



CUSTOMER

SAP Self-Service Accelerator for Utilities by SEW

Overview and Integration Guide

Version 2109 release

TABLE OF CONTENTS

DOCUMENT HISTORY	4
HOW TO USE THIS GUIDE	5
KEY DEFINITIONS	6
Module	6
External System	6
INTEGRATIONS FOR SSA BUSINESS SCENARIOS	7
INTRODUCTION TO SSA	8
My Account	9
Key Business Scenarios	9
Primary Integrations	9
Usage	11
Key Business Scenarios	11
Primary Integrations	11
Compare	12
Key Business Scenarios	12
Primary Integrations	12
Billing	13
Key Business Scenarios	13
Primary Integrations	13
Notifications	14
Key Business Scenarios	14
Primary Integrations	14
Connect Me	14
Key Business Scenarios	14
Primary Integrations	14
Additional Integrations	14
Service	15
Key Business Scenarios	15
Outage	15
Key Business Scenarios	15
Primary Integrations	15
Energy Efficiency/Conservation	16
Key Business Scenarios	16
Primary Integrations	16
Footprint	16
Key Business Scenarios	16
Primary Integrations	16
APPLICATION BASED INTEGRATIONS FOR SSA SCENARIOS	17
SAP S/4HANA	17
Integration Scenarios	17
Direct Web service call to SAP ISU/CRM	17

OData service through SAP Gateway to ISU/CRM 18

SAP MCF(Multichannel Foundation for Utilities) 18

SAP OData service through SAP PO (Process Orchestration) 19

SAP OData service through SAP CPI (Cloud Platform for Integration) 19

SAP Service Cloud (Cloud for Customer) 20

Integration Scenarios 20

Primary Integrations 20

SAP Customer Data Cloud 21

Integration Scenarios 21

Primary Integrations 21

DOCUMENT HISTORY

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3.0	2020-08-01	Integration Guide SSA 2109 Release
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Feedback

We'd really like to know what you think of the quality, structure or content of this guide. Please send your feedback to us at productfeedback@sew.ai

HOW TO USE THIS GUIDE

This guide provides you with information about integrating SAP CX Self-Service Accelerator for Utilities (SSA) Platform with external systems.

- **Software Modules and Business Scenarios**

Get a high-level overview of the functional and business scenarios enabled by specific modules of the SSA platform.

- **Integration Scenarios**

Get an overview of the available integrations with SSA Platform. It should guide you through all the required steps for a successful integration with an external system.

- **Integration Services and Schedulers**

Find all services available for importing data into SSA Platform. The overview table lists the integration services available for each entity type. The Recommended Service column indicates which service we recommend you use, including links to detailed information.

- **Integration Technologies**

Find a list of technologies that are used to integrate with SSA Platform.

KEY DEFINITIONS

Module

A module represents a standalone program with specific set of capabilities. One or more modules can collectively enable a business scenario. A single module can contain one or more features, which can be enabled to achieve key business objectives. One or more modules may be required to work together to achieve a business process.

Note

You can use a module only if it is active in your system.

Modules that are active in your system will only work if you have the required licenses and the integration to the corresponding application is implemented.

If you want to activate a module, contact SEW.

External System

An external system refers to services and data that are not managed by SSA. These are systems managed by an enterprise on-premise or in a datacenter, such as CIS, or could be 3rd party services such as payment gateways. Integration of SSA Platform with external systems can be achieved by using integration scenarios, which are pre-delivered packages, or by using integration services, such as public APIs.

Furthermore, communication scenarios are technical references used to enable the integration of SSA Platform with external systems. A communication arrangement describes a communication scenario with a remote system during configuration time and provides the necessary metadata for service configuration.

INTEGRATIONS FOR SSA BUSINESS SCENARIOS

The SSA platform includes the following customer-facing modules. These modules are self-contained and can individually be integrated with external systems upon configuration of standard integration services.

The table below provides a high-level description of the SSA modules and assumptions about master data, or the source of truth. SSA offers pre-built integration services to modules that have IS-U as the CIS data.

Module	Description	Integrations (*: Required)
Account	The "Account" module allows the utility customer to manage their profile, communication preferences, and contact information in the web portal and the mobile app.	IS-U/S/4HANA* SAP Customer Data Cloud
Usage	The Usage module provides the utility customer the visibility to their electric and gas usage and cost using chart displays for different periods.	IS-U/S/4HANA* Meter Data Management
Billing	The Billing module allows the utility customer to manage billing and payments functions online.	IS-U/S/4HANA* Payment Processor/Gateway Document Management (Bill pdf)
Notifications	The Notifications module provides a central view of all notifications exchanged between the customer and the utility.	Email* Text Voice Services
Connect Me	The Connect Me module provides a single click option for the customer to contact utility customer service via the mobile app, text message, phone, and email.	IS-U/S/4HANA*
Compare	The Compare module displays the customer's electric and gas usage compared with other similar customers.	IS-U/S/4HANA
Outage	The Outages module provides the utility customer a web portal and mobile capability to view current and planned outages as well as communicate with the utility customer service for outage related notifications.	Outage Management System*
Ways 2 Save (Efficiency)	The Ways 2 Save Efficiency/Conservation module displays the utility energy efficiency programs, rebates and savings tips with ability for the customer to view and enroll these programs using any device.	
Service	The Service module enables utility customers to enter and log customer service requests, including move in, move out, and service transfer.	IS-U/S/4HANA
Energy Footprint	This module allows the utility to promote business partners for energy efficiency and other utility programs as well as community initiatives.	None

INTRODUCTION TO SSA

Self Service Accelerator (SSA) is a digital customer engagement platform designed to offer convenience and control to you (Utility) and your customers to access data anytime, anywhere, and on any device (phone, tablet, computer) all while keeping things simple and user-friendly. This solution provides personalized self-service capabilities to utility customers through a single integrated mobile and web platform and simplifies utility-customer interactions for a better customer experience. SSA helps you to have real-time two-way communication with your Utility, manage your Utility account, view your usage, view personalized recommendations for saving energy or water, and save money on your bill.

You can use SSA on the web or your mobile device (iPhone, iPad, Android, or tablet). SSA SCP includes the following modules:

Module name	Description
My Accounts	Allows you to view and update customer profiles, update home/business details and payment information, manage multiple accounts, add guest user, and set notification preferences. For more information, refer to Maintaining Your Account .
Billing	Displays current and historical bills, pay bills online, raise queries, set budgets, enroll for auto payment, and level your monthly spending on utility bills. For more information, refer to Maintaining Your Bills .
Usage	Usage displays graphs and charts illustrating consumption, historical comparisons, projected generation, and current rates. Compare option allows you to compare your consumption with self-usage, zip average, and Utility average consumption. For more information, refer to Managing Your Usage .
Notifications	Establishes communication between customers and Utility through emails. For more information, refer to Viewing Notifications .
Outages	Displays current and planned outages, enables customers to report outages, and manage outage notifications. For more information, refer to Viewing Outages .
Connect Me	Provides social network connectivity and enables you to send messages directly to the Utility. For more information, refer to Contacting Utility .
Service	Enables you to raise service requests to the Utility when you face issues with your connection, such as when you move to a new home or a new place or when you need to get your meter repaired or changed. For more information, refer to Raising Service Request .
Efficiency	Allows you to: • View and enroll in Utility rebates/programs • View saving/education tips along with recommendations • Set saving goals For more information, refer to Managing Energy Efficiency .
Smart Home	Allows you to remotely manage and control home appliances and HVAC systems. For commercial customers, this module is known as Smart Building. For more information, refer to Managing Home/Building Remotely .
EV	Allows you to view electric vehicle (EV) information and charging station locations with details. For more information, refer to Managing Electric Vehicle .

My Account

Key Business Scenarios

The “My Account” module allows the utility customer to manage their profile, communication preferences, and contact information in the web portal and the mobile app. The customers can see all their accounts in a single sign-on view and set preferences for each account. Specifically, the customers can:

- View and manage their account information including contact details
- Add multiple customer accounts
- Set-up notification preferences by selecting the notification type and delivery channels including SMS text, IVR dialer, email, and mobile push alerts with the ability to add, delete, and update the contact information for each notification type and channel
- Configure dashboard view and application theme with giving user defined names for easy identification
- Opt in/Opt out of notifications events and configure preferred time and frequency for these notifications
- Manage E- Billing/Paperless Billing preferences
- Set budget limit to receive real time alerts on energy consumption
- Manage language preferences to view information in multiple languages
- Add and manage payment accounts for bill payment
- Set Marketing Preferences to subscribe for utility communications
- Fill a home profile survey
- Give access of account to others as Guest User
- Download your Personal Information
- Request to delete your profile
- Manage and view your orders (Commodity & Non-Commodity)

Primary Integrations

The main integration services and entities that apply to this scope item are listed below.

Interface Name	Type	Existing/ New/Enhanced	Entity Name
API_BP_KEY_MAPPING/to_BusinessSystem	OData Service – BP MDI	Existing	Get Business Systems
API_BP_KEY_MAPPING/to_BPCustomerMapping	OData Service – BP MDI	Existing	Get Business Partner key mapping
API_BUSINESS_PARTNER/BusinessPartner	OData Service – BP MDM	Existing	Get S4 Business Partner
API_BUSINESS_PARTNER/BusinessPartner/to_Customer	OData Service – BP MDM	Existing	Get Customer details
API_BUSINESS_PARTNER/BusinessPartner/to_AddressInformation	OData Service – BP MDI	Existing	Get Address ID
API_BUSINESS_PARTNER/BusinessPartner/to_Person	OData Service – BP MDI	Existing	Get Person details
API_BUSINESS_PARTNER/BusinessPartner/to_Bank	OData Service – BP MDI	Existing	Get Bank details
API_BUSINESS_PARTNER/AddressInformation/to_Address	OData Service – BP MDI	Existing	Get postal address
API_BUSINESS_PARTNER/Address/to_PostalAddress	OData Service – BP MDI	Existing	Default Postal address

Interface Name	Type	Existing/ New/Enhanced	Entity Name
API_BUSINESS_PARTNER/Address/ to_LandlinePhone	OData Service – BP MDI	Existing	Landline Phone
API_BUSINESS_PARTNER/Address/ to_MobilePhone	OData Service – BP MDI	Existing	Mobile Phone
API_BUSINESS_PARTNER/Address/ to_Email	OData Service – BP MDI	Existing	Email address
API_BUSINESS_PARTNER/to_Addr essInformation	OData Service – BP MDI	Existing	Address with Address ID
ERP_UTILITIES_UMC- AccountBalance	UMCERP01	Existing	AccountBalance
ERP_UTILITIES_UMC-AccountType	OData Service – MCF Add on	Existing	AccountType
ERP_UTILITIES_UMC-AddressType	UMCERP01	Existing	AddressType
ERP_UTILITIES_UMC-BankAccount	OData Service – MCF Add on	Existing	BankAccount

Usage

Key Business Scenarios

The Usage module provides the utility customer with visibility into their electric and gas usage and cost using chart displays for different periods. Specifically, the Utility customers can:

- View electric and gas meter data – monthly, seasonal, daily, and hourly/15-minute intervals for up to last 13 months with weather overlays
- Access historical usage and spending for all service accounts associated with the user
- View aggregated as well as individual meter consumption associated with their service accounts
- View electric and gas consumption in different usage units of measure and cost (dollars)
- View projected electric and gas usage for the next period
- View projected next bill amount
- Download usage data in Excel, CSV, and PDF format
- Enable Green Button Download and view usage data in XML format
- Solar Generation: View net or separate (usage vs. generation) energy consumption in kWh and dollars and projected generation based on weather data
- View consumption during Demand Response program vs. Projected consumption for the same period
- Connect with Vendors to send over your Usage data as part of Green Button Connect
- Connect your profile or create a new one with Energy Star to get Energy Score

Primary Integrations

The main integration services and entities that apply to this scope item are listed below. Refer to section 6.1 S/4HANA with MCF and SSA Prebuilt services for a complete list of pre-built SSA services.

Interface Name	Type	Existing/ New/Enhanced	Entity Name
ERP_ISU_UMC-Contract	OData Service – MCF on S/4HANA	Existing	Contract
ERP_ISU_UMC-ContractAccount	OData Service – MCF on S/4HANA	Existing	ContractAccount
ERP_ISU_UMC- ContractConsumptionValue	OData Service – MCF on S/4HANA	Existing	ContractConsumption
ERP_ISU_UMC-Device	OData Service – MCF on S/4HANA	Existing	Device
ERP_ISU_UMC-FutureMeterReading	OData Service – MCF on S/4HANA	Existing	FutureMeterReading
ERP_ISU_UMC- MeterReadingCategory	OData Service – MCF on S/4HANA	Existing	MeterReadingCategory
ERP_ISU_UMC-MeterReadingNote	OData Service – MCF on S/4HANA	Existing	MeterReadingNote
ERP_ISU_UMC- MeterReadingReason	OData Service – MCF on S/4HANA	Existing	MeterReadingReason
ERP_ISU_UMC-MeterReadingResult	OData Service – MCF on S/4HANA	Existing	MeterReadingResult
ERP_ISU_UMC-MeterReadingStatus	OData Service – MCF on S/4HANA	Existing	MeterReadingStatus

Compare

Key Business Scenarios

The Compare module displays the customer's electric and gas usage compared with other similar customers. Specifically, the utility customers will be able to:

- Self-compare their electric and gas use for past 12 months with their historical use pattern
- Compare their electric and gas use with similar households/businesses

Primary Integrations

The main integration services and entities that apply to this scope item are listed below

Interface Name	Type	Existing/ New/Enhanced	Entity Name
ERP_ISU_UMC-Contract	OData Service – MCF Add on	Existing	Contract
ERP_ISU_UMC-ContractAccount	OData Service – MCF Add on	Existing	ContractAccount
ERP_ISU_UMC- ContractConsumptionValue	OData Service – MCF Add on	Existing	ContractConsumption
ERP_ISU_UMC-Device	OData Service – MCF Add on	Existing	Device
ERP_ISU_UMC-FutureMeterReading	OData Service – MCF Add on	Existing	FutureMeterReading
ERP_ISU_UMC- MeterReadingCategory	OData Service – MCF Add on	Existing	MeterReadingCategory

Billing

Key Business Scenarios

The Billing module allows the utility customer to manage billing and payments functions online. Specifically, the Utility customers can:

1. View current balance and bill details including all services and accounts covered in the customer's bill consistent with the billing configuration of the CIS system
2. Make one-time payment or setup scheduled payments using ACH, credit card, and debit card
3. Store bank details/payment card details for recurring (automatic) payments and set preferred date of payment.
4. View their account history including bills posted and payments made on their account for last 13 months.
5. Download a copy of their historical bills in PDF format for 12+ months
6. Connect with the utility to raise billing or payment related queries
7. View utility payment locations to make payments in person

Primary Integrations

The main integration services and entities that apply to this scope item are listed below. Refer to section 6.1 S/4HANA with MCF and SSA Prebuilt services for a complete list of pre-built SSA services.

Interface Name	Type	Existing/ New/Enhanced	Entity Name
ERP_UTILITIES_UMC-Invoice	UMCERP01	Existing	Invoice
ERP_UTILITIES_UMC-InvoicePDF	OData Service – MCF Add on	Existing	InvoicePDF
ERP_UTILITIES_UMC-PaymentCard	OData Service – MCF Add on	Existing	PaymentCard
ERP_UTILITIES_UMC- PaymentDocument	UMCERP01	Existing	PaymentDocument
ERP_UTILITIES_UMC- PaymentDocumentItem	OData Service – MCF Add on	Existing	PaymentDocumentItem

Notifications

Key Business Scenarios

The Notifications module provides a central view of all notifications exchanged between the customer and the utility. Specifically, the customers will be able to:

- View all notifications, alerts received from the utility
- Select and respond to a notification
- View responses to the notifications sent by the customer to the utility

The notification/alert types include:

- Updates to contact information
- Updates to notification preferences – Opt-in and Opt-out
- Billing and Payment Alerts and Reminders
- High Energy/Alerts
- Outage Notifications
- Service Request Status
- Demand Response alerts and notifications
- Leak & Theft Alerts
- Ad hoc messages to selected customers

Primary Integrations

SSA can send multichannel notifications with Email, Text, Messenger, In-App Push and Voice notifications. Selected channels are preconfigured at the time of installation. The table below lists the standard set of notifications that are available as predefined types in the platform. Note: Email, Text and Voice notifications have additional cost implications, hence are determined before installation.

Connect Me

Key Business Scenarios

The Connect Me module provides a single click option for the customer to contact the utility customer service via the mobile app, text message, phone, and email. Specifically, the customers will be able to:

- View all utility customer service contact options based on request type on the Mobile app and within the portal
- Choose contact requests / reason related to outage, billing, programs, payments etc.
- Save the requests as draft
- Review requests before final submission
- Track raised requests using Tracking ID
- Send a message to the utility customer service desk and receive responses in real time
- View all the utility's social media accounts (on Twitter, Facebook, Instagram, and YouTube) for updates in one view within the portal and the mobile app

Primary Integrations

SSA is pre-integrated with Social Media platforms such as Twitter, Facebook, Instagram and YouTube. The Social Media accounts can be configured in the Customer Service Portal.

Additional Integrations

SSA is preconfigured as a mashup in SAP Service Cloud to enable customers to get help from a utility agent. Through this integration, the SSA Customer Service Portal (CSP) is available as a tab in C4C, so the agent can see the Customer360 details and interactions of the customer who has an inquiry.

Service

Key Business Scenarios

The Service module enables utility customers to enter and log customer service requests, including move in, move out, and service transfer. Specifically, the customers will be able to:

- Submit self-service requests online and on mobile
- Request for turn-on, transfer, and turn-off utility services
- Request for account verification documents
- Request for service transfer from existing premises to new premises
- Submit a complaint
- Save the requests as draft
- Review requests before final submission
- Track raised requests using Tracking ID
- Receive Notifications on Service Requests

Automate self-service process with service-based integration and auto creation of requests in CIS system.

Outage

Key Business Scenarios

The Outages module provides the utility customer a web portal and mobile capability to view current and planned outages as well as communicate with the utility customer service for outage related notifications. Specifically, the customers will be able to:

- View a map displaying all current and planned outages along with the impacted area, incident description, and current reported status
- Enroll in and receive individualized notifications for the outages that impact the customer
- Report an outage from the portal or using the mobile app.
- Apply Weather overlay to see impacts for weather on service disruption

Primary Integrations

SSA integrates with leading Outage Management Systems/Network Management Systems to receive real-time information about current and planned outages. This integration is via APIs that are exposed by the OMS and follow a standard JSON or SOAP format.

Energy Efficiency/Conservation

Key Business Scenarios

The Efficiency/Conservation module displays the utility energy efficiency programs, rebates and savings tips with ability for the customer to view and enroll these programs using any device. Specifically, the utility customers will be able to:

- View rebates and programs available
- View personalized savings and educational tips based on customer profile
- Apply for rebates and programs by completing and submitting an electronic form
- Gamification/Goal Setting: Set annual goals and track energy savings based on specific pledges and actions
- View Demand Response enrollment status and savings that have been made
- Track application status for submitted applications
- View home energy and water report (updated monthly)
- Conduct online home energy audits
- View and enroll in Energy Assistance Programs
- Marketplace-
 - View energy efficient appliance and service catalog
 - Purchase energy efficient appliances

View pricing and purchase options for online shopping using retailer integration

Primary Integrations

SSA offers Energy Efficiency Program Management capabilities in the platform.

Footprint

Key Business Scenarios

This module allows the utility to promote business partners for energy efficiency and other utility programs as well as community initiatives.

Primary Integrations

None

APPLICATION BASED INTEGRATIONS FOR SSA SCENARIOS

SAP S/4HANA

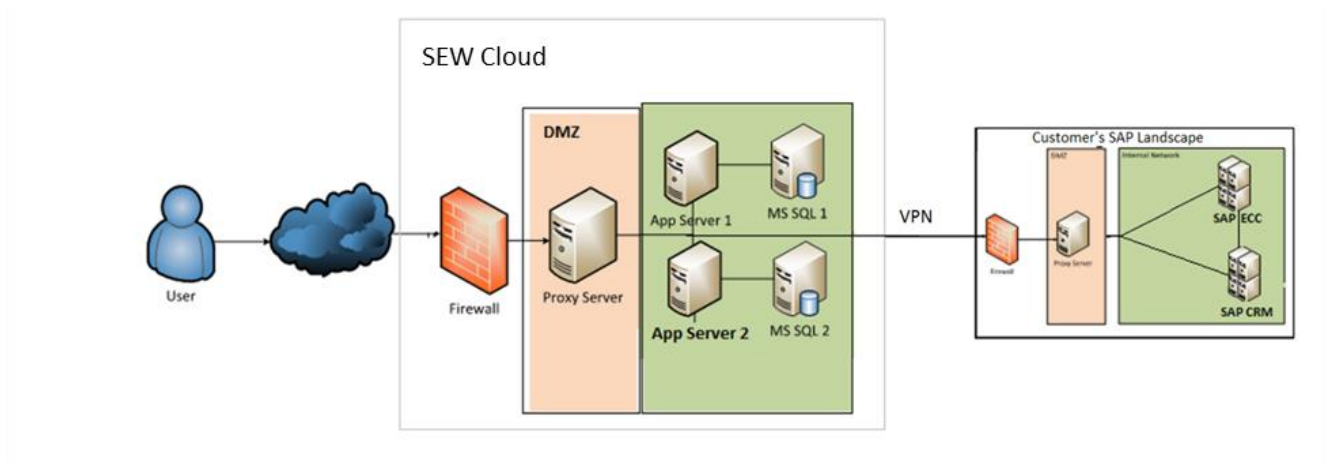
Integration Scenarios

SSA offers the below pre-built integration with SEW. Customer can select any of the below approaches based on the customer's system landscape.

Direct Web service call to SAP ISU/CRM

SSA offers Pre-Built Integrations with SAP ISU/CRM using a web service that calls standard SAP API (BAPI/RFC). All Web services are based on HTTP protocols.

This method does not require any additional servers/hardware to be set up. There is no additional configuration required in backend systems.

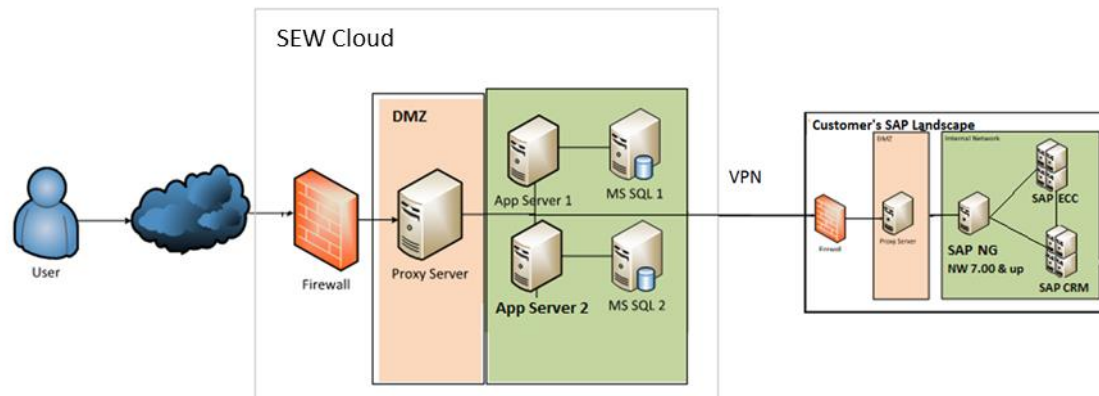


OData service through SAP Gateway to ISU/CRM

SSA offers Pre-Built Integrations with SAP ISU/CRM using OData services. OData works on core protocols like HTTP and commonly accepted methodologies like REST. The result is a uniform way to expose full-featured APIs.

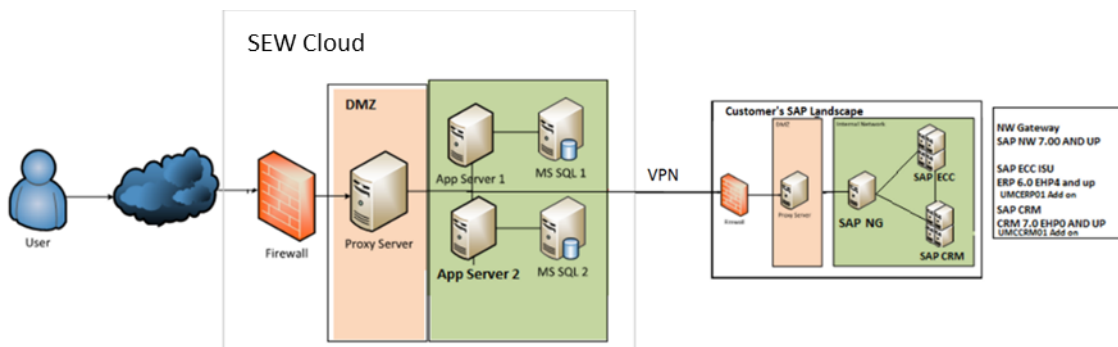
This approach requires the installation and configuration gateway server for OData service consumption. Also gateway configuration is required in ECC and CRM.

Benefit of SAP Gateway: It empowers users with secure, personalized solutions that leverage and extend your existing SAP infrastructure, all with security, robustness, agility, and efficiency. SAP Gateway lets you meet the changing needs of your business at the speed of business by enabling People agility, System agility, and Process agility.



SAP MCF(Multichannel Foundation for Utilities)

SSA offers Pre-Built Integrations with MCF OData services. This approach requires building a Gateway server, and installation and configurations of MCF Add on components in Gateway, ECC, and CRM systems.

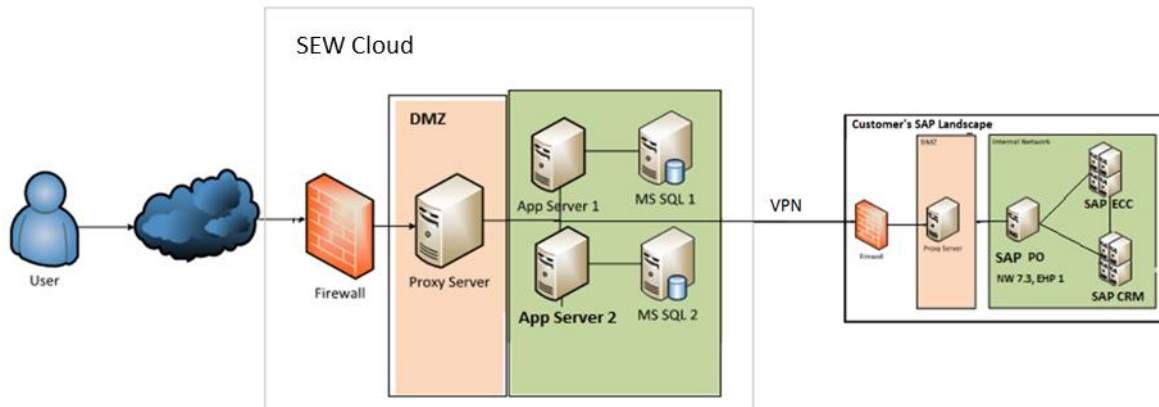


SAP OData service through SAP PO (Process Orchestration)

SSA offers Pre-Built Integrations with SAP PO using OData adapter. OData works on core protocols like HTTP and commonly accepted methodologies like REST. The result is a uniform way to expose full-featured APIs.

This approach requires SAP PO platform, OData Adapter configuration and gateway configuration in ECC, CRM.

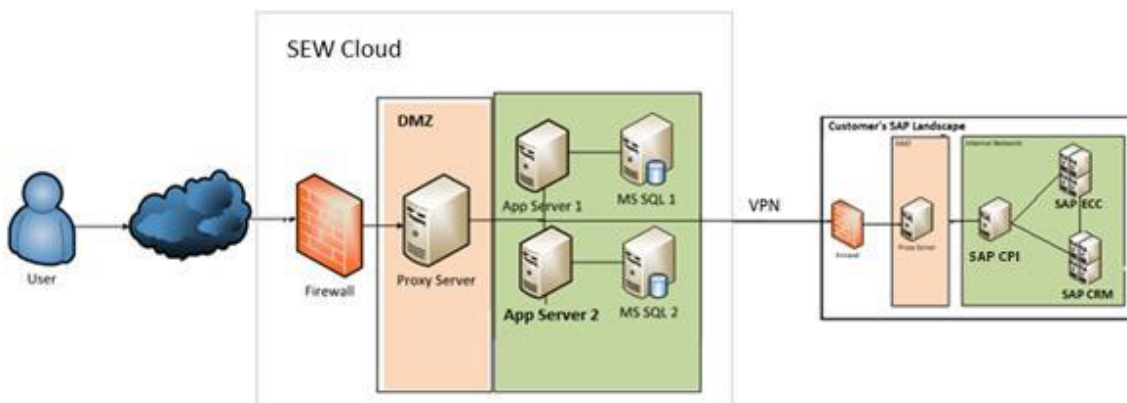
Please note: This is SSA's least recommended option. Use this integration option if the Utility only has SAP PO.



SAP OData service through SAP CPI (Cloud Platform for Integration)

SSA offers Pre-Built Integrations with SAP CPI using OData adapter. OData works on core protocols like HTTP and commonly accepted methodologies like REST. The result is a uniform way to expose full-featured APIs.

This approach requires SAP CPI platform, OData Adapter configuration, and gateway configuration in ECC, CRM.



SAP Service Cloud (Cloud for Customer)

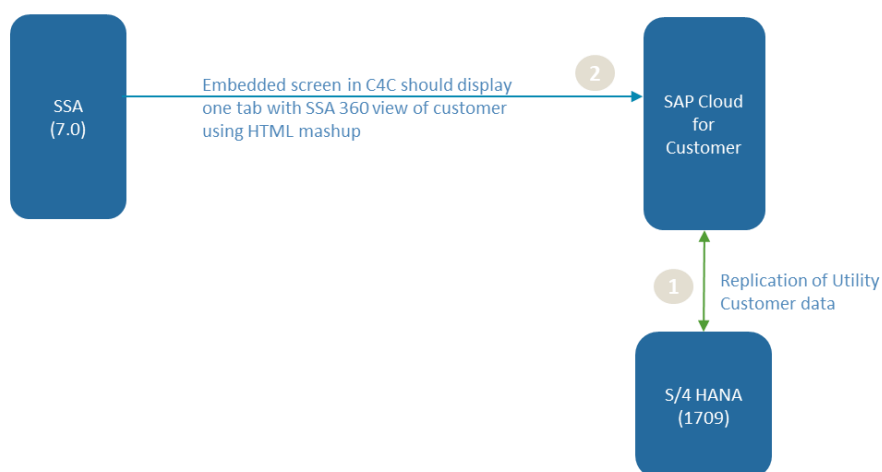
Integration Scenarios

The primary goal of this integration is to improve the utility customer experience for low and high-touch inquiry, allowing the utility to better engage with the customer in real time and complete details like Business Partner, Contract Account, devices, Invoices etc. about the customer. The key scenarios prebuilt into this integration are:

- Utility customer in Self-Service Accelerator launches chat session
- Utility customer in Self-Service Accelerator submits a ticket in C4C
- Utility customer in Self-Service Accelerator launches co-browsing session with Utility CSR
- Utility customer in Self-Service Accelerator submits/views/updates a service ticket creating a request in C4C
- Utility customer views the status of the request in Self-Service Accelerator

The schematic below describes the integration scenarios:

SSA integration scenarios with C4C



Integration scenarios:

1. Replication of Utility Customer data
2. Embedded screen in C4C should display one tab with SSA 360 view of customer using HTML mashup

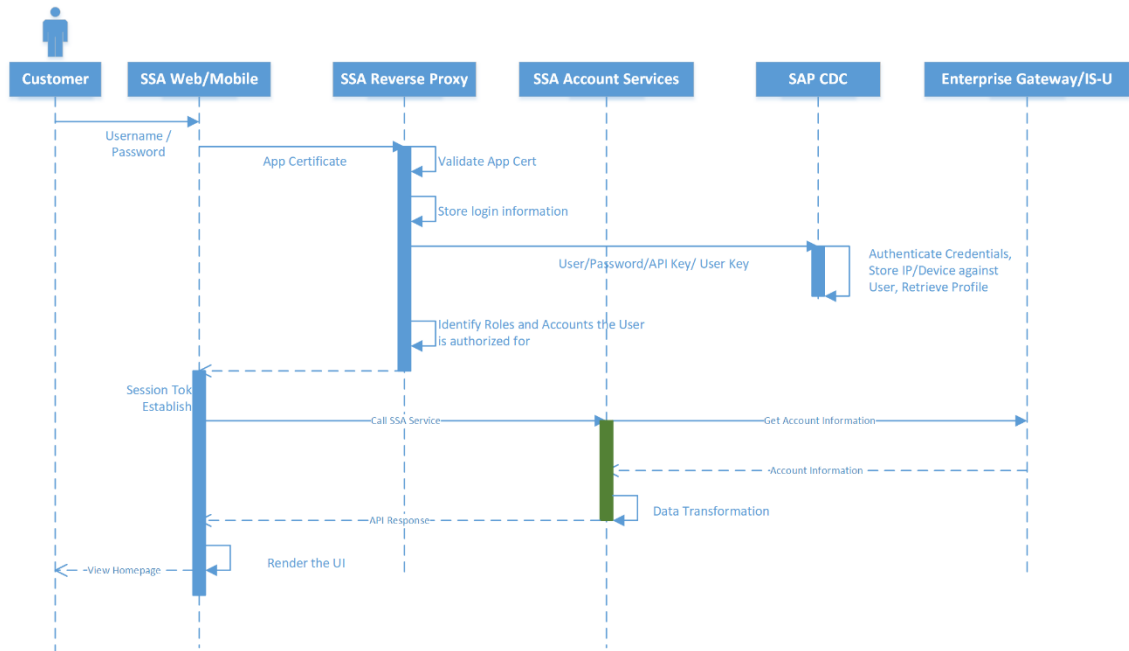
Primary Integrations

Interface Name	Type	Existing/ New/Enhanced	Entity Name
c4codataapi/ServiceRequestCollection	C4C OData Service	Existing	Create Incident
c4codataapi/ServiceRequestCollection	C4C OData Service	Existing	Get updated Incident details

SAP Customer Data Cloud

Integration Scenarios

The primary goal of this integration is to support Utilities who want to use Customer Data Cloud to manage customers' identities including social media-based identities. Customer Data Cloud is used to authenticate users via SSA web and mobile, while authorization, i.e., roles and permissions for the digital identity, are stored in SSA. The diagram below outlines the steps in the authentication process.



Primary Integrations

Interface Name	Type	Existing/ New/Enhanced	Entity Name
accounts.login	CDC REST Service	Existing	Verify Credentials
accounts.initRegistration	CDC REST Service	Existing	Generate the initial token required to proceed further with the registration process
accounts.register	CDC REST Service	Existing	Process registration request
accounts.isAvailableLoginID	CDC REST Service	Existing	Check if the username is already taken or not
accounts.setAccountInfo	CDC REST Service	Existing	Update user contact details, update username/password and set the lock/unlock flags

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SAP Customer Experience

THE BEST RUN

