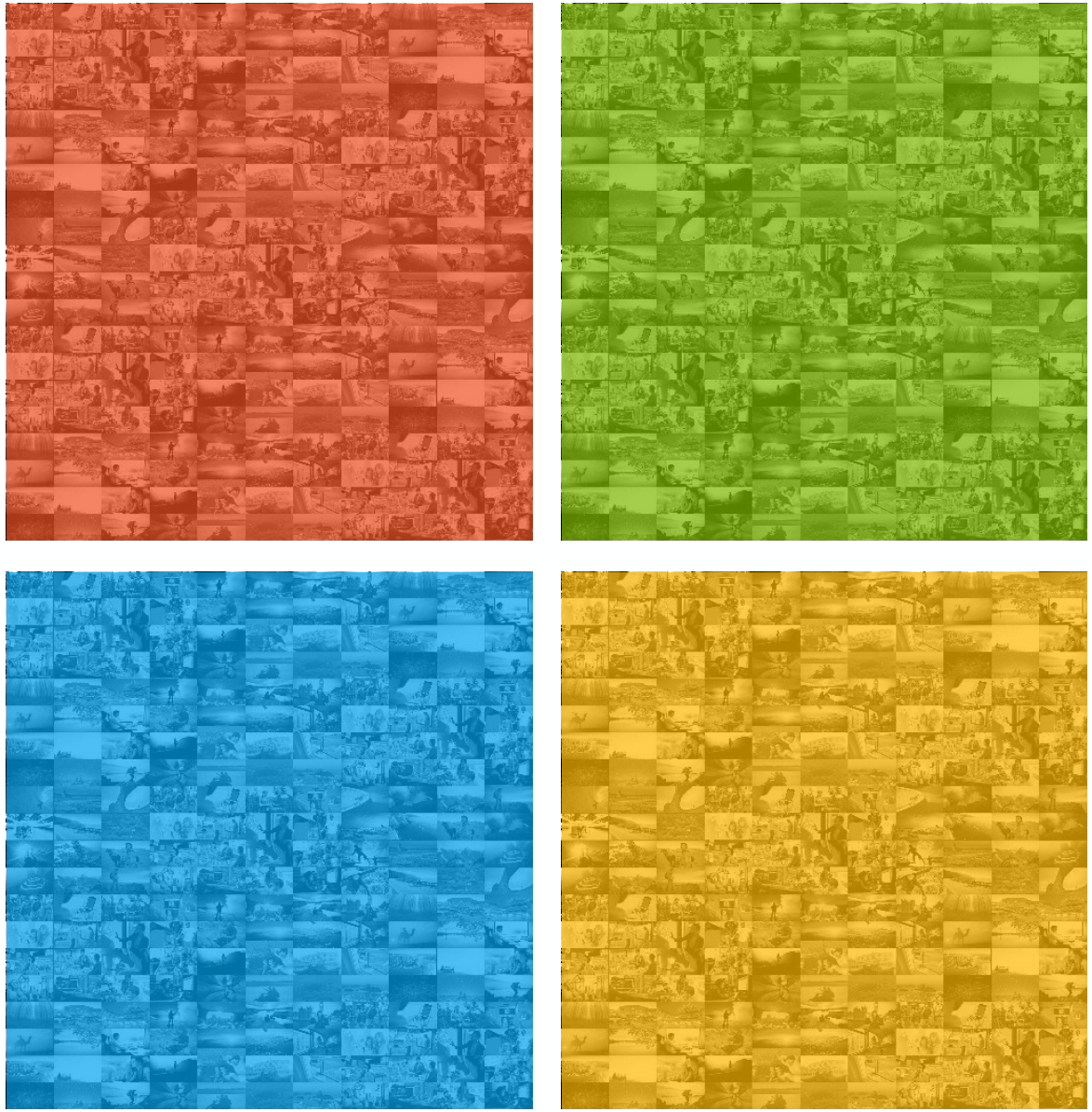
1. Understanding of E2E business process
2. Technical architecture leveraging BRIM on Azure
3. Understand how we're leveraging Azure tools to get the best out of BRIM

About Microsoft

Mission: Empower every person and every organization on the planet to achieve more

Headcount:	134,944
Microsoft annual revenue:	$110.36B (2018)

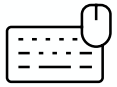
Key Events:
1975: Microsoft founded
1986: Microsoft stock goes public
1989: Earliest version of Office apps introduced
1990: Windows 3.0 launch
1995: Windows 95 launch
1996: **SAP ERP system implemented at MS**
2000: Office 2000 launch, Steve Ballmer named CEO
2001: Windows XP, Xbox launch
2002: **Xbox Live launch**
2005: SAP / Microsoft form Duet partnership
2007: Windows Vista, Office 2007 launch
2009: Bing, Windows 7 launch, **BPOS launch**
2010: Office 2010, Windows Phone 7, **Lync & Azure** launch
2011: **Office365**, Windows 8 & Surface launch
2012:, **Skype** & Yammer acquired
2013: Xbox One, Office 2013 launch, Nokia acquired
2014: Satya Nadella named CEO, Minecraft acquired
2015: Windows 10 launch, Office 2016
2016: LinkedIn acquired, **Dynamics365 launch**
2017: **Microsoft365 launch, SAP/Microsoft cloud joint agreement**
2018: GitHub acquired, **SAP/Microsoft/Adobe CEO's form Open Data Initiative**



Over the years, major forces and innovations in our industry required Microsoft to transform

The internet

Mobile



Open source + OS diversity

Free, ad-supported services

Cloud computing

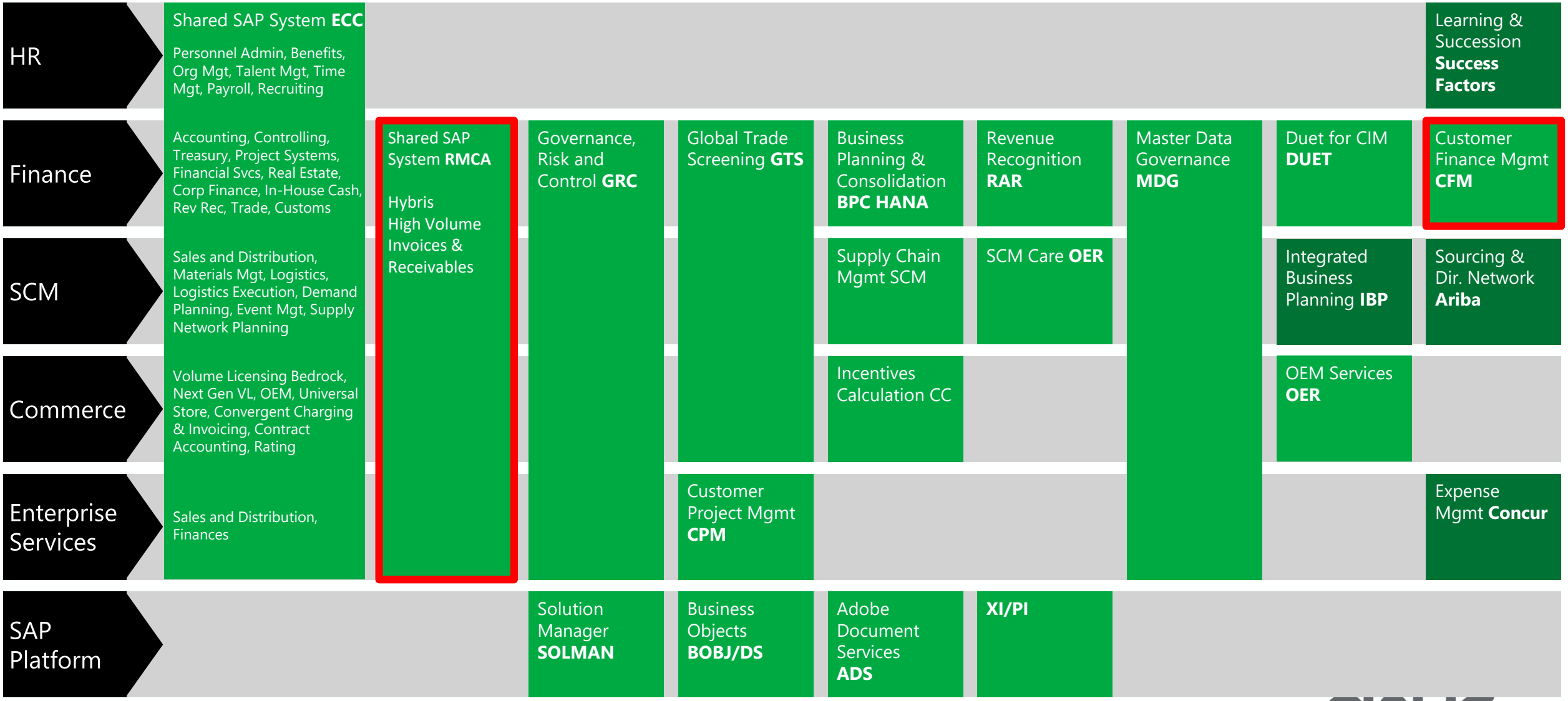
SAP ERP By The Numbers

Deliver Reliant & Agile ERP Platform	Enable Modern Experiences	Provide Real Time Processes

17TB Highly compressed database	Uncompressed size ≈55TB	9M Up to Dialog Steps/Day	300K Monitored Batch Jobs/Month	300M Up to Transaction steps/Month
SAP Surround Strategy	110K Internal Users (Mostly Indirect Access to SAP)	8K Named User Accounts	96% Non-SAPGUI users	Major First & Best Program
	0.4 Seconds user response time	Business Process Expertise		99.998% Raw SQL/Win Uptime
2x System growth in past 2 years	2x Transaction volume ever 18-24 months	≈600 Servers (100% virtual)	250TB Compression Storage Savings	15-30% yearly Incident Ticket Reduction

High Quality Enterprise Service Offerings via SAP

SAP Applications At Microsoft – Business View



MICROSOFT ONLINE COMMERCE

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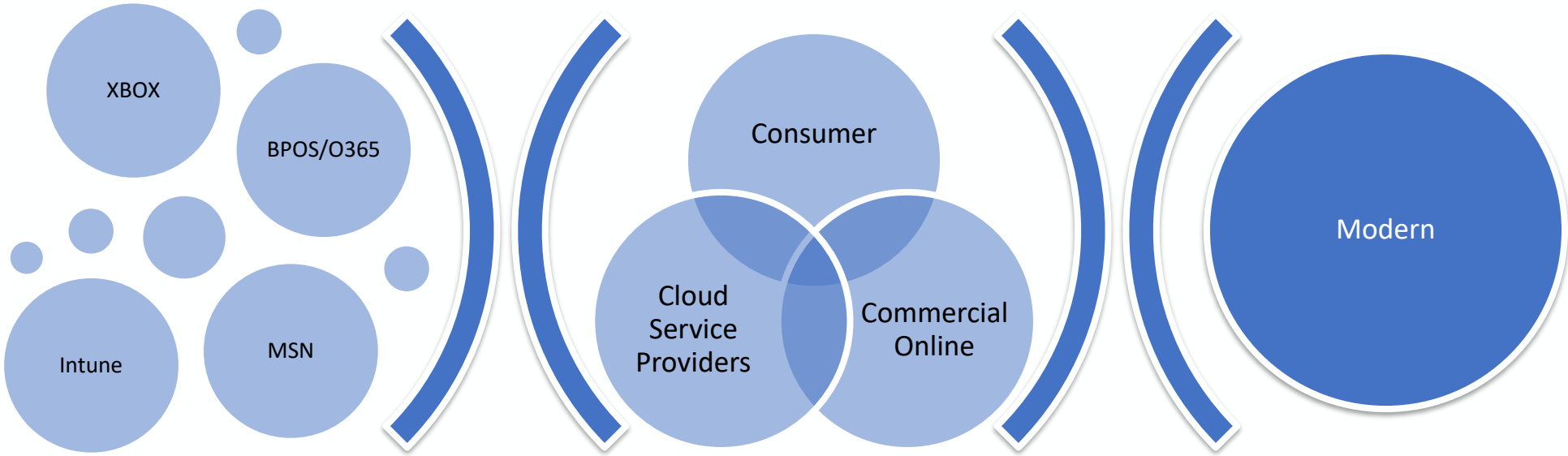
Online Commerce @ Microsoft



<2011 – Separate Commerce Systems by Line of Business

2011 – Organizational convergence with separate streams

> 2016 – Platform Convergence for Online Commerce

- 2001 – CTP – **Aggregated** Billing to SD
- 2008 – OCP – Billing interface to SD
- 2011 – OCP – Transition to Hybris Billing
- 2012 – OCP & CTP Converge
- 2016 – Modern Online Commerce
- 2018 – Modern Commerce Integration with BRIM
- 2020+ – BRIM on S/4 HANA

Increased processing volumes, transaction level detail, & accounting precision

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BUSINESS CASE FOR BRIM

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SAP BRIM (Billing & Revenue Innovation Management) Business Value

Move A/R control to SAP BRIM

- Detailed end customer transactions (purchase + payment) are sent to SAP and posted against a Contract Account representing Microsoft's agreement with the end customer.
- A/R balances are managed in SAP BRIM

Move A/R clearing to SAP BRIM

- Payment Processor A/R is booked when an end customer payment document is posted in SAP BRIM.
- Payment Processor, sends a Payment Advice to MS accompanying the deposit. SAP BRIM processes the payment advice, reconciling against processor A/R, booking a cash clearing entry to be processed against the cash deposit.

Microsoft + SAP

SAP BRIM is the Financial backbone for Microsoft Commerce Modern Platform

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ARCHITECTURE & PROCESS MONITORING

Cloud First Approach

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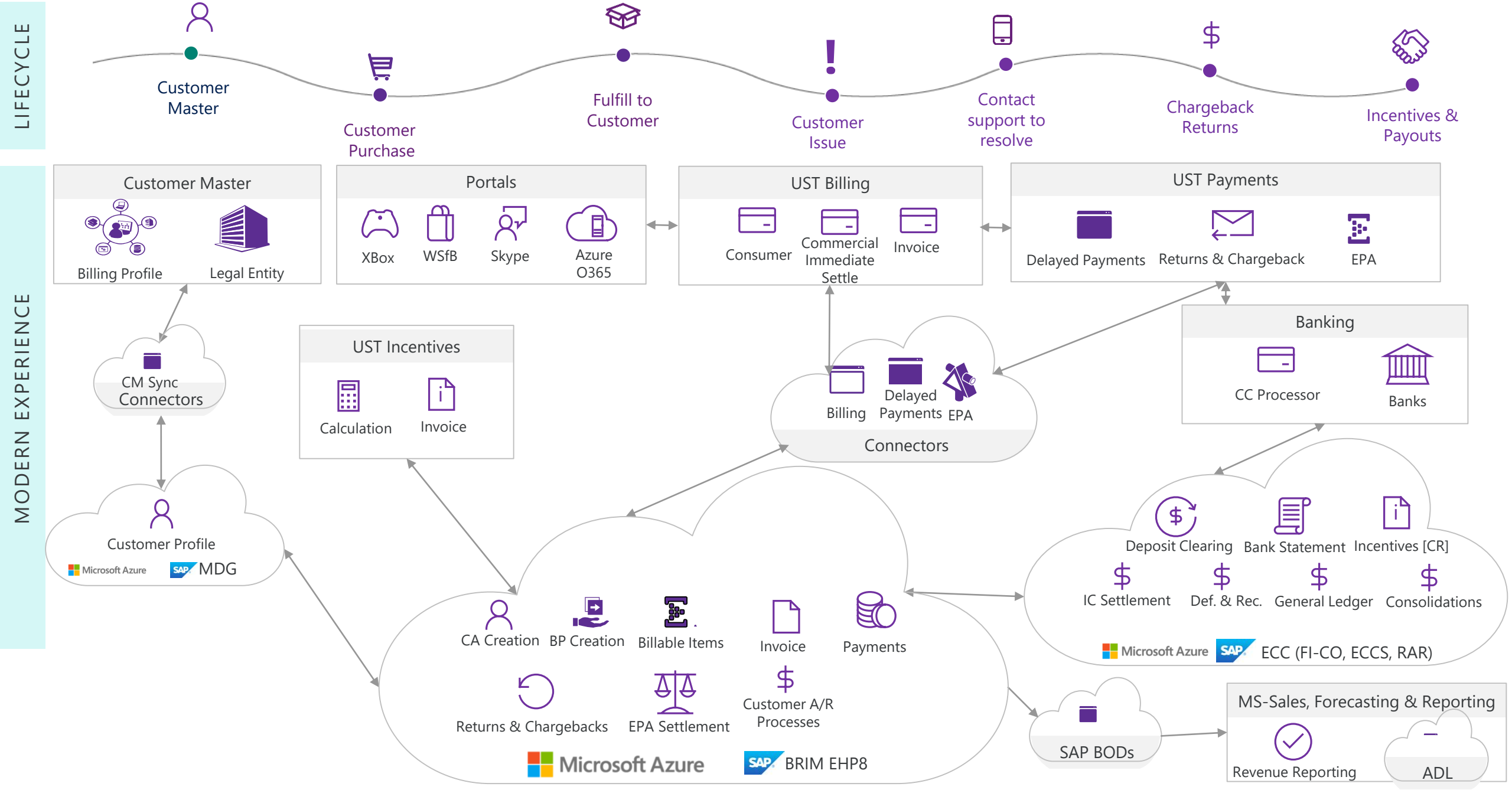
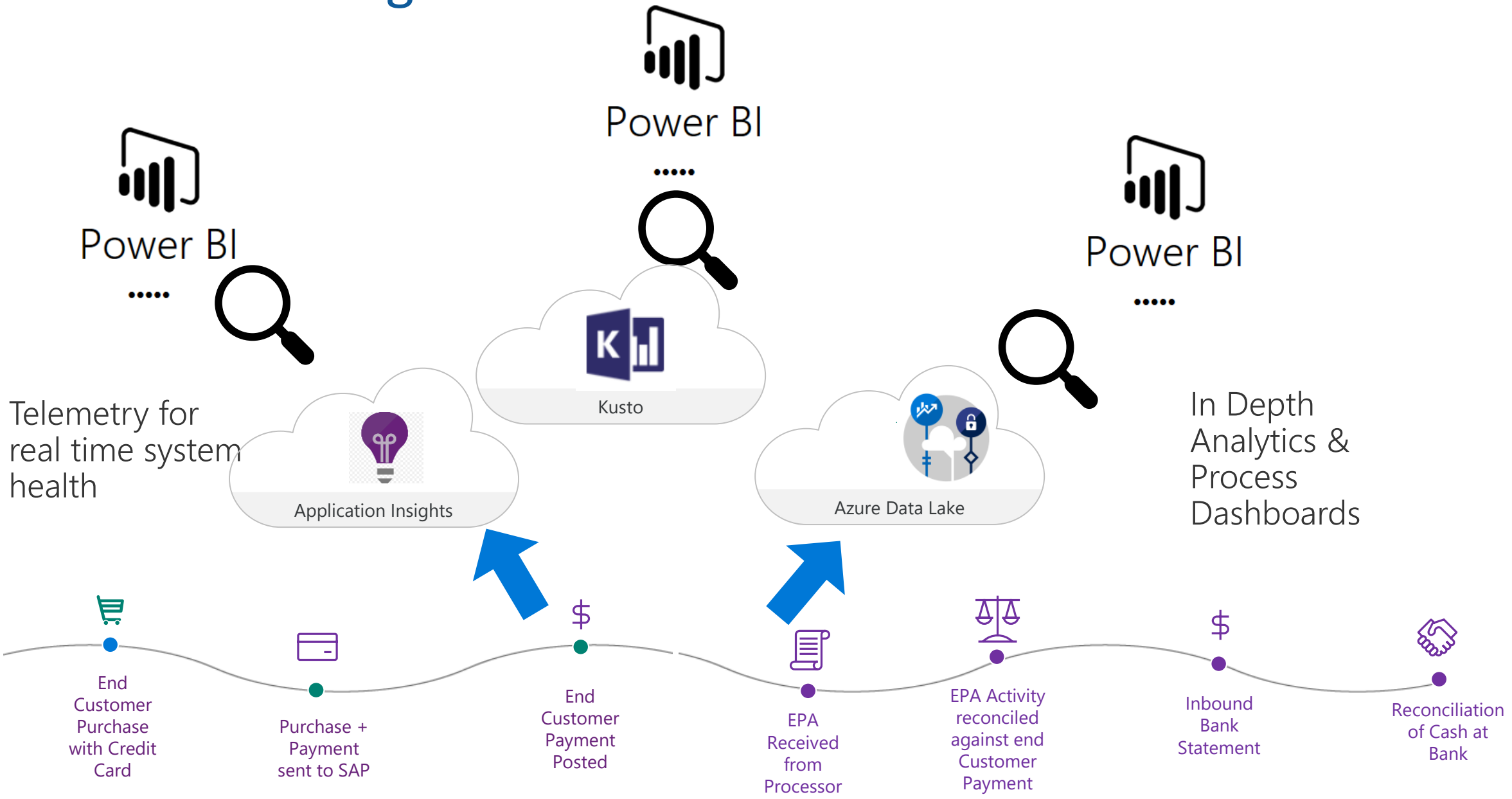
Online Commerce E2E Systems View

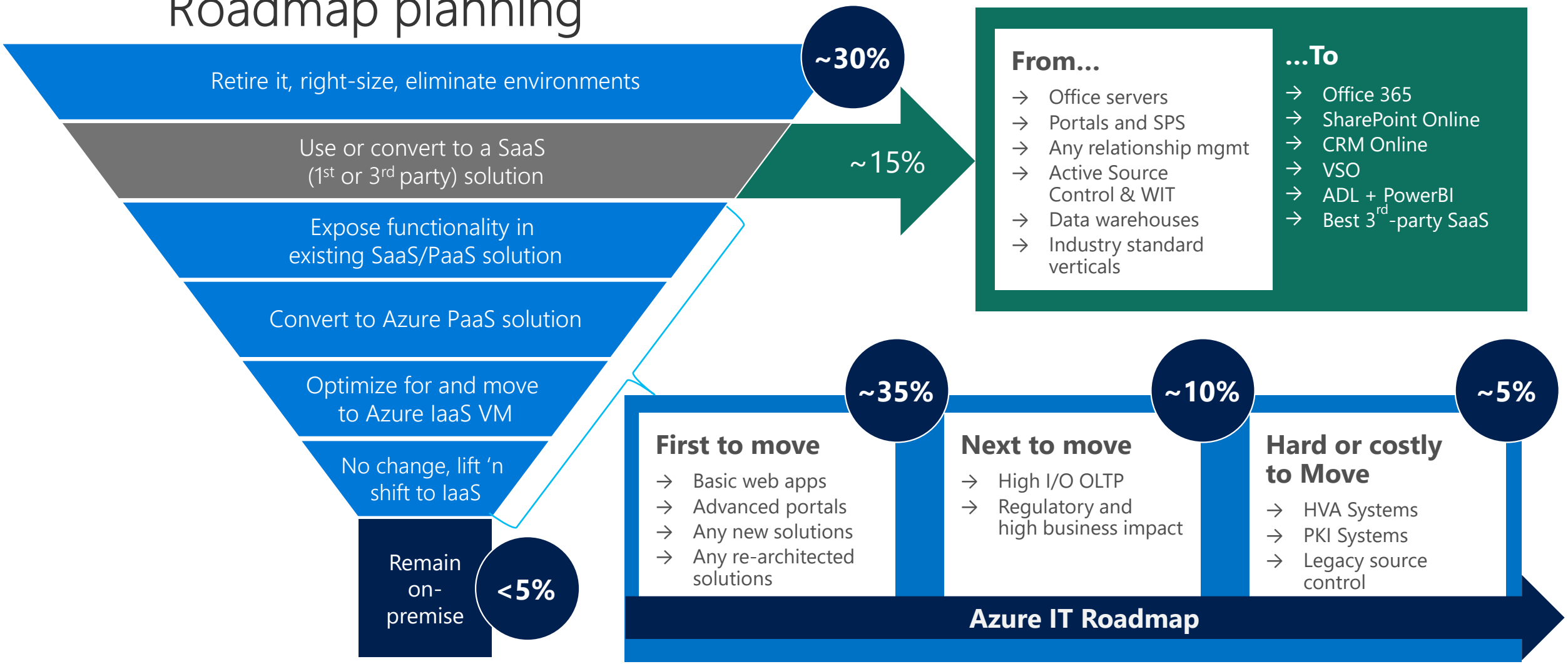


Process Monitoring with AI & ADL:



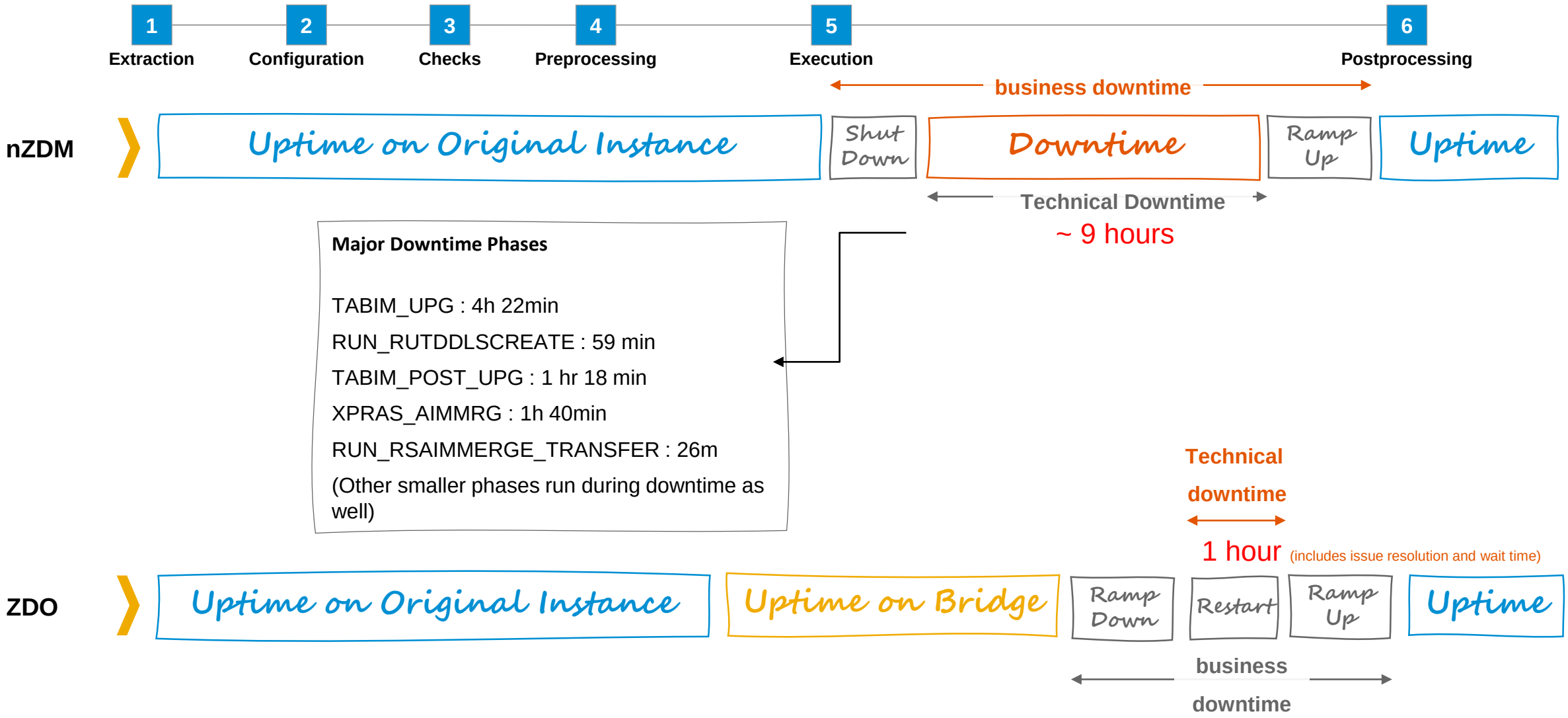
Microsoft Cloud Approach

Roadmap planning

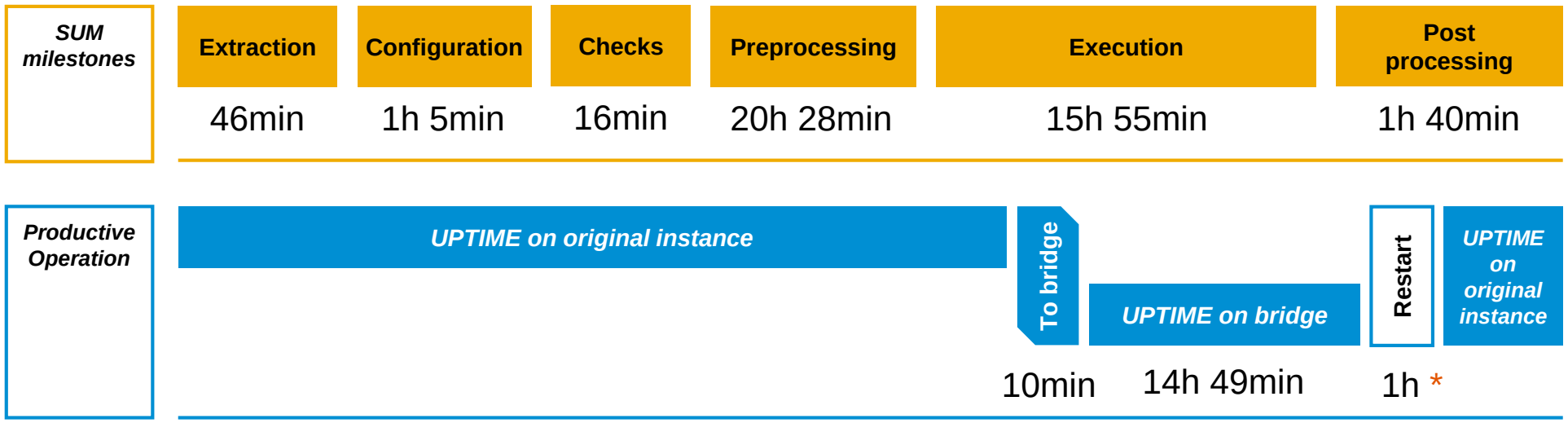


REDUCING PLANNED DOWNTIMES

BRIM EHP8 Upgrade Leveraged Zero Downtime Option (ZDO) To Reduce Downtime



Downtime Reduced from 9 hours to 1 hour 40 mins



** (includes issue resolution and wait time)*

More details?

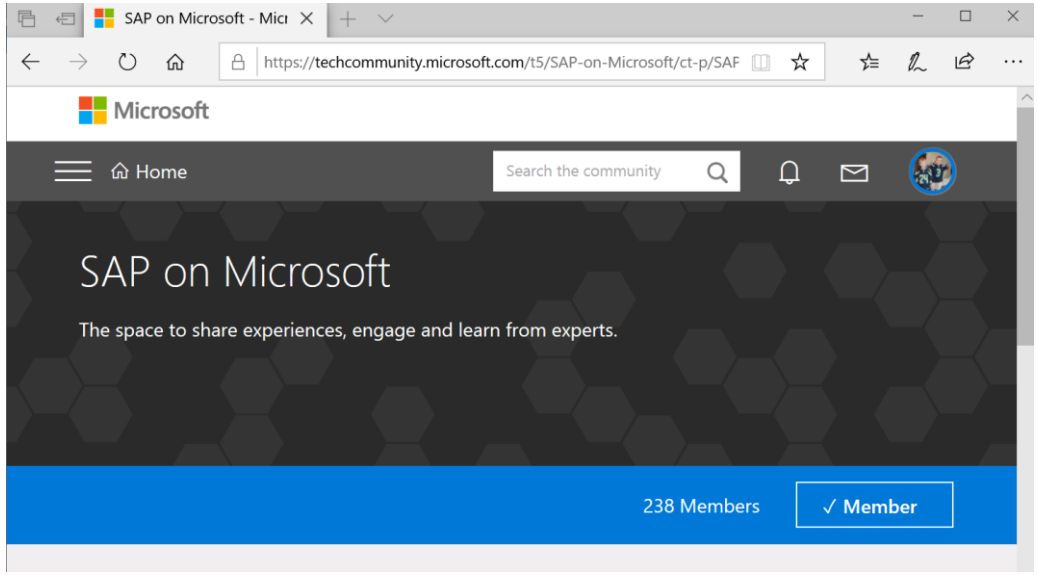
Tech Community:
https://techcommunity.microsoft.com/t5/SAP-on-Microsoft/ct-p/SAPonMicrosoft

Microsoft IT Showcase:
https://www.microsoft.com/en-us/itshowcase

SAP on Azure Page:
https://www.microsoft.com/en-us/itshowcase/sap-on-azure-your-trusted-path-to-innovation-in-the-cloud

Cloud Migration Lessons Learned:
https://www.microsoft.com/en-us/itshowcase/lessons-learned-when-migrating-sap-to-the-cloud

Open Data Initiative:
https://news.microsoft.com/2018/09/24/adobe-microsoft-and-sap-announce-the-open-data-initiative-to-empower-a-new-generation-of-customer-experiences/



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Presentation Materials

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http://info.asug.com/2019-ac-slides

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Q&A

For questions after this session, contact us at maforres@microsoft.com and cawo@microsoft.com

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