



SAP Ariba 

# Feature at a Glance

**Ariba Network integration with SAP Field Service Management with a single-tenant crowd architecture**

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CONFIDENTIAL

THE BEST RUN 

# Feature at a Glance

Ease of implementation  Some complexity  
Geographic relevance  Global

## Introducing: Ariba Network integration with SAP Field Service Management with a single-tenant crowd architecture

### Customer challenge

Buyer companies would like to digitalize the proof of service activity using SAP Field Service Management via a single tenant crowd architecture to leverage the capabilities and technical advantages offered by this architecture.

### Meet that challenge with **SAP Ariba**

Buyers can now integrate Ariba Network with SAP Field Service Management with a single tenant crowd architecture in order to create service calls out of purchase order service items and to attach completed service calls as proof of service to service sheets.

### Experience key benefits

Leverage the capabilities and technical advantages offered by SAP Field Service Management with a single tenant crowd architecture.

### Solution area

Ariba Network

### Implementation information

This feature is **automatically on** for all customers with the applicable solutions and is ready for immediate use.

### Prerequisites and Restrictions

Buyer admin must enable and configure **Proof of service using SAP Field Service Management** and **Support SAP Field Service Management integration for individual buyer cloud account**.

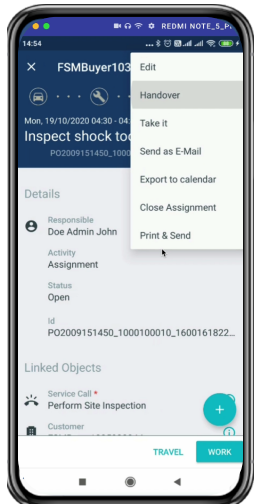
The integration assumes that SAP Field Service Management is configured with the single tenant crowd architecture ([link to documentation](#)).

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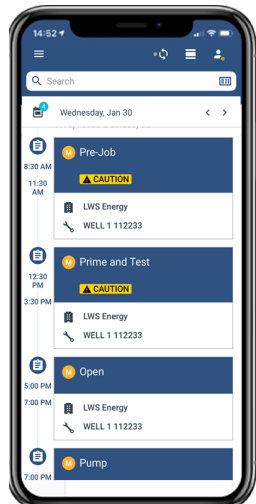
Introducing: **Ariba Network integration with SAP Field Service Management with a single-tenant crowd architecture**



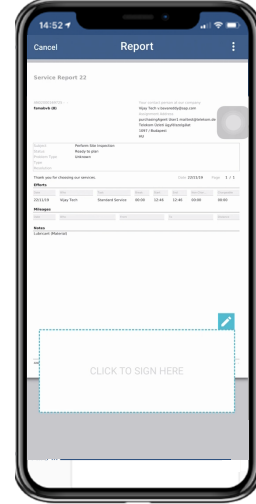
Create service call (proof of service) from order service item or outline item



Mobile activity assignment / handover to technician / contractor by supplier supervisor



Mobile field service and field data capture by supplier technician / contractor (on and offline)



Activity report PDF generation by supplier technician / contractor

Automatically attach completed service call report to service sheet as proof of service

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### Prerequisites

Buyer admin must enable and configure **Proof of service using SAP Field Service Management** and **Support SAP Field Service Management integration for individual buyer cloud account**.

SAP Field Service Management must be configured with the single tenant crowd architecture. See this section of the SAP Field Service Management documentation <https://docs.coresystems.net/crowd/configure-single-tenant-crowd.html> for more information on this architecture.

Refer to the Knowledge Base Article **Enabling the integration of SAP Field Service Management and Ariba Network** (direct link: <https://support.ariba.com/item/view/186491>) for more information on configuration and to the configuration document which is included in the release readiness resources and also linked from this article.

Refer to the Ariba Network documentation for more information on proof of service using SAP Field Service Management:

- For Buyers: **Proof of service** in the **Ariba Network buyer administration** guide (direct link: <https://help.sap.com/viewer/5c0bdb0caa3042a288b3a1fb83b2fb1e/cloud/en-US/86c0b83ecf834db18cdef9f1eb5a0660.html>)
- For Suppliers: **Topics about proof of service** in the **Receiving and fulfilling orders** guide (direct link: <https://help.sap.com/viewer/45abc7c531754929a19c6a844bd5d6ec/cloud/en-US/00fdad1e3c414c8a9aea472bdb3fb531.html>)

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