Infosys Finds the Key to Integration on SDN

Applies to:

SAP Master Data Management, SAP R/3, and SAP Exchange Infrastructure (XI)

Summary

Infosys Technologies Ltd. provides consulting and IT services to clients globally. With over 75,000 employees worldwide, the company uses a low-risk Global Delivery Model (GDM) to accelerate schedules with a high degree of time and cost predictability.

Recently Rehman Khan, an SAP Consultant for Infosys Technologies Ltd., spoke to SDN regarding some challenges during a customer data integration project involving SAP Master Data Management, SAP R/3, and SAP Exchange Infrastructure (XI).

Author: Catherine LaCroix

Company: SAP

Created on: 14 August 2007

SDN: What was the challenge or "pain point" that motivated you to use SDN?

Khan: We had a problem with integration of SAP R/3 systems and XI. We were not able to configure the server. So I tried to find the solution on the SDN forums. Additionally, after coming back from a successful product lifecycle management (PLM) implementation, I was assigned a proof of concept (POC) on a customer data integration (CDI) project using SAP NetWeaver Master Data Management (MDM). This was a 90-degree turn in my career. SDN forums helped me to understand what MDM is all about. The forums helped me to resolve the issues I had in SAP MDM. One of the main issues we had during the SAP MDM-R/3-XI integration, for example, was that we could not configure the server.

SDN: How did the forums help exactly?

Khan: Other companies had dealt with this issue long before we had, so their developers were able to help us understand the problem and resolve it. In turn, we could demonstrate it for our customers. Forum members were also implementing MDM and could help us in configuring the system. In addition, there were blogs that offered materials on MDM that I used for this implementation. SDN members helped us by providing specific answers on how to configure the servers.

SDN: What were you trying to achieve through membership to SDN?

Khan: Participation is important for us. You get answers in a short time on SDN. So we can quickly put together presentations for our customers on the architecture and product landscape. SDN also allows us to demonstrate for customers how these solutions might work for them.

SDN: Can you provide a specific example of a project that you used SDN to accelerate or improve?

Khan: We started working on a POC for a CDI project to demonstrate the applications and capabilities of SAP MDM to our interested customers. This POC involved MDM-XI-R/3 integration. Basically, that involves extracting the customer master data from an SAP R/3 system to clean, match, and merge it into SAP MDM and send it back to the SAP R/3 system through middleware (SAP XI) to ensure that integration is tight.

We configured the systems (MDM, R/3, and XI) referring to documents provided in Service MarketPlace, but the integration didn't work as desired. There were lots of unknown things that we were not aware of during our configurations. And we ultimately figured out that the MDM server and XI configuration had the following three problems:

One: In the SAP R/3 system, there was only the DEBMAS message type available as a standard, but we needed DEBMDM. Without it, the system would not recognize DEBMAS. This was very confusing. We had to search for DEBMDM without any known direction. One of my SDN friends helped me resolve that issue via telephone.

Two: The XI settings were wrong, which we discovered after referring to the SDN blogs "MDM-XI-R/3 Integration," and "R/3-XI-MDM (Outbound Scenario)," both by Bala Subbaiah Gorla.

Three: In syndicating the data back, we were getting an error "code 51." There was also a small settings problem. Various ideas from the SDN thread, "What message type to use for syndicating data back to R3 from XI," helped to solve this issue. Through various SDN blogs and threads, we were able to solve our issues and succeeded in a smoother data flow from R/3 – XI – MDM – XI – R/3 systems.

SDN: Which specific SDN/BPX resources do you use most often?

Khan: Blogs and forums, mainly. They save a lot of time. Coming from a PLM background, and needing to learn MDM took time. But with SDN forums, I save around 70 percent of my time in most cases.

SDN: How does collaboration with other experts on SDN/BPX help you in your daily work?

Khan: Every step in MDM was a challenge for me. Learning about the integration of MDM with R/3 (outbound configuration and inbound configuration) has helped me complete the implementation. Again and again, I've found solutions to questions I had on SDN, and these solutions helped me easily resolve my issues and challenges.

SDN: What is the overall benefit of SDN to your business?

Khan: Directly and indirectly the customers benefit from the knowledge we gain on SDN. Our customers know they are getting knowledgeable consultants. And we are able to face the customer confidently by preparing ourselves with SDN.

SDN: What is the key differentiator with SDN (over other communities)?

Khan: I only go to SDN. But the knowledge and quick replies on SDN help us in our business – that's the key thing. We also try to give back to the community. When I go into the forums, I share my knowledge because it helps other developers.

Related Content

- [MDM-XI-R/3 Integration](#)
- [SAP R/3-XI-MDM (Outbound Scenario)](#)
- [What message type to use for syndicating data back to R3 from XI](#)

Copyright