



*The document is intended only as a guide to help you prepare and apply the steps necessary for successful integration of SAP Cloud for Customer for Utilities with an existing on-premise SAP S4H- IS Utilities system using SAP Cloud Integration.*

- For S/4HANA and C4C service technical details, please navigate to the “Documents” tab – 'SAP Cloud Integration\_Utilities IFlow list' within SAP Cloud for Customer for Utilities Solution - Integration with SAP S/4HANA -package.
- Refer Admin guides:
  - a) <https://help.sap.com/viewer/132318642e5c415a81ebdab47891b8a7/CLOUD/en-US/1eca3639f42e4a0190d3c1da1c4b690a.html>
  - b) <https://help.sap.com/viewer/3d5117fa59a94547a1a835db27e92cef/latest/en-US>
- Extension of iFlows, please refer the following link  
c) <https://help.sap.com/viewer/368c481cd6954bdfa5d0435479fd4eaf/Cloud/en-US/d3741720e29842e4bf547dcd66139f7f.html>



# Agenda

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- Overview
- Prerequisites
- View Prepackaged Iflows using SAP Cloud Integration Web UI
- Configure and Deploy the Iflows Using SAP Web UI
- Monitoring from WebUI

# Overview

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## **SAP Cloud for Customer for Utilities Solution - Integration with SAP S/4HANA**

This package enables integration between SAP Cloud for Customer for Utilities solution and the IS-Utilities in SAP S/4HANA.

The integration scope includes replication of technical and functional master data. These apart, the solution also accesses transactional data online from IS-Utilities to execute utilities specific processes. Technical master data includes connection object, premise and point of delivery. Functional master data includes contract account.

For Business Partner replication artifacts refer to the Integration package 'SAP Cloud for Customer integration with S/4HANA'



## Prerequisites

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Below steps are typically taken care by SAP Cloud Integration consulting team who is responsible for configuring the C4C-SAP Cloud Integration-S4H connection and maintaining the integration content and certificates/credentials on the SAP Cloud Integration tenant.

Communication system and following Communication arrangements are configured in Cloud for Customer system

- ERP Utility Management Integration
- Utilities Bill Correction Invoice
- Utilities Technical Master Data Replication
- Utilities Contract Account Replication
- Creation of Sales Quote Follow Up Document in SAP Business Suite
- Industry Service Request Replication to External System
- Service Ticket Delegation to SAP Business Suite
  
- User credentials and Certificates are obtained
  
- SAP Cloud Integration test/productive tenants are live
  
- Network Security team takes the responsibility of preparing the network environment across different systems and its security aspects.

# View Prepackaged Iflows using SAP Cloud Integration Web UI

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- Access the web UI URL in the format: <https://<Cloud Integration tenant>.ondemand.com/itspaces>
- Choose SAP Cloud for Customer for Utilities Solution- Integration with SAP S/4HANA from discover tab
- Copy the package to Design tab

## Configure and Deploy the Iflows Using SAP Web UI

- Select the artifact you want to 'deploy' and click on 'configure' from Action.
- Upload the client certificate of the Sender system where ever the authentication mode is Client Certificate and Private key for Receiver
- Under Connections, for Address Endpoints-enter protocol, host and port information of the "Receiver" system
- For Content Modifier-Exchange Property 'Value' Pass Sender and Receiver system parameters with S4H and C4C business system IDs
- 'Save' and 'Deploy'
- Check the deploy status in Monitoring-Manage Integration content.

# Monitoring from WebUI

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- Monitor Message Processing
- Manage Integration Content
- Manage Security Material
- Manage Locks





Thank you