



## Logica Solution Powers Online Ordering

**Solution:** Customer Extranet with Online Sales Order Forms

**Solution Overview:** Customer Extranet with online InfoPath order form to place orders. In-situation context aware pre-population of text fields and dropdown lists controlled by SAP security and SharePoint workflows. Exposure of customer base data and order status.

**Partner Name:** Logica

**Partner Name:** [www.logica.com](http://www.logica.com)

**Partner Size:** 42,000 employees

**Country or Region:** World wide

**Industry:** Professional services

**Partner profile:** Logica is a global professional services and outsourcing firm. Global focus on Microsoft and SAP based solutions.

### Software and Services:

- Duet Enterprise for Microsoft SharePoint 2010 and SAP
- Microsoft SharePoint Server 2010
- Microsoft Office
- Microsoft InfoPath
- SAP ERP
- SAP NetWeaver

For more information about Duet Enterprise, go to:

[www.duet.com](http://www.duet.com)

[www.microsoft.com/Duet](http://www.microsoft.com/Duet)

[www.sap.com/duetenterprise](http://www.sap.com/duetenterprise)

“The benefit to the customer is that they can make optimal use of investments already made. Now customers can have a platform or framework where they can use their SAP information in a much more flexible way. In this case, we are giving our customers a much faster and secured self-service ordering process.”

Thomas Andersen, Duet Enterprise Lead, Logica

The Online ordering extranet provides a unique solutions based on Duet Enterprise for Microsoft SharePoint 2010 and SAP to demonstrate how two unique technologies complement each other to bring greater value to both customers and employees. This solution shows the capabilities of using Duet Enterprise to leverage the full potential of their Microsoft and SAP platforms and deliver what the business needs when needed.

### Business Needs

At some large companies, customer orders are processed through spread sheets that customers send to their sales representative by email. Fulfilment must manually enter order information from spread sheets into SAP systems, which can result in errors with customers' orders. In addition, fulfilment may not receive an email with a customer order, which results in confusion and delays.

Customers have no way to validate and track their orders, and no way to view their order history.

With the Customer Extranet Sales Order Form, customers can enter orders in an online form where they can choose from pre-populated options, so they are less likely to fill out item information incorrectly. Customers can also save and

edit orders before they submit for final purchase. When a customer submits an order, fulfillment can confirm the order and place it in a queue to be processed. Customers can view their order status through a company's extranet, and they can also review their order history, which makes it easier for them to place future orders.

## Solution

Provide enhanced self-service capabilities through a SharePoint 2010 based customer extranet with integrated InfoPath forms to support online sales orders.

The solution leverages the strength of SharePoint, InfoPath and workflows to provide an easy to use solution to place sales orders in SAP.

Key components:

- Personalized access
- Dynamic and pre-populated forms with integration to SAP Workflows
- Personalized access to view / edit base data
- View order status and order history

## Benefits

### Usability and personalization

Enable customers to configure orders quickly and easily to meet their needs:

- Personalized access for all users based on rights and roles in SAP
- Add other relevant data
- Easy to use

Item no	Product no	Destination no	Volume	Pack	Requested delivery	Comments	Delivery Date
100	EN2-83475	US-FL	100	Liquid	4/29/2011		
200	1-4875-QJH	US-FL	50	Solid	4/23/2011		
300	1-4875-QJH	US-FL	30	Liquid	5/13/2011		

### Data validation and error handling

Reduce errors due to manual order placement and lost or overlooked orders

- Pre-populated forms with data from SAP
- Build-in data validation in InfoPath → all data is validated when submitted to SAP
- Only data that you have access to is available

### Roles and well known tools

Process orders as soon as the customer initiates them and fulfils orders quickly.

- Build-in workflow and notification for all elements
- All data is available for relevant users
- Office integration – Outlook

### Order History

View order status and order history for customers

- View real-time status on orders
- Search in order in history