

IDoc Management for SAP

Solution overview

Powered by ignio™ AI.ERP.Ops



CUSTOMER CHALLENGES

The need:

- Smooth supply chain operations with zero IDoc errors and fluent data communications that ensures on time deliveries and business continuity

01

The reality :

- Business data flow blockages between applications Causes issues in orders, invoices, billing, shipments and so on
- It is difficult to resolve IDoc errors in time that may lead to business disruptions
- Huge volume on IDocs that makes it difficult to monitor, track and resolve issues manually
- Delays in prioritizing and resolving IDOC errors that leads to reporting issues

02

OUR SOLUTION

IDoc Management for SAP

Intelligent automation solution that monitor IDocs, identifies errors, prioritizes them based on financial impact and resolves issues.

Intuitive Executive dashboard that provides birds eye view of IDocs for the entire SAP landscape.

This solution is certified by SAP for its integrations with SAP ECC and S/4 HANA

OUR OFFERING

Identifies IDoc errors and
prioritizes them based on
financial impact



Monitor IDocs as scheduled
without human touch



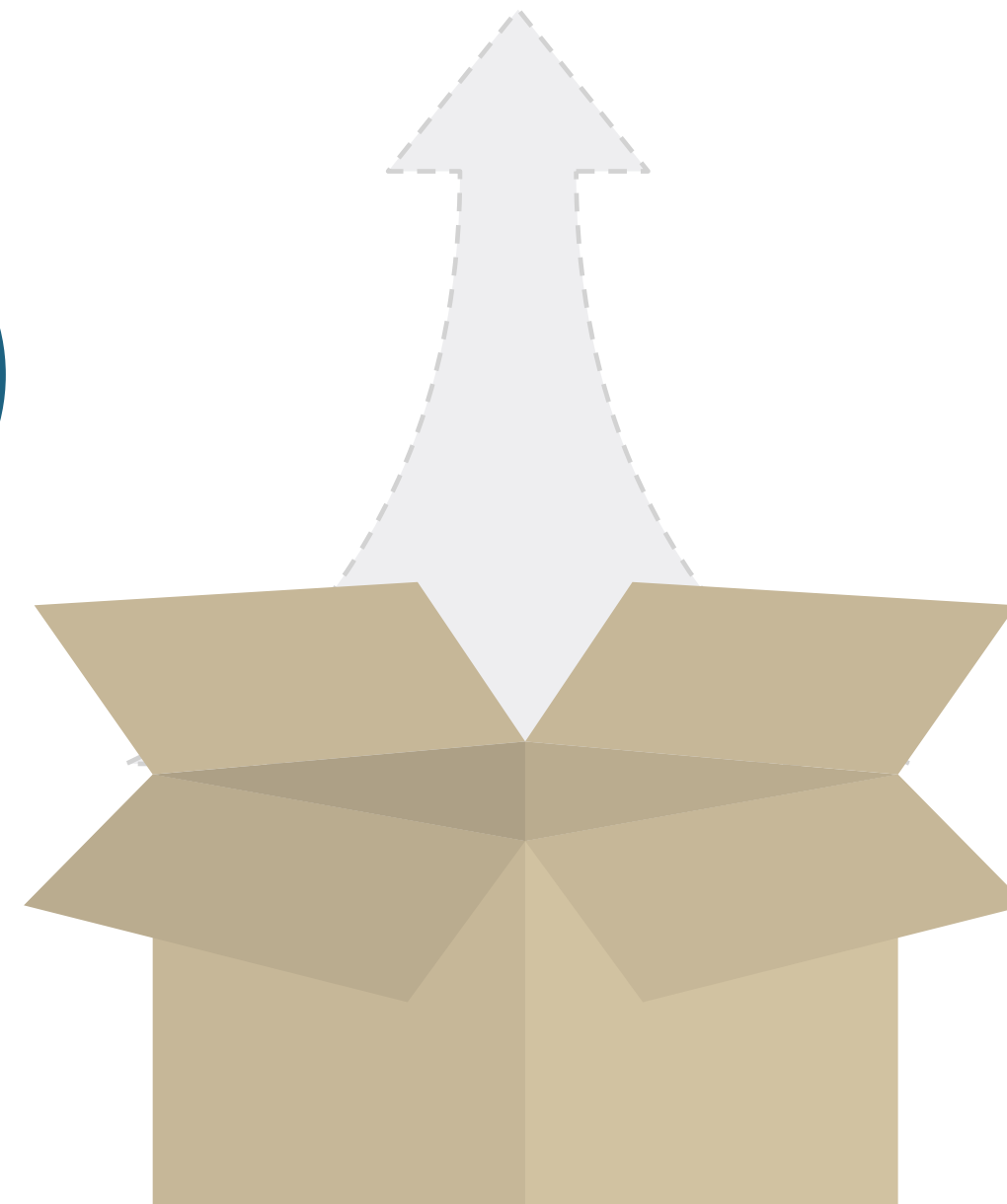
Takes autonomous corrective
action on the identified issues
or recommends a fix



Unified view of IDocs across
the enterprise in various graphs



Right Notifications to
right stakeholders



SOLUTION OFFERING

01

Monitor IDocs

- Checks system interface health for past x minutes/hours based on frequency
- Identify failed IDocs and report them

02

Prioritize IDoc errors

- Notify the user with Critical IDocs that need immediate action
- Prioritize the IDoc errors based on its financial impact.

03

Fix IDoc errors Autonomously

- Reprocess stuck IDocs autonomously
- Self heal IDoc errors in certain cases as applicable
- Recommend actions wherever possible
- Assign to manual queue if ignio cannot resolve or recommend.

04

Executive Dashboard and detailed reports

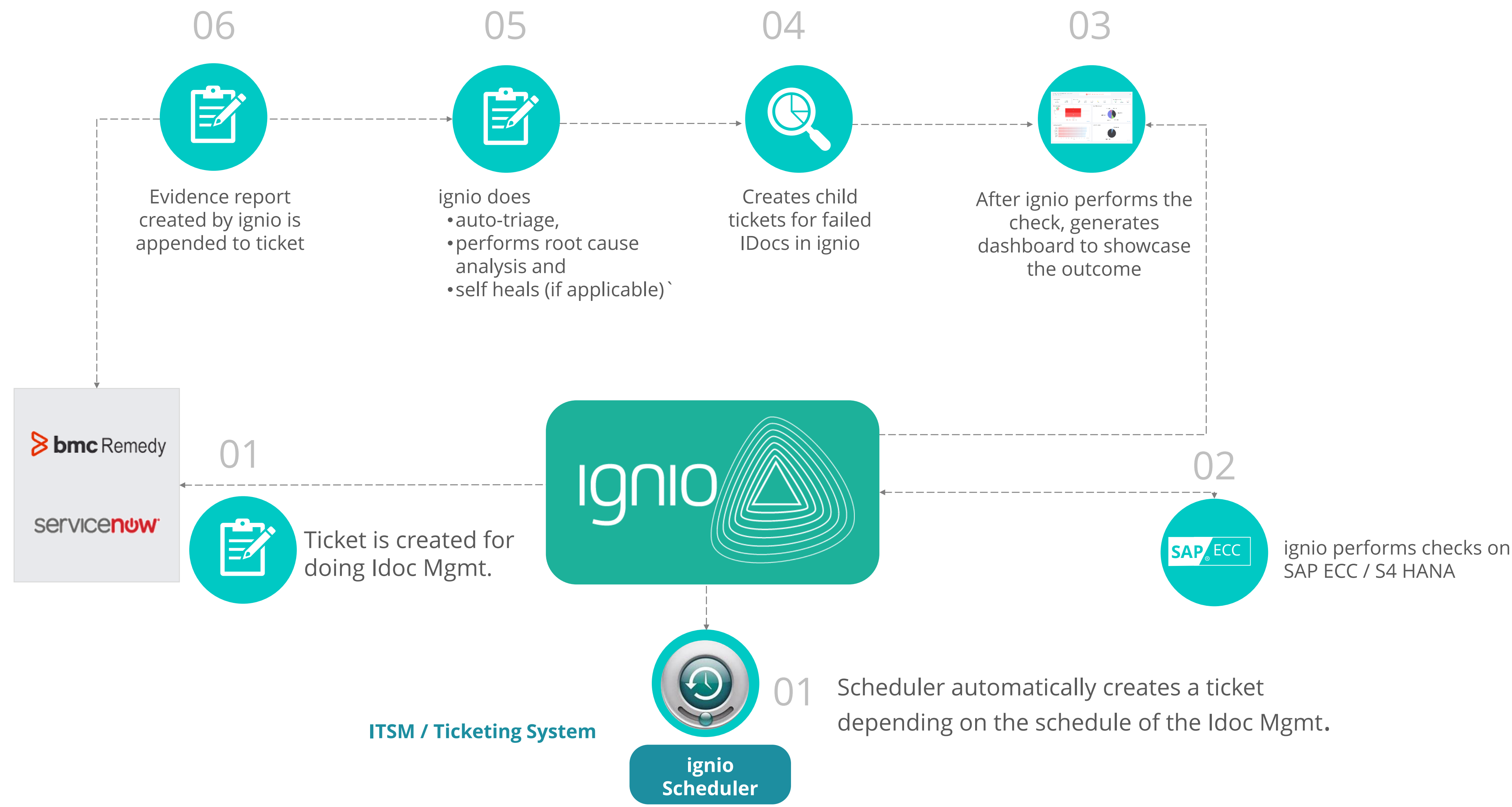
- An intuitive dashboard that gives a view of IDocs along with issues of the entire SAP landscape
- Insightful summary reports with interactive UI for :
 - Status wise summary
 - Error code wise summary
 - Business process wise summary
 - Recurrence wise summary
 - Partner wise summary
- Detailed reports available for each summary graphs

05

Notifications

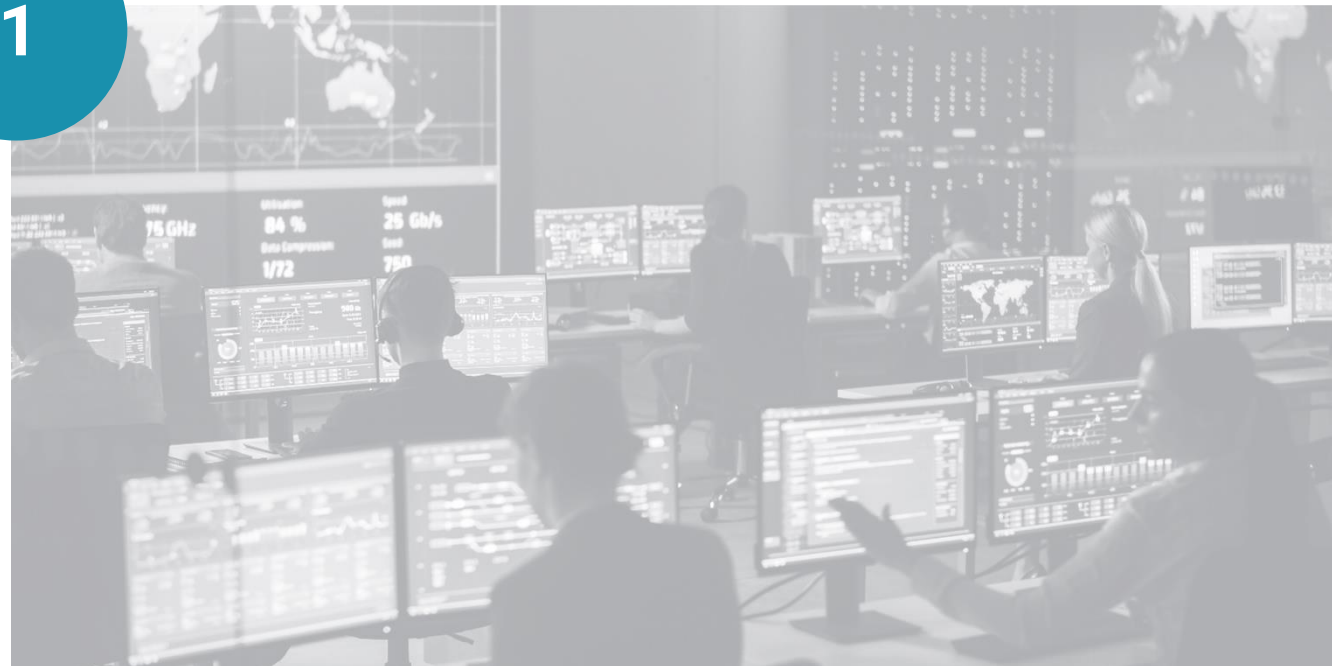
- Sends notifications as Emails or as messages on ignio mobile app

HOW IT WORKS



KEY USER PERSONAS

1



**Business users – SAP
application directors/owners,
enterprise architects**

2



**SAP technical, functional
consultants and AMS teams**

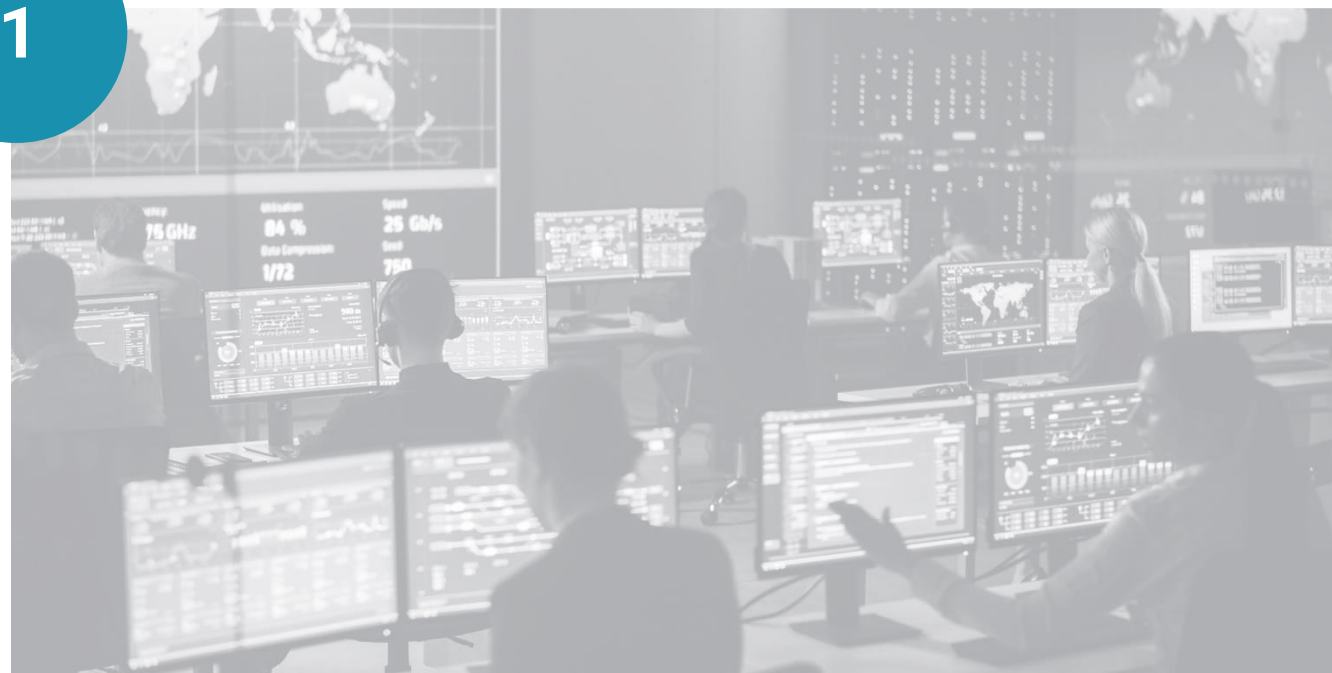
3



**L1 support teams/
monitoring teams**

SOLUTION BENEFITS

1



Business users / SAP application directors/owners, enterprise architects

- Optimized supply chain operations
- Proactive planning and strategy for smooth supply chain operations
- Business continuity
- Avert business loss
- **Key stakeholders can take an informed decision based on outcome of the dashboard report**

2



SAP technical, functional consultants and AMS teams

- Reduced operating costs, and improved performance and availability
- **De-risking of operations** by reducing reliance on tacit knowledge for functioning of AMS teams
- **Effort reduction – improved MTTD and MTTR issues**
- Birds eye view of the entire idoc landscape at once

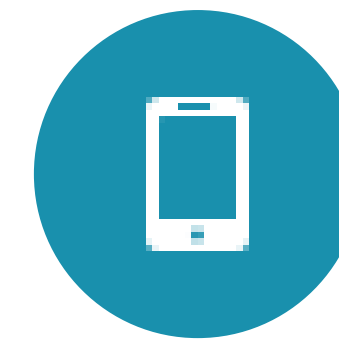
3



L1 support teams/ monitoring teams

- Checks can now be done by non-sap personnel (testers)
- Checks can be potentially performed **across multiple systems in one go** with autonomous resolution & reprocessing
- **Reduction in mundane activities for monitoring team.** Hence, they can focus on strategically important tasks
- Timely notifications to key stakeholders, in case of serious issues

TOOLS & TECH COVERAGE



**Technology
coverage**



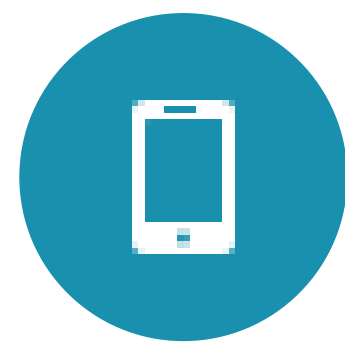
**Pre-built
integrations**



**Deployment
models**



TOOLS & TECH COVERAGE



Technology
coverage

SAP ECC6

EHP 5

EHP 6

EHP 7

EHP 8

S/4 HANA

S/4H 1709

S/4H 1809

S/4H 1909

S/4H 2020

TOOLS & TECH COVERAGE



**Pre-built
integrations**



ITSM

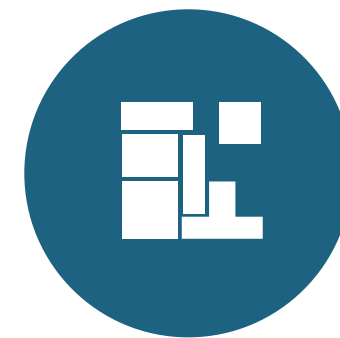


SAP ECC and
S/4 HANA



Cloud

TOOLS & TECH COVERAGE



Deployment models

SaaS based offering
on cloud platforms



World's largest food and beverage company - CPG

Solution implemented

- Ignio simplifies the e-2-e business transactions (idoc) monitoring
- Identifies the root cause of delay in sales order creation
- Autonomous issue resolution

49%

reduction in idoc failures of ORDERS type

Enhanced end user and customer experience

Autonomous IDoc monitoring and resolution

90%

improvement in MTTD and MTTR

Problems faced

- Delays in order fulfilment for B2B customers
- Financial loss
- Sales order creation failure
- Mundane tasks

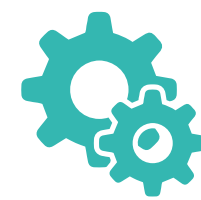
Key benefits achieved

Optimized supply chain planning while reducing business impact

KEY DIFFERENTIATORS



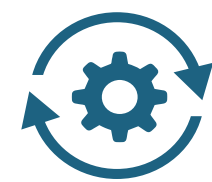
Comprehensive dashboard – inbound & outbound, business wise summary etc.



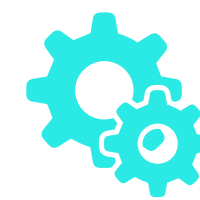
Prioritization of idoc errors based on financial implications



Root cause analysis



Autonomous resolution of idoc errors with reprocessing



Extension and customization

SOLUTION SCREENSHOTS

Dashboard and
business process
summary

BU

PA

ignio

ASSIST

Suyash Loyare

Back

ID - 2021-10-14-384

SUCCESS

Action: Check IDocs | Action Execution Engine

Performed by: Suyash Loyare | 1247268

Category: Request

Performed on: IDoc - ISD W/O Reprocessing | SAPIDOC

Source: ignio

Priority: Medium

Summary

Logs

Report

More Actions

ISD

Business Process Detail Report

Showing 1 - 10 of 40 records

1 2 3 4

Go to page

IDOC NUMBER	STATUS	MESSAGE TYPE	BASIC IDOC TYPE	BUSINESS PROCESS	SAP BUSINESS PROCESS	FINANCIAL VALUE	CURRENCY	ERROR DESCRIPTION
562127	51	ORDERS	ORDERS01	Make-to-Order Processing in ERP	Purchase order / order	100	EUR	Sales unit EA is not defined for item 000010
562129	51	ORDERS	ORDERS01	Make-to-Order Processing in ERP	Purchase order / order	20	AUD	The material number for item 000010 could not be identified
562130	51	ORDRSP	ORDERS01	Make-to-Order Processing in ERP	Purchase order / order confirmation	1700	EUR	Confirmation control key Z001 for confirmation category AB not maintai
562131	51	ORDRSP	ORDERS01	Make-to-Order Processing in ERP	Purchase order / order confirmation	1700	EUR	Confirmation control key Z001 for confirmation category AB not maintai
562132	51	ORDRSP	ORDERS01	Make-to-Order Processing in ERP	Purchase order / order confirmation	1700	EUR	Confirmation control key 0004 for confirmation category AB not maintai
562133	51	ORDRSP	ORDERS01	Make-to-Order Processing in ERP	Purchase order / order confirmation	1700	EUR	Confirmation control key 0004 for confirmation category AB not maintai
562135	51	ORDRSP	ORDERS01	Make-to-Order Processing in ERP	Purchase order / order confirmation	1700	EUR	Confirmation control key 0004 for confirmation category AB not maintai
562136	51	INVOIC	INVOIC01	Billing in ERP	Invoice/Billing Document	10000	EUR	Allowed posting periods: 07 2021 / 06 2021 / 12 2020 for company code
562139	51	ORDRSP	ORDERS01	Make-to-Order Processing in ERP	Purchase order / order confirmation	1700	EUR	Material number 000000001100504806 differs from that of ordered materi
562140	51	ORDERS	ORDERS01	Make-to-Order Processing in ERP	Purchase order / order	3150	EUR	No pricing procedure could be determined

Detail Report

20 22

SOLUTION SCREENSHOTS

Handle IDoc/
Self heal dashboard

▲ 40 1100010443	ERROR	ME794	Acknowledgment for PO item 4500059881 40 contains quantity variance
▶ 50 1100010444	ERROR	ME407	Item 50 has be...
▶ 61 1100010445	SUCCESS	-	-
▶ 70 1100010446	ERROR	ME790	Material numbe...
▶ 80 1100010447	ERROR	ME796	Confirmation c...
▶ 90 1100010448	ERROR	ME790	Material numbe...
▶ 100 1100010449	ERROR	ME794	Acknowledgment...

Ignio

ASSIST

Suyash Loyare

BackID - 2021-10-14-398

SUCCESS

Action: Handle IDoc Issue | ERPops
Performed by: Suyash Loyare | 1247268

Category: Request
Performed on: IDoc - ISD W/O Reprocessing | SAPIDOC >>

Source: Ignio
Priority: Medium

Summary

Logs

Report

More Actions

IDOC Number: 562200 | PO Number: 4500059881Start Date: Oct 14, 2021 | 22:44:47 PM GMT +0530

10
Total

6
Successful

4
Error

2
Selfheal

2
Recommendations

2
Manual Queue

ERROR INCIDENTS

Showing 1 - 10 of 10 records

STATUS BEFORE FIX		STATUS AFTER FIX					
ENTITY	STATUS	ERROR CODE	ERROR DESCRIPTION	ANALYSIS	RECOMMENDATION	SELFHEAL / FIX	STATUS
▶ 10 1100010440	SUCCESS	-	-	-	-	-	SUCCESS
▶ 20 1100010441	SUCCESS	-	-	-	-	-	SUCCESS
▶ 30 1100010442	SUCCESS	-	-	-	-	-	SUCCESS
▲ 40 1100010443	ERROR	ME794	Acknowledgment for PO item 4500059881 40 contains quantity variance	- Purchase order 4500059881 line item 40 in Idoc 562200 contains incorrect quantity 999999999.000. - The vendor has sent you an order acknowledgment relating to purchase order 4500059881, item 40, via EDI. The acknowledged (confirmed) quantities exceed the under/over delivery tolerances that have been maintained in the PO item and have therefore not been adopted in the purchase order. - The total quantity confirmed amounts to 999999999.000 EA in comparison with the ordered quantity of 30.000 EA.	-	Correct PO quantity 30.000 has been updated in idoc 562200 segment number 000058 (segment name 'E1EDP20').	SUCCESS
▶ 50 1100010444	ERROR	ME407	Item 50 has be...	-	-	-	MANUAL QUEUE
▶ 61 1100010445	SUCCESS	-	-	-	-	-	SUCCESS
▶ 70 1100010446	ERROR	ME790	Material numbe...	The	Either change the	-	RECOMMENDED
▶ 80 1100010447	ERROR	ME796	Confirmation c...	-	-	-	MANUAL QUEUE
▶ 90 1100010448	ERROR	ME790	Material numbe...	The	Either change the	-	RECOMMENDED
▶ 100 1100010449	ERROR	ME794	Acknowledgment...	Purchase order 4500059881	-	Correct PO quantity	SUCCESS

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