

# Service Item Hierarchy

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# Service Item Hierarchy

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## Description:

1. This solution will introduce modeling of Service Lines and the associated Hierarchies (Service Item Hierarchy) in Ariba Sourcing and Ariba Contracts.

# Service Item Hierarchy

## Current Problem(s)

1. Services, which is one of the major spend category for many industries, is not supported today in Ariba Sourcing and Ariba Contracts
2. Unlike Materials, Services are hierarchical in nature and hierarchical lines are not supported in our applications

## Solution

1. Support Hierarchical lines in Sourcing and Contracts
2. Support Services Procurement (with hierarchies) in Ariba Sourcing and Ariba Contracts including bidding and negotiations etc..

## Benefits

1. Customers in industries with the majority of the spend in services can now use Ariba for services procurement and bring all the spends through a single system providing visibility and control for the procurement organization



# Service Item Hierarchy with Flat Services - Explained

## Service Hierarchy – Multi Level

**Service Specifications: Requisition Specs for Item 0010017259 00020 Ma**

Service Specs Outline

Sh. Text Software Instructions Total Value 11,400.00 USD

01 Choice of software

02 Customizing of software components

03 Training of software

031 Training power

032 Training end user

Line	D...	Service No.	Short Text	Quantity	Un	Gross Price
10		ISP-BPERS-01	HR Consulting	10	H	150.00
20		ISP-BMAWI-01	Materials Management Consulting	10	H	150.00
30		ISP-BCONT-01	Controlling Consulting	10	H	150.00
40						
50						

Service Line

Service Outline

Service Specifications

## Flat Services – Single Level

**Create RFQ : Item Overview**

RFQ RFQ Type AN RFQ Date 18.05.2017

Vendor 1000 C.E.B. BERLIN QuotDln 10.12.2017

RFQ Items

Item	I	Material	Short Text	RFQ Quantity	OU	C	Deliv. Date	Mat. Grp	Plnt	SLoc	D	IM Material	Te...
10	D		service line 1		1AU	D	27.12.2017	002	3000				

**Service Specifications: RFQ Specs for Item Maintain**

Sh. Text service line 1

Limits

Services

Line	D...	Service No.	Short Text	Quantity	Un	Overf. Tol.	U	Matl Group	Ser...	Edit...	SSC Item
10			service line 2	3	EA			002		0	
20			service line 3	2	EA			002		0	
30			service line 4	4	EA			002		0	

Service Line

Service Specifications

# Service Item Hierarchy with Flat Services - Explained

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## **Service Hierarchy Structure to be supported**

- Service Lines are the top most lines created in a document (RFQ or OA or PO) like a Material
- Under Service Lines, there can be Service Outlines or Service Specifications
  - Service Outlines are group of service specifications
  - Service Specifications are leaf nodes with actual Service details

## **Support in the product**

- The aforementioned structures will be supported in Ariba Sourcing and Ariba Contracts
- Sourcing events can be modelled with service lines with the multilevel service hierarchy structure
- Contract Line Items Document will support multilevel service hierarchy support too.
- Also both Sourcing Event and Contracts will support having Materials and Service lines in the same event or CLID respectively.

# Creating Service Lines in a Sourcing Event

Go To Dashboard

AW Options...

10

10

Return to Service Manager

Acting as: Customer Support Admin

Resume Customization

Search

Print

Help

Super User

Event

Doc5299801 - roll up

Prev

Next

Exit

1 Rules

2 Team

3 Suppliers

4 Content

5 Summary

On this page you create the information that participants will read and respond to during events. Add different types of content to re-create the traditional sourcing documents used to collect information or to design an online [More](#)

All Content

Display: Edit Item Actions

Name

1 Drilling Services

Add

Delete

Excel Import

Full Event Import

Service Outline

Service Specification

Action

Edit

Create Outlines or Specifications under a Service Line

(\*) indicates a required field

Content From Library

Prev

Next

Exit

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# Creating Service Lines in a Sourcing Event

Event

Doc5511666 - HB-Sourcing Project

Prev

Next

Exit

1 Rules

2 Team

3 Suppliers

4 Content

5 Summary

On this page you create the information that participants will read and respond to during events. Add different types of content to re-create the traditional sourcing documents used to collect information or to design an online auction.

More

All Content

Display: Edit Item Actions

Name	Price	Savings	Quantity	Extended Price	Net Value	Net Value
1 Computer Services		\$0.00 USD (0.00%)		\$22,176.00 USD		
Material Group	07 Computer Equipment					
Plant	0006 New York					
Short Text						
Long text						
Delivery Date	* Fri, 23 Jun, 2017					
Expected Value	* \$123,010.00 USD					
1.1 EUROPE REGION		\$0.00 USD (0.00%)		\$11,088.00 USD		
1.1.1 Hardware Services		\$0.00 USD (0.00%)		\$6,144.00 USD		
1.1.1.1 Ram Update	\$12.00 USD	\$0.00 USD (0.00%) Fx	* 12 each	\$144.00 USD Fx		
1.1.1.2 Hard disk update	\$500.00 USD	\$0.00 USD (0.00%) Fx	* 12 each	\$6,000.00 USD Fx		
1.1.2 Software Services		\$0.00 USD (0.00%)		\$4,944.00 USD		
1.1.2.1 Anti virus update		\$0.00 USD (0.00%)		\$4,800.00 USD		
1.1.2.1.1 Malware update	\$300.00 USD	\$0.00 USD (0.00%) Fx	* 12 each	\$3,600.00 USD Fx		
1.1.2.1.2 Full Scan	\$100.00 USD	\$0.00 USD (0.00%) Fx	* 12 each	\$1,200.00 USD Fx		
1.1.2.2 Back up		\$0.00 USD (0.00%)		\$144.00 USD		
1.1.2.2.1 Disk Clean up 1	\$12.00 USD	\$0.00 USD (0.00%) Fx	* 12 each	\$144.00 USD Fx		
1.2 APAC REGION		\$0.00 USD (0.00%)		\$11,088.00 USD		
1.2.1 Hardware Services		\$0.00 USD (0.00%)		\$6,144.00 USD		
1.2.1.1 Ram Update	\$12.00 USD	\$0.00 USD (0.00%) Fx	* 12 each	\$144.00 USD Fx		



# Creating Service Lines in a Contract Line Items Document

HB-CLID

Save as Draft Publish

Add line items to this document

This is a draft of the document. Changes to its content are not available to other users until it is published. Click **Save as Draft** to save the draft; you can continue editing it later. Click **Publish** to make any changes permanent.

All Content

Display: Content Actions

Name \*

No items

Add Excel Import Lookup Table Import (\*) indicates a required field

- Service Line
- Service Outline
- Service Specification
- Item
- Items From Item Master Data
- Items From Library

Create Service Lines or Outlines or Specifications in a CLID using these options

Save as Draft Publish

# Creating Service Lines in a CLID

## Line Items Document

[Save as Draft](#) [Discard and Exit](#) [Publish](#)

Add line items to this document

This is a draft of the document. Changes to its content are not available to other users until it is published. Click **Save as Draft** to save the draft; you can continue editing it later. Click **Publish** to make any changes permanent. Click **Discard and Exit** to cancel any changes and revert to the last published version of the document.

## All Content

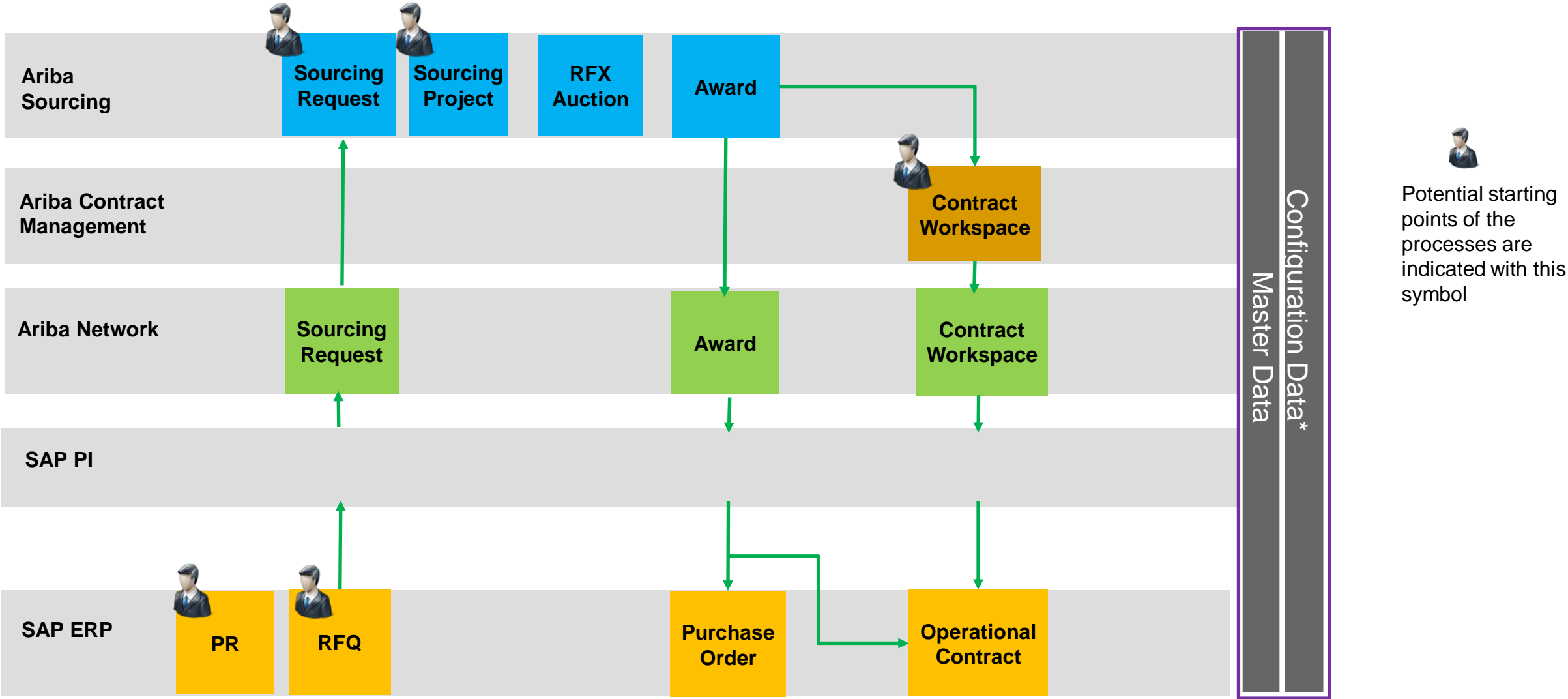
Display: [Content](#)

<input type="checkbox"/>	Name *	Item Category	Incoterms	Material Group	Plant	Quantity	Delivery Date	Short Text	Extended Price	Price	
<input type="checkbox"/>	▼ Computer Services *								\$4,944.00 USD		
<input type="checkbox"/>	▼ APAC REGION *								\$4,944.00 USD		
<input type="checkbox"/>	▼ Software Services *								\$4,944.00 USD		
<input type="checkbox"/>	▼ Anti virus update *								\$4,800.00 USD		
<input type="checkbox"/>	Malware update *	(no value) ▼	(no value) ▼			* 12 each			\$3,600.00 USD <i>Fx</i>	\$300.00 USD	
<input type="checkbox"/>	Full Scan *		(no value) ▼			* 12 each			\$1,200.00 USD <i>Fx</i>	\$100.00 USD	
<input type="checkbox"/>	▼ Back up *								\$144.00 USD		
<input type="checkbox"/>	Disk Clean up 1 *	(no value) ▼	(no value) ▼			* 12 each			\$144.00 USD <i>Fx</i>	\$12.00 USD	

[Add](#) [Edit](#) [Delete](#) [Lookup Table Import](#) [Excel Import](#) (\*) indicates a required field

[Save as Draft](#) [Discard and Exit](#) [Publish](#)

# Integration Scenarios supported for service hierarchy



# Sourcing Integrations for Service Item Hierarchy

## RFQ from ERP

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1. An RFQ with Service Line Hierarchy is created in ERP
2. RFQ is sent to Ariba Sourcing as a Quote Request Message
3. A Sourcing Request and subsequently a Sourcing Project is created in Ariba Sourcing
4. An Event is conducted with the service lines and suppliers sees the hierarchy and bids for the service lines
5. A supplier or group of suppliers are awarded with service lines
6. Awards are sent to ERP to create a PO or an OA

# Contracts Integrations for Service Item Hierarchy

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1. A Contract Workspace is created with a Line Items Document
2. Service Lines are created as required manually or as a result of a Sourcing Award
3. After negotiations and publishing a CLID, it can be integrated to create an OA

# Limitations to be addressed

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1. Pricing Conditions can go in only at service line level for POs and Specifications Level for OAs.
2. Service Specification today assumes the structure of the item definition which is same as material items



# Service Item Hierarchy

## Applicable to the Following:

- SAP Ariba Contracts
- SAP Ariba Sourcing

## Change Management for GA:

- This feature is “OFF” by default;

## Using this Feature:

### Enabling

- This feature is Off by default. Should log a support ticket to enable this. For this to work these feature IDs to be enabled –
  - Sourcing Integration - cXML New Format
  - Sourcing Integration - cXML Version 34 Added Features
  - Sourcing Integration - UP-5387
  - Sourcing Integration - UP-7455
  - Sourcing Item Hierarchy - UP-4293
  - After all these toggles are enabled there will be a parameter - *Application.ACM.ComplexServiceHierarchy.Enabled* to be set to Yes.

### Prerequisites

- N/A

### Limitations

- N/A

### Importing and Exporting Data

- N/A

### Changes to Existing Functionality or User Interface

- There will be a new option to create service lines and hierarchies in Sourcing Event
- Similar option will be available for CLID as well

# Thank you



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