



Proactively Address Master Data Synchronization Issues with SAP Solution Manager

Yoselin Castillo, IT Application Manager, VMWare
Rocky Huang, Support Architect, SAP
Session ID 83909

About the Speakers

Yoselin Castillo

- IT Application Manager, VMWare
- Over 10 years of experience designing and developing Applications, working with different customer and industries, Implementing solutions in multiple areas and Industries as Food, Consumer Goods, Insurance, Manufacturing, Oil & Gas, Retail and aerospace & defense.
- I have built and led different teams, having the opportunity to execute roles such as Team Lead, Delivery Management, Business Analyst and Technical Consultant.
- Working Mom from Costa Rica.

Rocky Huang

- Support Architect, SAP
- 13 years working in SAP, starting from SAP Labs focus on SAP product development, move to DBS focus on service 8 years ago
- Specialize on improving SAP operation (on-premise, hybrid) at customer, not only technical enablement w/ SAP Solution Manager, but also implementing SAP best practices in existing support organization
- Experienced with many SAP customers across industries and willing to share these experiences

Key Outcomes/Objectives

1. How SAP Solution Manager can be utilized to improve Business Operation
2. How SAP Solution Manager support Data Reconciliation across SAP, non-SAP and Cloud
3. Best practice and suggestions of implementation project

Agenda

- Problem statement
- Solution details
- Project result / benefit and future plan

Problem statement

- Vendor Master data out of sync when flowing between MDG, ECC and other boundary systems, which cause more downstream process issues and escalations, result higher effort to recover
- High effort of manually monitoring Procure to Pay process and Vendor Master Operation Process during daily operation

Need to improve operation efficiency and switch more on projects / innovations

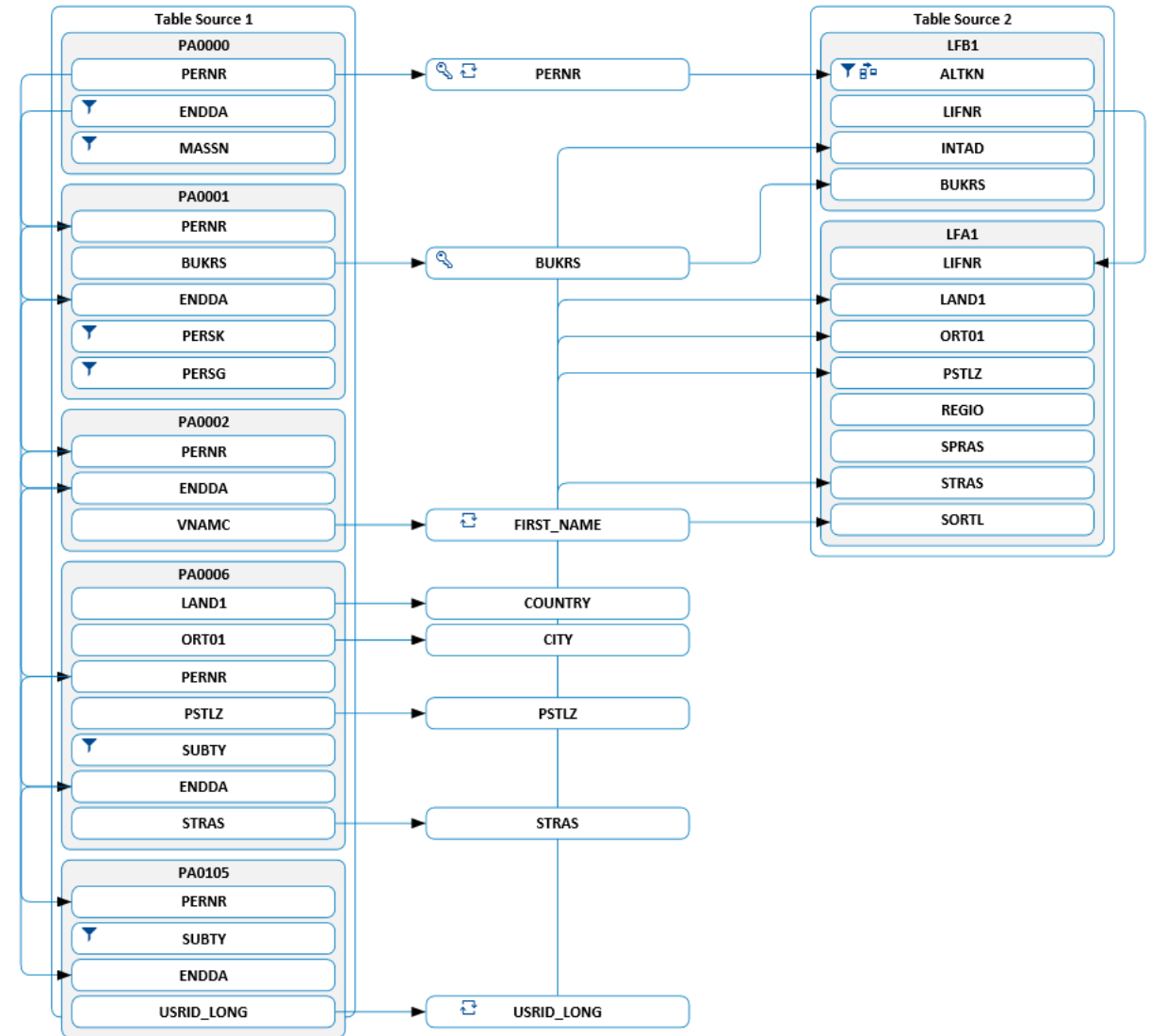
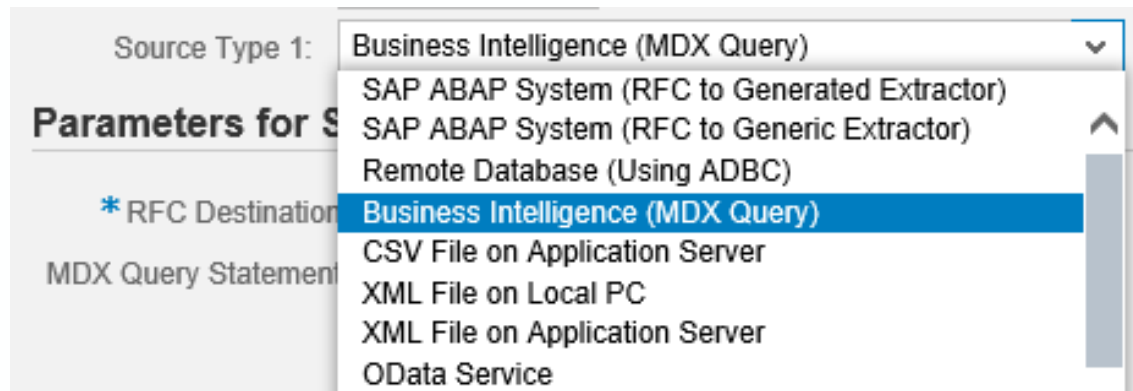
Solution details - Summary

- Utilize Cross Database Comparison for data reconciliation across systems
- Utilize Business Process Monitoring to replace manual monitoring and Z report, improve operation efficiency and be more pro-active operation

Solution Details – Cross Database Comparison

Data reconciliation supported from SAP Solution Manager. Commonly used for reconciliation between SAP and non-SAP, or in Hybrid scenario (on-premise and cloud)

Supported data source as below



Solution Details – Cross Database Comparison

Vendor Master from MDG -> ECC

Data Model

- Vendor master are found in below tables
- LFA1 (vendor master)
- LFB1 (company code, contains vendor number LIFNR)
- LFM1 (purchase org, contains vendor number LIFNR)
- LFBK (bank, contains vendor number LIFNR)
- ADRC (address, no vendor number, need to join ADRC-ADRNR = LFA1-ADRNR to get vendor number)
- KNVK (contact, contains vendor number LIFNR)
- Both ECC and MDG have exactly same tables. MDG is the source, key based selection should be used for ECC extraction
- MDG LFA1 contains Z fields but no need to be involved in comparison

CDC Comparison Objects:

- It's required Vendor number is always display field in any CDC result. It's used to understand impact and trigger resolution actions
- It's decided to setup 6 comparison objects (so no join all tables for many reasons):
- MDG-LFA1 vs. ECC-LFA1
- MDG-LFB1 vs. ECC-LFB1
- MDG-LFM1 vs. ECC-LFM1
- MDG-LFBK1 vs. ECC-LFBK1
- MDG-ADRC vs. ECC-ADRC (need to join back LFA1 to get vendor number, join condition ADRC-ADRNR = LFA1-ADRNR)
- MDG-KNVK vs. MDG-KNVK

Notes: Alerting and Email notification only. No Dashboard required

Solution Details – Cross Database Comparison

HR Mini Master/ECC -> Vendor Master/MDG

Data Model

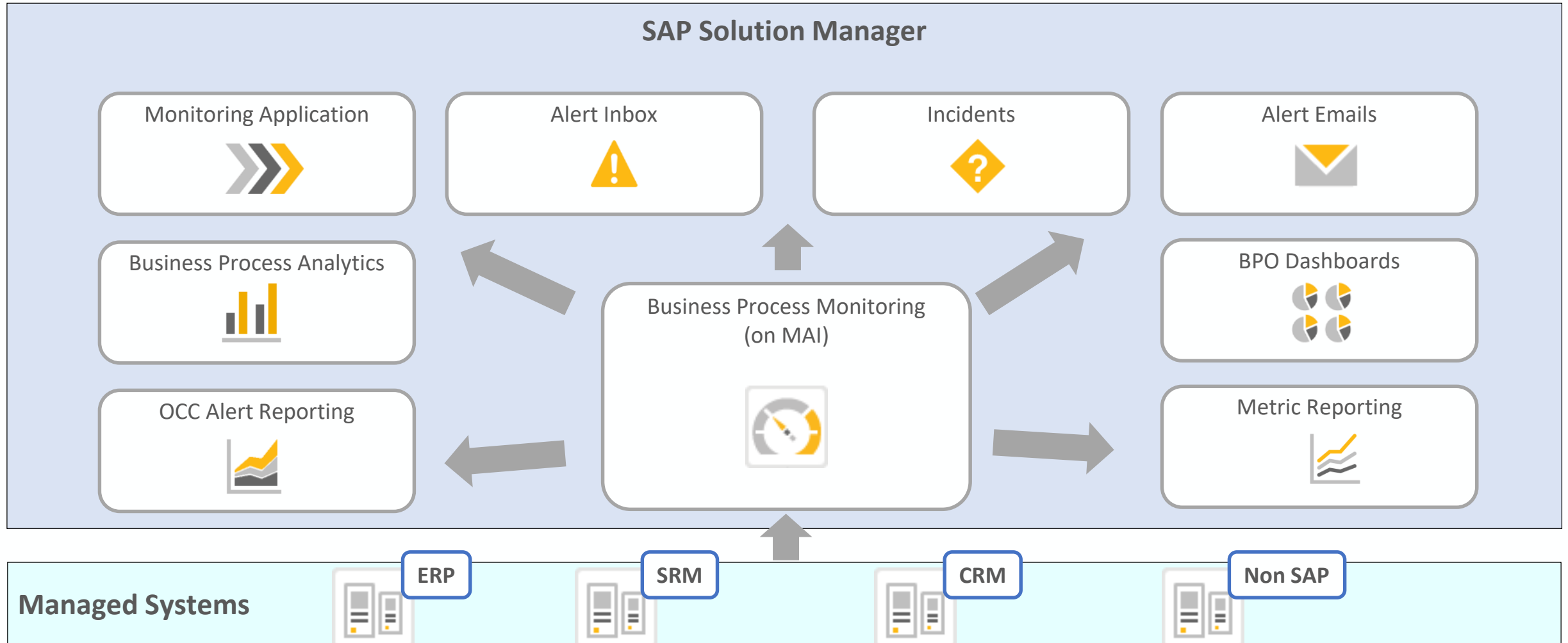
Vendor master involved from MDG for such comparison

- LFA1 (vendor master)
- LFB1 (company code, joint with LFA1 by vendor number LIFNR)
- Link to PA tables via employee number LFB1-ALTKN
- HR Employee master involved for such comparison
- PA0000
- PA0001
- PA0002
- PA0006
- PA0105

Notes: Alerting and Email notification only. No Dashboard required

Solution Details – Business Process Monitoring

Overview

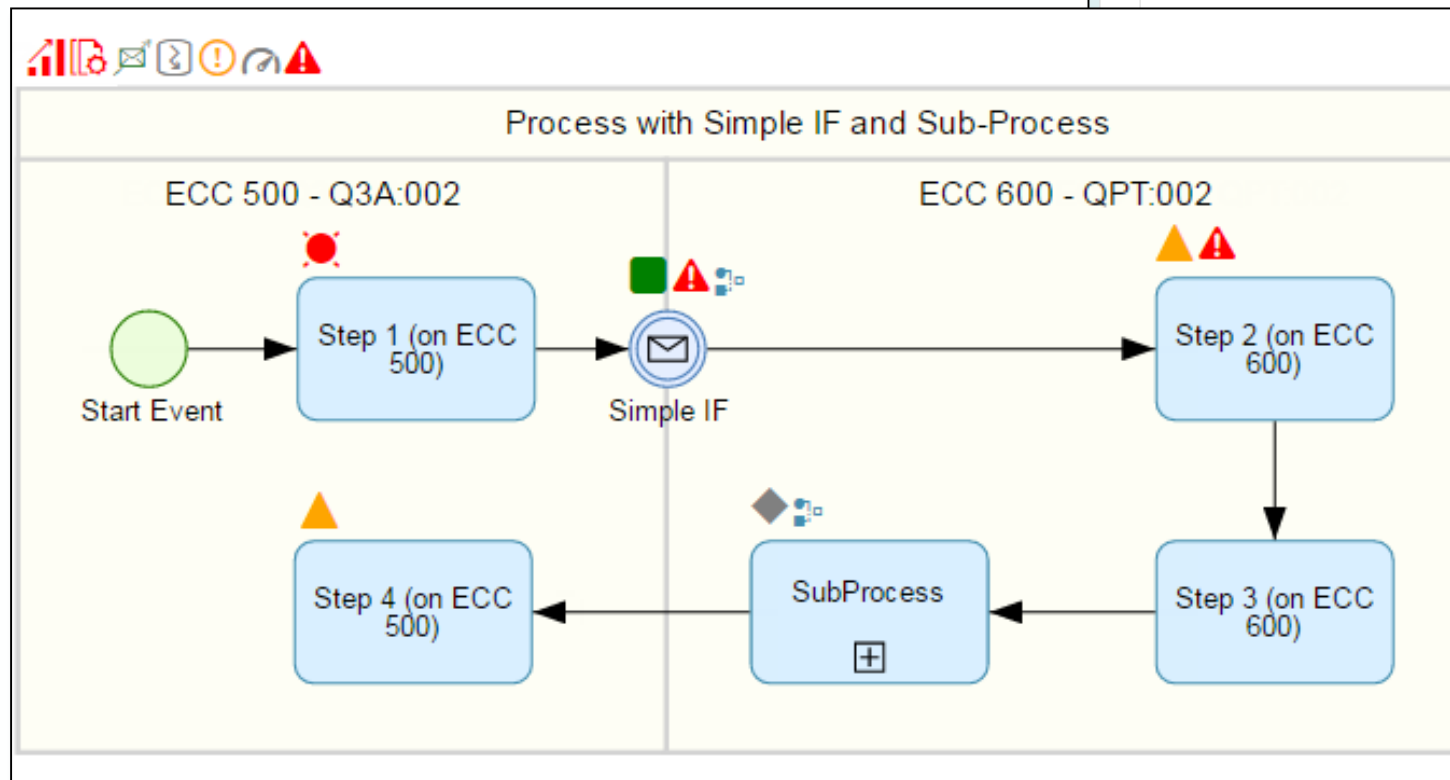


Solution Details – Business Process Monitoring

From Transparency to Proactive Business Operation

BPO Test Solution [Preconf.] - Prod. Branch only - Production : All Business Processes

Name						
PRECONF Scenario 1 (DO NOT CHANGE!)						
PRECONF Process 1-1 (DO NOT CHA	■ ■ ■	■ ■	■ ■			8
	■ ■	■ ■	■ ■	■ ■		1
	■		■ ■ ■	■		1



Consistency (4) Exceptions (19) Performance (0)

Change Configuration Postponement Print Version Export

	SID	Client ID	BP Operations Area	Current	Worst	Last Change Triggered
Created Orders	QPT	002	THBL	●	●	31.08.2015 14:16:02
due for GI MPR	QPT	002	THBL	●	●	31.08.2015 08:11:52
Entry Counter for remote DB	Q3C_DB	000	THBL	●	●	30.07.2015 13:38:52
Different System Roles Ilb	Q3A	002	THBL	●	●	27.08.2015 19:43:58
es	Q1P	001	THBL	●	●	25.08.2015 00:17:10
pen&Overdue Sales Documents	Q3A	002	THBL	●	●	31.08.2015 09:39:00
	FBT	200	THBL	●	●	26.08.2015 23:20:06
	Q3A	002	THBL	●	●	06.07.2015 17:17:24
	Q3A	002	THBL	●	●	06.07.2015 17:25:28
	QPT	002	THBL	●	●	31.08.2015 07:12:59

Last Refresh 01.09.2015 11:17:42 CET Refresh

MM Invoices (AP)	MM Invoices (AP)
Sales Documents	Test Sales Documents Open

Solution Details – Business Process Monitoring

Out-of-box KPIs for Business Process Monitoring

Alerting functions for the following areas are available for BPMon:

- Background jobs and BW Process Chains
- Interface Channels (IDoc, BDoc, qRFC, workflows, files, SAP PI messages,...)
- Exceptions in business process execution (ABAP dumps, application log errors, update errors, ...)
- Performance of business transactions and RFC calls
- Throughput and Backlog for various SAP applications (SAP ERP, SAP EWM, SAP CRM, SAP APO, SAP SRM, SAP Industry Solutions, ...)
- Data Inconsistencies
- Customer Monitoring Objects

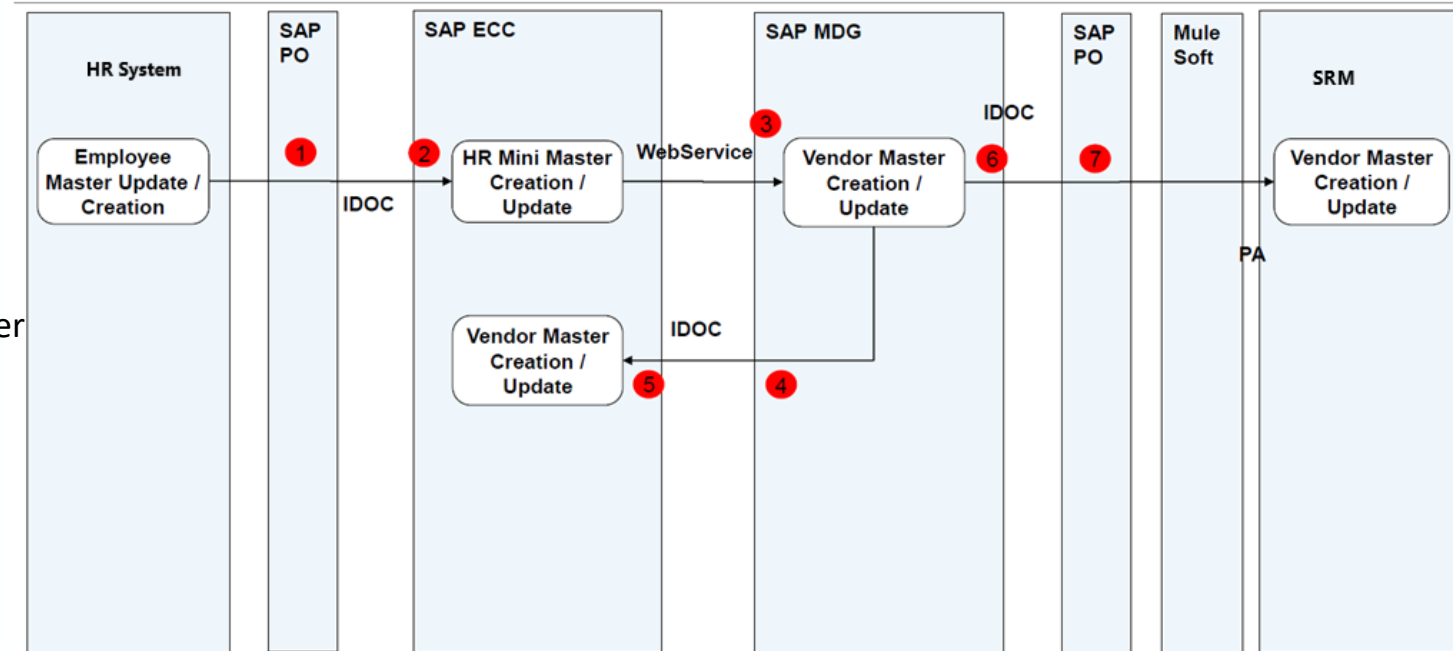
– The catalogue of all available alerting functions for BPMon is available [in the SCN Wiki](#).

– All functions are available regardless of the monitoring infrastructure (classic and MAI-based).

Solution Details – Business Process Monitoring

Usage in this project / Design of the project

- 1 **Monitors/Key Figures:**
 - PO Interface monitoring (need tech specific)
- 2 **Monitors/Key Figures:**
 - Inbound IDoc on ECC (message type HRMD_A)
- 3 **Monitors/Key Figures:**
 - Webservice monitoring (availability and exception)
 - CDC for ECC/HR mini master and MDG/Vendor master
- 4 **Monitors/Key Figures:**
 - Outbound IDoc on MDG (message type CREMAS and ADRMAS)
- 5 **Monitors/Key Figures:**
 - Inbound IDoc on ECC (message type CREMAS and ADRMAS)
 - CDC for ECC/Vendor master and MDG/Vendor master
- 6 **Monitors/Key Figures:**
 - Outbound IDoc on MDG (message type CREMAS)
 - CDC for MDG/Vendor master and COUPA/Vendor master
- 7 **Monitors/Key Figures:**
 - PO Interface monitoring (need specific sender/receiver, etc)



Project Result - Benefit and future plan

Benefit

- Reduced manual monitoring effort – 480 hours / year
- Reduced escalation – 80 escalations / per year down to 40
- Reduced Z report – replaced by standard Business Process Monitoring

Future Plan

- Continue to expand Solution Manager usage to cover more processes. Plan mostly done internally. VMWare ramped up the expertise during the project
- Roll out SAP best practice to finalize and mature for event / alert handling procedure

Take the Session Survey.

We want to hear from you! Be sure to complete the session evaluation on the SAPPHIRE NOW and ASUG Annual Conference mobile app.



Presentation Materials

Access the slides from 2019 ASUG Annual Conference here:

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

Q&A

For questions after this session, contact us at Rocky Huang rocky.huang@sap.com and Yoselin Castillo ybrais@vmware.com.

Let's Be Social.

Stay connected. Share your SAP experiences anytime, anywhere.

Join the ASUG conversation on social media: **@ASUG365 #ASUG**

