



## SAP INTEGRATION WITH BIZTALK SERVER



### PROJECT OVERVIEW

#### CLIENT

Leading provider of software and services for nonprofit organizations

#### INDUSTRY

Computer Software

#### ORGANIZATION SIZE

5,000+ Associates

#### LOCATION

North America & Canada

#### INDUSTRY

Computer Software

#### INSTALLATIONS

- Microsoft BizTalk Server
- SAP
- Microsoft SQL Server

#### OUR CLIENT

Services the worldwide philanthropic community for 35 years, our client combines innovative software, services, and expertise to help organizations achieve their missions. Working in over 60 countries to power the passion of approximately 35,000 customers, including nonprofits, K-12 private and higher education institutions, healthcare organizations, corporations, foundations, and other charitable giving entities. The company offers a full spectrum of cloud and on-premise solutions, as well as a resource network that empowers and connects organizations of all sizes. Their portfolio of software and services supports nonprofit fundraising and relationship management, eMarketing, advocacy, accounting, payments and analytics, as well as grant management, corporate social responsibility, and education.

#### CHALLENGES

Our client wanted to integrate SAP integration with external partners and customer via web-services in a synchronous method. This means the requests that came in through the web, needed a immediate response. The response contents had to come from their ERP Systems which was SAP.

This was a case of SAP Integration going completely wrong. The previous partner implemented basic installation of Biztalk, coupled with very simple SAP integration without any error handling or business process engineering. Also the integration implemented had no visibility in to SAP errors pro-actively as they happened. This caused lot of projects to be delayed as the errors were looked at by SAP support team instead of business partners who could be solving the problem before it escalates. Not to mention there was no way of scaling the solution to integrate more than the Pilot customer into SAP as there was no clear methodology that was adopted for this project.

#### AIDANT PROVIDED SOLUTIONS

Aidant was quick to identify the core of the issue. During the first few days of our Discovery phase, we had identified the touch points, business requirement and what needed to be done. The Aidant Team was able to identify the problem areas and quickly move to the next phase of writing the technical specifications of our proposed solution end to end. We proposed using their existing BizTalk infrastructure with a unique messaging pattern that allowed the customer to do the following:

1. Generically allow incoming web service requests and route them based on key-value (Content-Based-Routing)
2. Create a generic BizTalk Solution to facilitate receipt and transform to generic/canonical layer
3. Message Translation via use of simple maps with minimum logic to map to SAP-Bapi Schemas
4. Single Point of Entry and Exit pattern in and out of SAP to avoid multiple send and receive ports
5. Ability to scale up new WebRequests from new trading partners and internal connections and do continuous integration with minimum development and no new deployment

#### ADDITIONAL FUNCTIONALITY

During the implementation phase, Aidant used it internal toolkits and proven methodologies to provide the following organically with no extra development or cost to the customer. This is something very valuable that every customer wants after they are done solving critical business problems. some high levels functions developed naturally through the process are as follows:

- Document Tracking
- Error Handling Framework
- SAP message status database
- Visibility Dash Board (custom built for the client)