

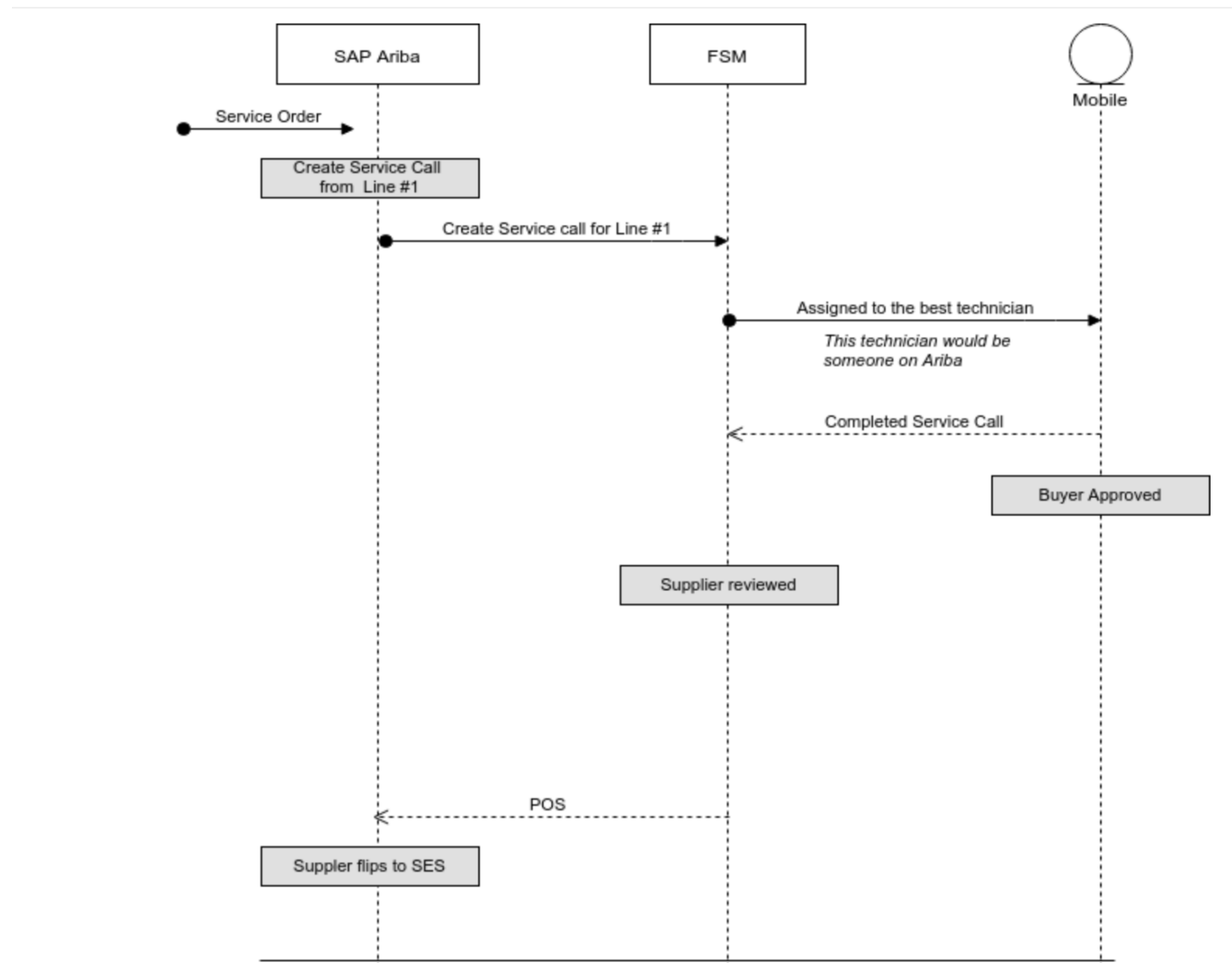


SAP Ariba and SAP Fieldglass

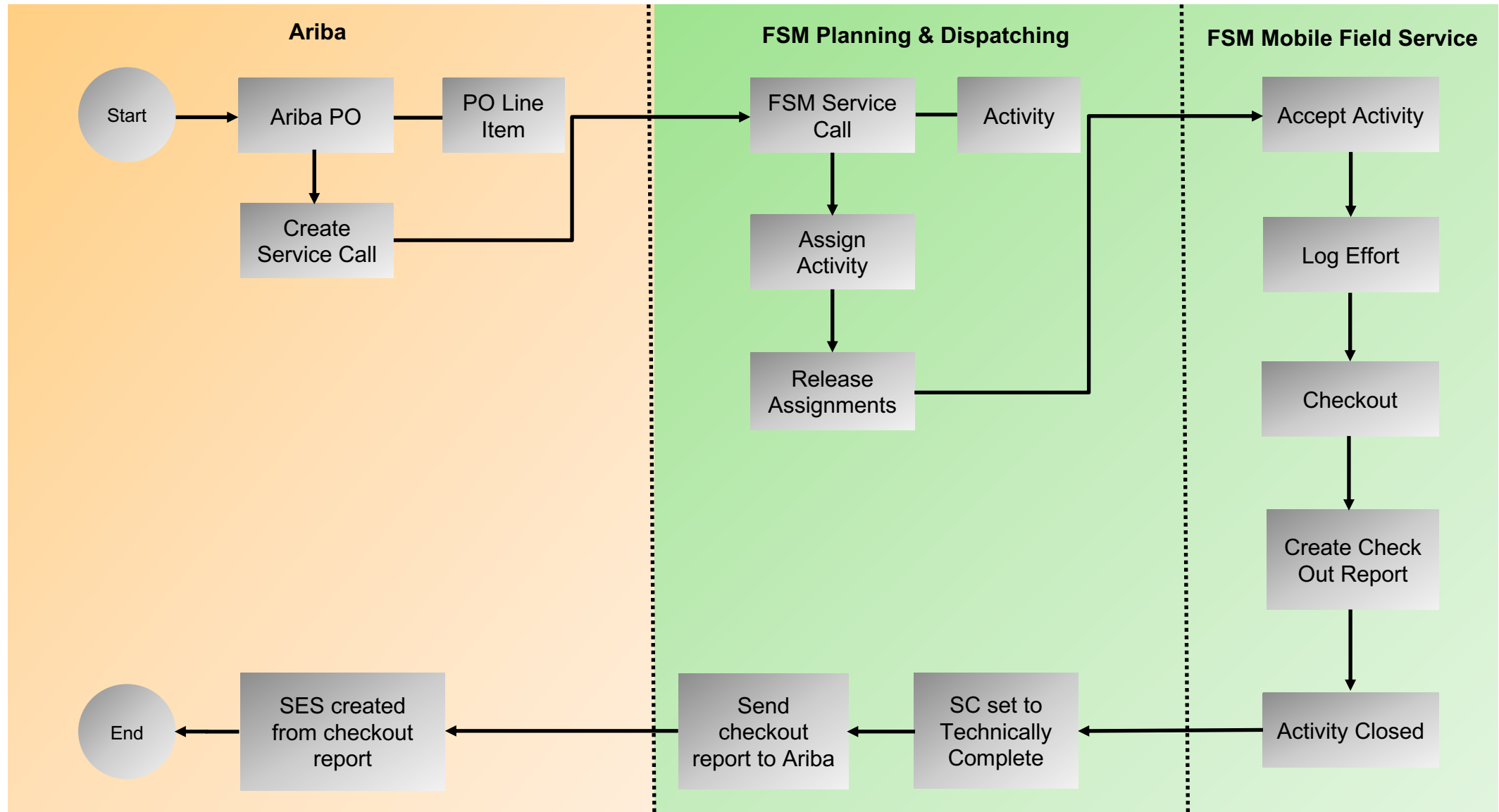
Ariba Network and SAP Field Service Management Integration – Configuration Document

Target GA: February, 2020

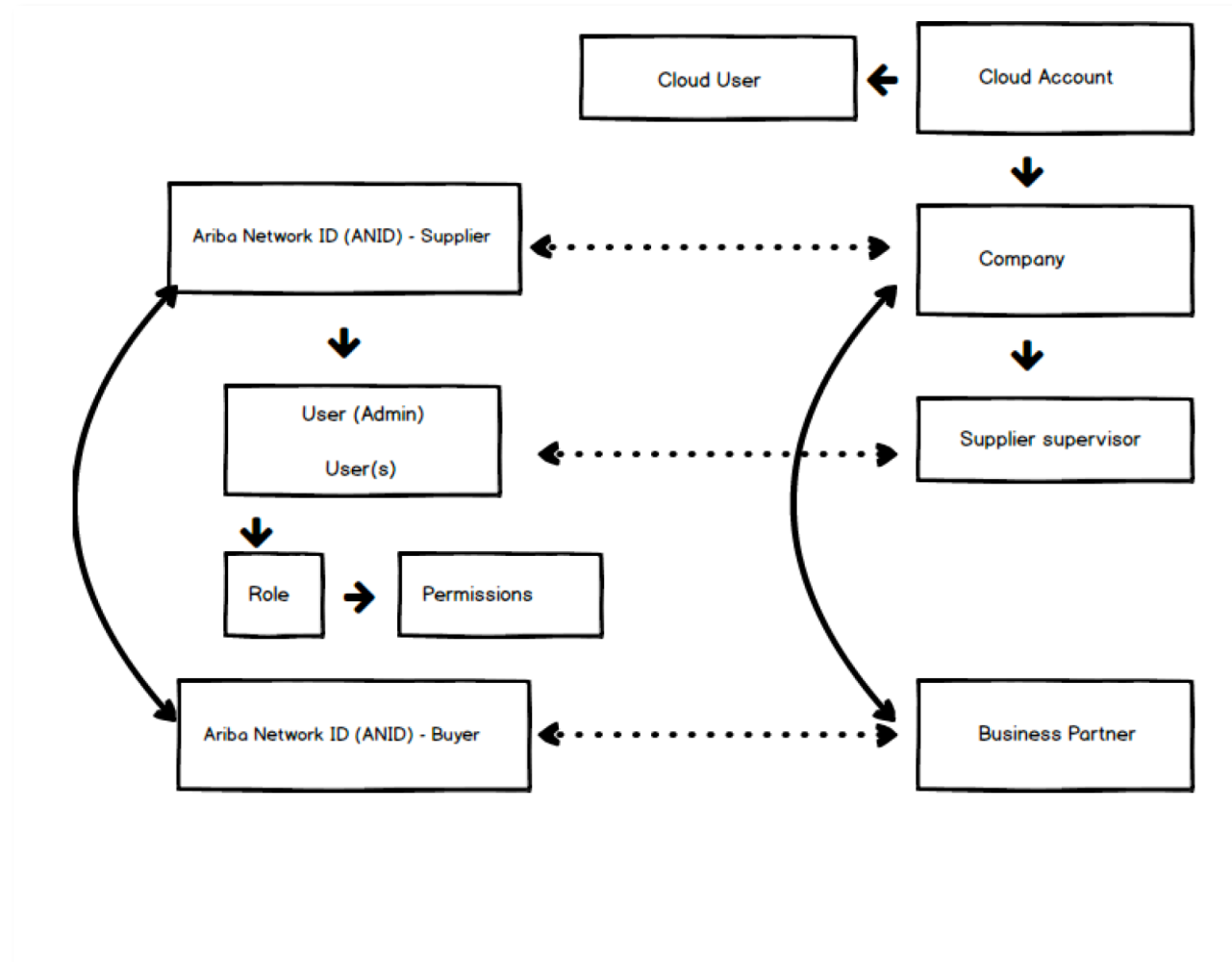
Ariba Network and SAP Field Service Management integration - Flow



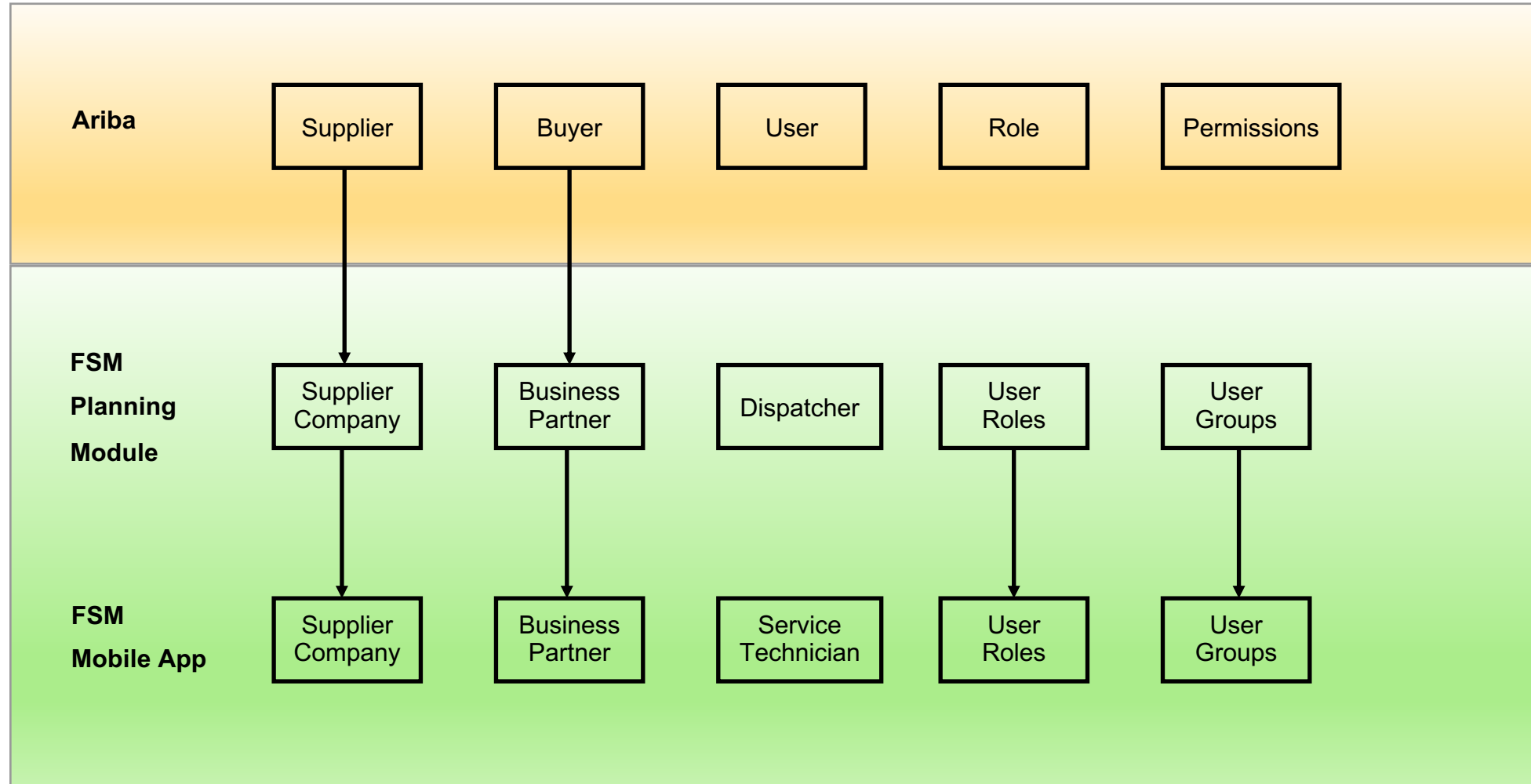
Ariba Network and SAP Field Service Management integration - Flow



Ariba Network and FSM User mapping



Ariba and FSM Master Data Mapping



FSM User Personas



Dispatcher



Service Technician



Dispatcher

"I wish I had a way to easily assign field work to technicians."

A dispatcher's job is to make sure that field techs are properly scheduled in order to take care of issues.

- ✓ Manages the Service Calls
- ✓ Holistic view of technician workforce
- ✓ Assigns service calls to technicians
- ✓ Closes the service call
- ✓ Generates SES – Service Execution Sheet



Service Technician

"I wish I had a way to see customer information while on-site and a way to be flexible when other issues arise."

The Service Technician heads on-site to complete the work assigned. He can easily view the work information, log his time and effort. He has everything he needs on his mobile device to ensure the problem gets fixed.

- ✓ Accepts work assigned
- ✓ Plans activities
- ✓ Completes job
- ✓ Logs effort
- ✓ Creates Checkout Report

“Create Service Call” action on Purchase Order Page

SAP

Ariba Network

Enterprise Account

FF

Purchase Order: Oil-Well-Cleaning-2019101802

Done

Create Order Confirmation

Create Ship Notice

Create Service Sheet

Create Invoice

Create Service Call

Hide

Print

Download PDF

Export cXML

Download CSV

Resend

Order Detail

Order History

From:
Customer
DTAG Segment GHS Procurement Operations (Default)
Bonn-2 (Default)
Dreizehnmorgenweg 12345 (Default)
12345
Hungary
Address ID: 5020

To:
fsmabvs3
street1
Sunnyvale, CA 94085
United States
Phone:
Fax:
Email: v.bavareddy@sap.com

Purchase Order
(New)
Oil-Well-Cleaning-2...
Amount: 180,000.00 HUF

Payment Terms ⓘ
NET 45
within 45 days Due net

Routing Status: Sent
Effective Date: 19 Aug 2019
Expiration Date: 31 Dec 2050

Contact Information
Purchasing Agent
purchasingAgent User1
Musterort
Musterstraße 4
1231
Hungary
Email: mailtest@telekom.de
Phone: + () 0228,0171
Fax: + () 0228
Address ID: 0000685160

Shipping Dates
Requested Delivery:17 Sep 2019

Other Information
Company Code: 0092
[View more »](#)

Ship All Items To
Magyar Telekom Nyrt., Magyar Telekom unrestricted stock
Budapest
Európa út 6, C1 - MT Kp-i a.rakt
1239
Hungary
Ship To Code: HU01
Location Code: HU01

Bill To
Magyar Telekom Nyrt. Accounting and Taxation Directorate
Budapest
Budafoki út 56.
1238
Hungary


Deliver To



Line Items

Show Item Details

Line #	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal	
▼ 00010		Service		31 Oct 2019		120,000.00 HUF	Details

Service Line Selection

 Ariba Network Enterprise Account

Choose the line items to create service calls

Back

Line No. ↑	Part No. / Description	Customer Part No.	Type	Need By	Qty (Unit)	Price	Subtotal
<input type="checkbox"/>	00010		Service	31 Oct 2019			120,000.00 HUF
	00010.10	Inspect shock tool 11	Service		1 (HUR)	15,000.00 HUF	15,000.00 HUF
	00010.10	Lubricant (Material) 12	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
	00010.10	Inspect join 13	Service		1 (HUR)	4,000.00 HUF	4,000.00 HUF
	00010.10	Lubricant (Material) 14	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
<input checked="" type="checkbox"/>	00010.00020	Inspect Well Cleaning 15	Service				60,000.00 HUF
	00010.00020.10	Lubricant (Material) 151	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
<input type="checkbox"/>	00020	Perform Well Cleaning	Service	1 Dec 2019			60,000.00 HUF
	00020.10	Cleaning Gloves (Material) 21	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
	00020.10	Cleaning Gloves (Material) 22	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
	00020.10	Cleaning Gloves (Material) 23	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF

↳

Create Service Call

THE BEST RUN



fsmabvs3 fsmabvs3 (fsmabvs3@a.c) last visited 12 Nov 2019 9:33:01 PM | fsmabvs3 | AN02000170543

[SAP Ariba Privacy Statement](#) [Security Disclosure](#) [Terms of Use](#)

© 1996–2019 Ariba, Inc. All rights reserved.

Confirmation Page

SAP

Ariba Network

Enterprise Account

FF

Choose the line items to create service calls

Back

Line No. ↑	Part No. / Description	Customer Part No.	Type	Need By	Qty (Unit)	Price	Subtotal
<input type="checkbox"/>	00010		Service	31 Oct 2019			120,000.00 HUF
	00010.10	Inspect shock tool 11	Service		1 (HUR)	15,000.00 HUF	15,000.00 HUF
	00010.10	Lubricant (Material) 12	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
	00010.10	Inspect join 13	Service		1 (HUR)	4,000.00 HUF	4,000.00 HUF
	00010.10	Lubricant (Material) 14	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
<input checked="" type="checkbox"/>	00010.00020	Inspect Well Cleaning 15	Service				60,000.00 HUF
	00010.00020.10	Lubricant (Material) 151	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
<input type="checkbox"/>	00020	Perform Well Cleaning	Service	1 Dec 2019			60,000.00 HUF
	00020.10	Cleaning Gloves (Material) 21	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
	00020.10	Cleaning Gloves (Material) 22	Material		5 (HUR)	4,000.00 HUF	20,000.00 HUF
	00020.10	Cleaning Gloves (Material) 23				4,000.00 HUF	20,000.00 HUF

↳

Create Service Call

You have chosen to create 1 service calls in SAP Field Service Management.

Are you sure you want to proceed?

Yes

No

THE BEST RUN

SAP

fsmabvs3 fsmabvs3 (fsmabvs3@a.c) last visited 12 Nov 2019 9:33:01 PM | fsmabvs3 | AN02000170543


SAP Ariba Privacy Statement

Security Disclosure



Terms of Use

© 1996–2019 Ariba, Inc. All rights reserved.

Success Page


 Ariba Network Enterprise Account

AW Options... **FULL PAGE REFRESH**

1 service calls have been created.

- [Log on to SAP Field Service Management](#) to view and manage service calls.
- [Go back to Purchase Order](#)

THE BEST RUN 

fsmabvs3 fsmabvs3 (fsmabvs3@a.c) last visited 12 Nov 2019 9:33:01 PM | fsmabvs3 | AN02000170543

[SAP Ariba Privacy Statement](#) [Security Disclosure](#) [Terms of Use](#)

© 1996–2019 Ariba, Inc. All rights reserved.

Service call status (“Ready to Plan” , “Completed”) on Service Line

Ship All Items To Magyar Telekom Nyrt., Magyar Telekom unrestricted stock Budapest Európa út 6, C1 - MT Kp-i a.rakt 1239 Hungary Ship To Code: HU01 Location Code: HU01		Bill To Magyar Telekom Nyrt. Accounting and Taxation Directorate Budapest Budafoki út 56. 1438 Hungary		Deliver To	
---	--	--	--	-------------------	--




Line Items

Show Item Details

Line #	Part # / Description	Type	Qty (Unit)	Need By	Unit Price	Subtotal	
▼ 00010		Service		31 Oct 2019		120,000.00 HUF	Details
00010.10		Service	1.000 (HUR)		15,000.00 HUF	15,000.00 HUF	Details
	Inspect shock tool 11						
00010.10		Material	5.000 (HUR)		4,000.00 HUF	20,000.00 HUF	Details
	Lubricant (Material) 12						
00010.10		Service	1.000 (HUR)		4,000.00 HUF	4,000.00 HUF	Details
	Inspect join 13						
00010.10		Material	5.000 (HUR)		4,000.00 HUF	20,000.00 HUF	Details
	Lubricant (Material) 14						
▼ 00010.00020		Service				60,000.00 HUF	Summary
	Inspect Well Cleaning 15						
	Status						
	Service Call: Ready to plan						
	Generic Service						
	Service Period						
	Service Start Date: 9 Dec 2017						
	Service End Date: 25 Oct 2017						
	Other Information						
	AccountCategory: K						
	Service Period						
	Service Start Date: 20 Aug 2019						
	Service End Date: 28 Aug 2019						

Messages

Service call log - Order History

 Ariba Network Enterprise Account ADV Options...  

Purchase Order: Oill-Well-Cleaning-2019101802 Done

Order Detail Order History

Purchase Order: Oill-Well-Cleaning-2019101802
Order Status: New
Submitted On: 12 Aug 2019 3:28:34 PM GMT+05:30

From Customer: fsmabvb2
Routing Status: Sent

History

Status	Comments	Changed By	Date and Time
	The order was queued.	PropagationProcessor-101252028	18 Oct 2019 9:38:50 PM
	Email order was sent to v.bavareddy@sap.com.	ANPODispatcher-101252027	18 Oct 2019 9:39:10 PM
Sent	Email order was sent to v.bavareddy@sap.com.	OrderDispatcher - Email	18 Oct 2019 9:39:11 PM
	Service call 145 has been created for line item 1.	Supplier-101253095	18 Oct 2019 9:40:48 PM
	Service call 147 has been created for line item 2.	Supplier-101253095	18 Oct 2019 9:40:48 PM
	Service call 146 has been created for line item 15.	Supplier-101253095	18 Oct 2019 9:40:48 PM

Ariba Network – Field Service Management Integration Configuration

Ariba Network

- Setup FSM API access information (Account ID, Client Id, Secret Key etc) and setup callback(Streaming API) basic auth credentials for FSM in Ariba Network. (Buyer administrator)
- Enable default transaction rule for buyer(or supplier relationship) to use FSM integration for proof of service. (Buyer Administrator)
- Enable transaction rule “Require proof of service for SES” (Optional)
- Provide access to supplier user with permission for “Proof Of Service Create On behalf Access”

Setup API access information and callback basic auth credentials


SAP Ariba Network

Configuration


Review and update company settings such as contact information, order routing preferences, system notifications, and payment settings. Select any link from the list below.

- Personal Information
- Locale Settings
- Business End Points (cXML and OData Setup)
- Cloud Integration Gateway Setup
- Company Profile
- Company Business Information
- Upload Company Logo
- Extended Profile Settings and Information
- Additional Information
- Notifications
- Default Transaction Rules
- Currency Precision and Rounding
- Country-based Invoice Rules
- Supplier Self-Nomination
- Payment Profile
- Catalog Validation Preferences
- Document Number Preferences
- Quote Automation
- Manage Business Units
- Supply Chain Financing Enablement
- API Client ID Configuration
- Messaging Configuration
- Manage Handling Unit Profile for Ship Notice
- SAP Field Service Management integration configuration**

Setup API access information and callback basic auth credentials


 Ariba Network

AW Options... **FULL PAGE REFRESH**



SaveClose

Field Service Management API Access Configuration:

Data center:  Australia

Account Name:

Client ID:


Client Secret:

Shared Secret for Field Service Management call back:

Auth user: AN02000362240

Auth password:

SaveClose

 © 2019 SAP SE or an SAP affiliate company. All rights reserved.

[Contact Support](#) [SAP Ariba Privacy Statement](#) [Security Disclosure](#)

Service Sheet Transaction Rules

Service Sheet Rules

Require suppliers to create an order confirmation before creating a service sheet. ⓘ

☐

Require suppliers to provide start and end dates on service sheets.

☐ At line level ⓘ☐ At header ⓘ

Require suppliers to provide approver information on service sheets. ⓘ

☒

Allow suppliers to send service sheet attachments. ⓘ

☒

Your procurement application can download service sheet attachments (MIME multipart messages). ⓘ

☐

Do not allow creation of service entry sheet for expired purchase orders.

☐

Do not allow suppliers to manually create service entry sheets for service orders. ⓘ

☐

Require suppliers to create a proof of service (POS) before submitting a service entry sheet (SES). ⓘ

☒

Allow suppliers to create proof of service using SAP Field Service Management. ⓘ

☒

Allow suppliers to create correction service sheets. ⓘ

☐

Require suppliers to provide account assignment information. ⓘ

☐

Require suppliers to create service entry sheets where the line item quantity is not zero. ⓘ

Permission for "Service Call" button

Permissions

Each role must have at least one permission.

Page 1 ▾ »

	Permission	Description
<input type="checkbox"/>	Timestamp verification	Verify timestamp token on invoices
<input type="checkbox"/>	Payment Activities	Manage your payment activities
<input type="checkbox"/>	Premium Membership and Services Management	Manage your premium service subscriptions
<input checked="" type="checkbox"/>	Proof Of Service Create Access	Allows users to create a proof of service
<input checked="" type="checkbox"/>	Proof Of Service Create On Behalf Access	Allows user to create a proof of service on behalf of another user
<input checked="" type="checkbox"/>	Proof Of Service Report Access	Allows user to create and run Proof Of Service reports
<input checked="" type="checkbox"/>	Proof Of Service Review And Approve	Allows users to review and assign a PO to a proof of service
<input type="checkbox"/>	Quality Inspection Access	Access to view quality inspection documents
<input type="checkbox"/>	Quality Inspection Creation	Access to create quality inspection documents

Ariba Network – Field Service Management Integration Configuration

Field Service Management

- Setup client Id credential for the API access
- Setup permission “group checkout” for service technician user group
- Setup supplier as company in FSM
 - Company(supplier) name must be the AN ID of the supplier in Ariba Network
 - Setup new “Origins” with value of “-4, Ariba PO” for service call in FSM for each company(supplier)
 - Setup “Streaming API” data and credentials in FSM for each company(supplier)
 - Streaming URL: <https://service.ariba.com/Network/proofofservice/supplier/v1/fsm/updateServiceCallStatus>
 - Auth method : BASIC
 - AN ID of buyer in Ariba Network
 - Shared secret of buyer setup in Ariba Network
 - Streaming Object Types : SERVICECALL (only)
 - Should include whole resource Object : On
 - Setup mapping for Service call status “Technically Complete”
- Setup users for each supplier company
 - Create Dispatcher (User Groups) users
 - Create Technician (User Groups) users

Other considerations

- Technician must checkout after completing all the activities in a service call.
- Service call must be marked as “-3, Technically Complete” to initiate the web hook update to post the PDF to Ariba Network.

API Client Id/Secret setup

The screenshot shows the SAP Admin interface. The top header includes the SAP logo, 'Admin', and a language dropdown set to 'US'. The left sidebar contains a navigation menu with categories: 'Account' (Account, Companies, Subscriptions, User Groups, User Roles, Users), 'Clients' (External Access, SAML Configuration, Session Configuration, Password Policy), 'Data Subjects', and 'Personal Data'. The main content area is titled 'Edit Client' and displays the configuration for 'ACMEIndustries'. The configuration details are as follows:

Field	Value
Client Id	127e6832-553f-4ead-98ab-ec656be15505
Client Authentication Method	CLIENT_SECRET
Client Secret	*****
Created	2019-06-25 06:19:50
Updated	2019-06-25 06:19:50

At the bottom right of the 'Edit Client' section is a blue 'Update' button with a left-pointing arrow. Below this is the 'User Groups' section, which lists three user groups for 'ACMEIndustries':

User Group	Role
ACMEIndustries	Admin (pre-configured)
AN10102020200	Admin (pre-configured)
AN10102020201	Admin (pre-configured)

- Login to the Admin module of FSM as an administrator.
- Select “Clients” → Select “Create” button.
- Setup generated Client Id and Client Secret in Ariba Network for API access.

Group Checkout permission for Service Technician user group

SAP Admin DE shell-d2/sapadmin

Edit User Group

Name * Service Technician (pre-configured)

Description Field Service Technician with access to the mobile apps and all functions

Created 2019-11-27 05:44:01

Updated 2019-12-19 22:47:57

Clients (OAuth2 API) All

Access to Classification Levels CONFIDENTIAL , INTERNAL , PUBLIC

Update

Permissions

Object Type SERVICECHECKOUT

Create OWN

Create Own Condition Use default

Read ALL

Update OWN

Update Own Condition Use default

Delete OWN

Delete Own Condition Use default

UI Permissions GROUP_CHECKOUT_ALLOWED

Info

User Group

A User Group defines a certain role that a person can hold within your company, or even for outside contractors. It holds information on accessing the apps, functions and data required to execute the user's role. The User Group contains a configuration of basic permissions for the Data Objects. These permissions are universal and apply to any application or interface. They help ensure data security and sensitivity. The User Group may also contain rules for company data synchronization to Field Service Apps. These are meant to help with application performance, bandwidth consumption on mobile devices, and also provide clarity for Field Service user roles. They are not universally applicable.

Data Sync Rules

Data Sync Rules may be considered an extension of the "OWN" permissions for certain Data Object types, but only apply to the data synchronized on Field Service Apps. Data Sync Rules are applied in the following order: Subscriptions > Permissions > Data Sync Rules. Only one rule can be enabled per Data Object type at one time. However, multiple rules can still be combined, by enabling only one for any given object type.

Permissions

The permission system consists of a set of rights attached to Data Object types. The set specifies which users are granted access to Data Objects, as well as what operations are allowed on a given Data Object type. There are four basic types of operations allowed: Create, Read, Update, Delete (CRUD). Each permission entry defines which of those are applicable on a given Data Object type. Options to choose from:

- NONE** - The operation cannot be performed on this type of Data Objects
- OWN** - The operation can be performed on this type of Data Objects only if they are "owned" by the user. This can mean different things, but usually the user must have created these objects, or be assigned as responsible for them.
- ALL** - The operation can be performed on all Data Objects of this type

For additional information on the role of Data Transfer Objects (DTOs), please refer to the [Data Model documentation](#).


- Login to the Admin module of FSM as an administrator.
- Select User Groups → Select “Service Technician (pre-configured)” user group → Select “Edit” → In permission area select Object Type as “SERVICECHECKOUT”
- Select “UI Permissions” “GROUP_CHECKOUT_ALLOWED” from the dropdown and click “Update” button.

Create supplier companies

The screenshot displays the SAP Admin interface for creating a new company. The left sidebar lists various configuration options, with 'Companies' highlighted. The main content area, titled 'Create Company', features several input fields: 'Name *', 'Description', 'Industry' (dropdown), 'Time Zone' (dropdown), and 'Type *' (dropdown). Below these fields is a note: '* Demo company comes with predefined users'. At the bottom of the form is a toggle switch for 'Create Person for Every User' currently set to 'Off'. A 'Save' button is located at the bottom right of the form. To the right of the form is an 'Info' box with the text: 'Company stores information about your company. One account can contain many companies.'

- Login to the Admin module of FSM as an administrator.
- Select Companies → Create and enter supplier company details in the Create Company screen.
- Make sure the name field contains the AN ID of the supplier.
- Enter the name of the supplier company in the description field.
- Enter all other relevant details.

Streaming API setup for Company

 Admin

ACMEIndustries / AN02000000182

←

Email Addresses

Email Messages

Email Templates

Push Notifications

Streaming API

Streaming errors

FSM Connector

FSM Connector Errors

SMS Messages

Current configuration

Streaming enabled

Extended Logs enabled

Streaming Url

Auth method

Auth user

Auth password

Streaming Object Types

Should include whole resource Object

Change Date Time

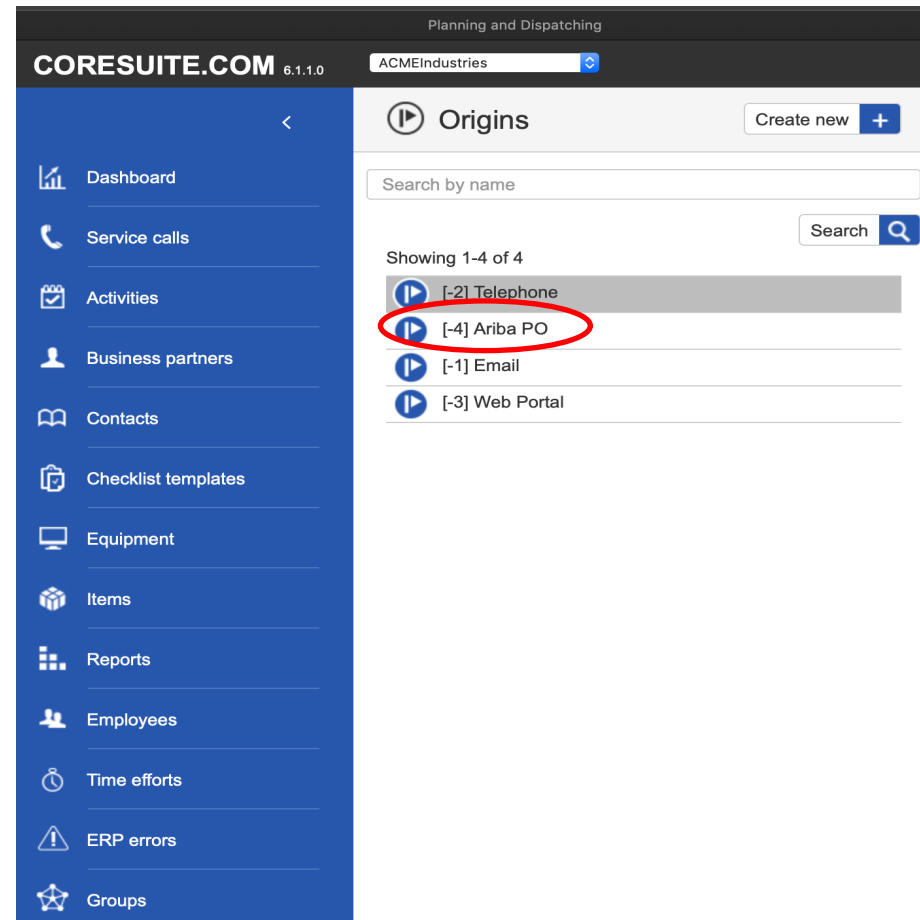
Last Modified By

Errors

Edit

Delete

Origins setup



Map status Technically Complete

The screenshot shows the SAP Planning and Dispatching settings interface. The left sidebar contains navigation options: Project Planner, Dispatching Board, Service Map, Service Calls, Activities, Skills, Time and Material Journal, and Settings. The 'Settings' section is expanded, showing 'General settings' as the selected option. The main content area is divided into three columns: 'Service call mappings', 'Default settings', and 'Activity settings'. The 'Service call mappings' column is highlighted with a red box. It contains a table with the following data:

Service call status	ERP status
Ready to plan	Ready to plan
Technically complete	Technically Complete
Cancelled	-
T&M Journal locked	-

The 'Default settings' column contains a table with the following data:

Default setting	Value
Default status	Ready to plan
Default origin	Web Portal
Default call type	-
Default problem type	-
Default priority	MEDIUM

The 'Activity settings' column contains a table with the following data:

Activity setting	Value
Travel time	-

The 'Dispatcher reminders' section is visible at the bottom of the screen. It contains a table with the following data:

Service call type	Reminder
Warranty	Make sure the equipment is still under warranty
Maintenance	Review if maintenance is included in customer contract


- In order to change the status of a service call to Technically Complete from the service call list view, the status value named 'Technically Complete' has to be mapped to the correct value.
- Login to the 'Planning and Dispatching' module of FSM as an administrator.
- Navigate to Settings → General Settings → Service Call Mappings.
- The default value mapped to status Technically Complete is 'Closed'.
- Edit and change the mapping of status named 'Technically Complete' to 'Technically Complete' instead of 'Closed'.
- This status mapping has to be done for each company.

Create Users

The screenshot shows the SAP Admin interface for creating a new user. The top navigation bar includes the SAP logo, 'Admin', and user information 'DE' and 'shell-d2/sganesan'. A sidebar on the left lists various administration options: Account, Companies, Subscriptions, User Groups, User Roles, Users (highlighted), Clients, External Access, SAML Configuration, Session Configuration, Password Policy, Data Subjects, Personal Data, and Authentication Events. The main content area is titled 'Create User' and contains several input fields: 'Name *', 'Email', 'Password *', 'First Name', and 'Last Name'. Below these fields is a toggle switch for 'Create Persons in Companies' set to 'Off'. At the bottom right of the form is a 'Save' button with a back arrow. An 'Info' box on the right states: 'User represents a single person which can access data. One account can contain many users.'

- Login to the administration module of FSM as an administrator.
- Select Users → Create to create new users in the New create users screen.
- Enter details such as name, password, role and other relevant details.

Create Users

User Groups		
AN01055321248-T	no access	
AN01439279631-T	no access	
AN01056745876-T	Dispatcher (pre-configured)	
AN01438933624-T	no access	
AN01047610978-T	no access	

Persons		
AN01055321248-T	no access	
AN01439279631-T	no access	
AN10102020200	sildy.augustine	
AN10102020201	sildy.augustine	
AN01047610978-T	no access	

- Edit the user to map the user to relevant user group and company.
- The user group determines the access rights to the FSM modules and screen elements.
- Examples of user groups are Dispatcher, Service Technician, Admin.
- The Persons section determines the companies the user is mapped to.

SAP Ariba and SAP Fieldglass

Follow us



www.sap.com/contactsap

© 2020 SAP SE or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP SE or an SAP affiliate company.

The information contained herein may be changed without prior notice. Some software products marketed by SAP SE and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP SE or an SAP affiliate company for informational purposes only, without representation or warranty of any kind, and SAP or its affiliated companies shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP or SAP affiliate company products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

In particular, SAP SE or its affiliated companies have no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation, and SAP SE's or its affiliated companies' strategy and possible future developments, products, and/or platforms, directions, and functionality are all subject to change and may be changed by SAP SE or its affiliated companies at any time for any reason without notice. The information in this document is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, and they should not be relied upon in making purchasing decisions.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP SE (or an SAP affiliate company) in Germany and other countries. All other product and service names mentioned are the trademarks of their respective companies.

See www.sap.com/copyright for additional trademark information and notices.