

## **Administration Guide**

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# **Administration Guide Sales Solutions by Vistex**

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# 1 About This Guide

Sales Solutions by Vistex is a suite of applications that are individually licensed and can be used independently or collaboratively to plan, execute, administer, and account for promotional pricing, rebates, reimbursements, and other incentives.

The Sales Solutions by Vistex suite has the following individually licensed applications:

- SAP® Extended Price Management by Vistex
- SAP® Channel Program Management by Vistex
- SAP® Vendor Program Management by Vistex
- SAP® Rights and Royalty Management by Vistex, cloud edition

This guide is intended for application administrator(s) designated within a subscribing company who will be responsible for providing access to other company users and to monitor the operation of the solution. Typical functional users are not assigned administrator privileges and will not have access to the tiles, screens and capabilities described in this guide.

In general, the responsibilities of the customer administrator are:

- User Administration – to create, maintain and disable users (login ID, password, profile) for the suite applications
- Support – to act as the single point-of-contact for Vistex to create, investigate and resolve help desk incidents
- Monitor – to supervise the scheduled processing jobs and interfaces to/from suite applications as well as observe resource consumption in the cloud platform (as this can impact the subscription cost depending on the license metrics used to determine this fee on a regular basis)
- Configuration – some tenant-specific configuration of suite applications may be allowed

This guide will instruct the customer administrator how to perform the duties described above.

This suite of applications is deployed on the SAP Business Technology Platform (BTP). Knowledge of BTP is not required to operate and maintain Sales Solutions by Vistex suite. However, if more information on BTP and any of its services or functions referenced in this guide are desired, the reader may study documentation available for BTP found at <https://help.sap.com/viewer/p/BTP>. You can also search the [SAP Help Portal](#) for “SAP Business Technology Platform”.

## 2 User Management

### 2.1 Creating Users

Every user must be able to log into the SAP Business Technology Platform in order to access the applications of the Sales Solutions by Vistex suite. To accomplish this, an SAP Business Technology Platform user must be created and linked to a user defined in the solution suite. This is accomplished in three steps: 1) creating an SAP Business User, 2) creating a GTMS user and linking it to the SAP Employee, and 3) registering the user on SAP Business Technology Platform to generate single sign-on and password.

#### 2.1.1 Step #1—Create an SAP Business User

An SAP User is needed for a user to log into the SAP Business Technology Platform and access the Launchpad tiles to use any application.

1. Log into the SAP Business Technology Platform.
2. Locate the “Maintain Employees” tile in the “Employee Master Data” tile group of the Launchpad using one of the following methods:
  - Scroll down the Launchpad screen to the “Employee Master Data” tile group
  - Click on the “Employee Master Data” tab (if displayed)
  - Choose “Employee Master Data” in the drop-down menu at the far right of the tabs
3. Click on the “Maintain Employees” tile to launch the application.
4. Create a new employee by clicking the “New” button at the bottom of the screen.
5. Enter the required information, and any additional information, to define the employee.
6. Click the “Save” button at the bottom of the screen.
7. Locate the newly created employee in the Employees List and mark the checkbox to the left of the employee.
  - If you later revisit the Employees List, you can view the information entered above by clicking on the row for the employee (but not on the hyperlink for the employee’s User Name).
  - If you later want to revisit the Maintain Business User screen described below, you must click on the hyperlink in the row for the employee’s User Name.
8. Click the “Create Business User” button in the task bar above the Employees List.
  - A new screen called “Maintain Business User” is displayed.
  - Note the User ID value shown in the Business User header and/or in the User Data area of the General section of the Business User details. This value can be helpful in locating the Business User in a future step.
9. Click on the “Assigned Business Roles” tab or scroll down the screen to the “Assigned Business Roles” section.
10. Click the “Add” button at the top of the “Assigned Business Roles” section or click the “Add Business Roles” button at the bottom of the screen.
11. Select one or more roles in the “Add Business Roles” pop-up window by marking the checkbox to the left of each role to be assigned to the user, and then click the “OK” button (or click “Apply” button to assign the selected roles and continue to make more selections, then click “OK” or “Apply” or “Cancel” button).

The roles required or available for the SAP Business User are:

- Developer [SAP\_BR\_DEVELOPER]
- Confirmation Expert – Business Process Configuration [BR\_BPC\_EXPERT]

- Launchpad Default Navigation role [VUI\_BNLP\_DEFAULT\_NAV\_CATALOG] is required for any user to be able to use any part of the solution. By itself, this role will not enable any tiles on the Launchpad, but it is a prerequisite role that must be assigned with any other role(s).
  - Other roles [VGM\_\*\*\*\*] may be available depending on the Vistex GTMS application licensed by the customer. One or more of these roles must be assigned in order to use the corresponding Vistex GTMS application.
12. In the “Maintain Business Users” screen, click the “Save” button to store the assigned roles for the user.

## 2.1.2 Step #2—Create a GTMS User in the Sales Solutions by Vistex suite

A GTMS User is needed to access the application suite and specify the authorizations for the user. This suite-specific user needs to be linked with the Business User to allow seamless single sign-on (SSO) access to the solution suite application(s).

1. Go to the Home page of the Launchpad.
  - You can a link to the Home page in the drop-down menu in the main task bar of the screen. Click the “v” symbol after the screen name in the main task bar and choose Home.
2. Locate the “Users” tile in the “Admin Activities” tile group of the Launchpad using one of the following methods:
  - Scroll down the Launchpad screen to the “Admin Activities” tile group
  - Click on the “Admin Activities” tab (if displayed)
  - Choose “Admin Activities” in the drop-down menu at the far right of the tabs
3. Click on “Users” tile in the Launchpad.
4. Click on the “+” button in the task bar to add a new user.
5. Choose the user type from the pop-up window.
  - System Admin User – assigned to Customer Admin users
  - System User – assigned to general Customer users
6. Enter the user details in the Personal Info and General Info sections
  - Be sure to choose the appropriate Status value for the user.
  - An Inactive status for the user will not allow the user to access the application.
7. Select an existing SAP User by clicking the Chooser icon in the “SAP User” field.
  - Locate the desired SAP User to link to the Vistex GTMS user you are creating.
  - You may search for the user or scroll to find the user in the list in the pop-up window.
  - You created this SAP User in the previous step and noted its SAP User ID.
8. Select a User Profile and a Role in the Authorization section.
9. Complete any remaining entries.
10. Click the Save button at the bottom of the screen.

A message will display when the user has been saved successfully.

## 2.1.3 Step #3—Register the User on the SAP Business Technology Platform

When the user is registered in the SAP Business Technology Platform, the password for the user is established, a welcome message is generated to the user, and the single sign-on (SSO) is activated in the identity management (IAM or IDP) solution.

This step is positioned last to avoid generating communication to the user before the user's account and authorizations are established. However, there is no technical dependency on other user creation steps; this step can be performed at any time during the user creation process.

To register the user on SAP Business Technology Platform, please follow the instructions provided by SAP. You may refer to <https://account.hana.ondemand.com/>.

## 2.2 Maintaining Users

Existing users defined in the system may require maintenance to change authorizations, disable access or remove the user entirely. This section describes how to perform these maintenance functions.

### 2.2.1 Passwords

Password initialization occurs during the registration of the user on SAP Business Technology Platform.

Password maintenance is handled by the SAP Business Technology Platform, and the user can reset forgotten passwords or change the password as needed.

### 2.2.2 Disabling a User

To prevent a user from accessing the solution suite, the GTMS user can be disabled without affecting the user's access to other SAP Business Technology Platform solutions (beyond Vistex) or the SAP Business Technology Platform itself.

To disable a GTMS user:

1. Click on the "Users" tile in the "Admin Activities" tile group of the Launchpad.
2. Select the user to disable from the list to view the user details.
3. Click on the "Edit" button at the bottom of the screen.
4. Change the Status value to "Inactive" in the "General Info" section
5. Click on the "Save" button at the bottom of the screen.

If the user should be restricted from the entire SAP Business Technology Platform, please refer to SAP Business Technology Platform documentation regarding its user administration functions.

## 2.2.3 Blocking a User

In response to a request concerning personal data privacy or protection, information about a person stored as part of a user profile may be deleted—or the entire user existence may be deleted.

User profile information cannot be blocked (hidden from view). It only can be erased in part or entirely.

## 2.2.4 Deleting a User

In response to a request concerning personal data privacy, protection or similar policy it may be necessary to remove user information from the system.

To delete a GTMS user from the application suite:

1. Click on the “Users” tile in the “Admin Activities” tile group of the Launchpad.
2. Select the user to delete from the list to view the user details.
3. Click on the “Edit” button at the bottom of the screen.
4. Click on the “Delete button in the task bar near the top of the screen.

The user profile, including any references to the user ID in application data or logs, will be deleted. Application data and logs will refer to the original, generic serial number system-assigned to the user profile—not the user ID. To determine what user was associated with the serial number, the user profile must be recovered from backup archives or some documentation outside of the system.

This action only deletes the user profile from the Vistex application suite. To delete user information from the SAP Business Technology Platform or the identity management (IAM or IDP) solution enabling single sign-on (SSO), please refer to the documentation for those solutions.

## 3 System Monitoring

The Customer Administrator can monitor system services to ensure that these services are working properly. These services include integration to S/4 HANA to obtain master and/or transactional data or provide financial and/or pricing data. These services also include the cloud platform and its resources that are used to run the application suite and store application data.

### 3.1 Work Manager

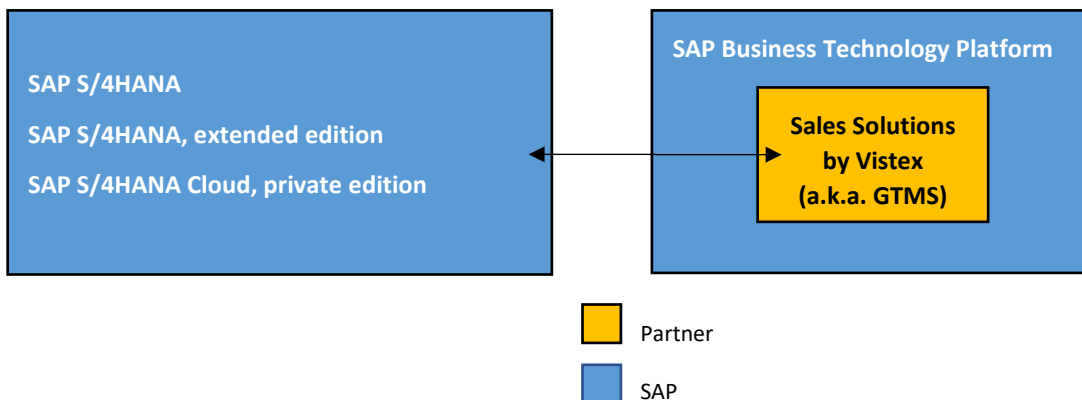
Work Manager is the tool used to schedule jobs and sequence processing, typically for processing and posting transactions. All jobs and their status are viewed in one central screen with drill through capabilities to see details, follow on documents, and error messages.

The tasks or jobs defined and scheduled in Work Manager are called “services”. Work Manager Services can be interfaces to other systems that send or receive data (called Data Services), or internal system functions such as validating data, calculating amounts or creating financial postings.

#### 3.1.1 Data Services

Data Services are the application interfaces that send and receive data to/from other systems. Vistex can configure any number of data services to any number of source or destination systems to provide complete communication of necessary data.

Integration to SAP S/4HANA can take several forms. The diagram below shows the possible deployments of SAP S/4HANA that can be used with the preconfigured data services from the Sales Solutions by Vistex application suite.





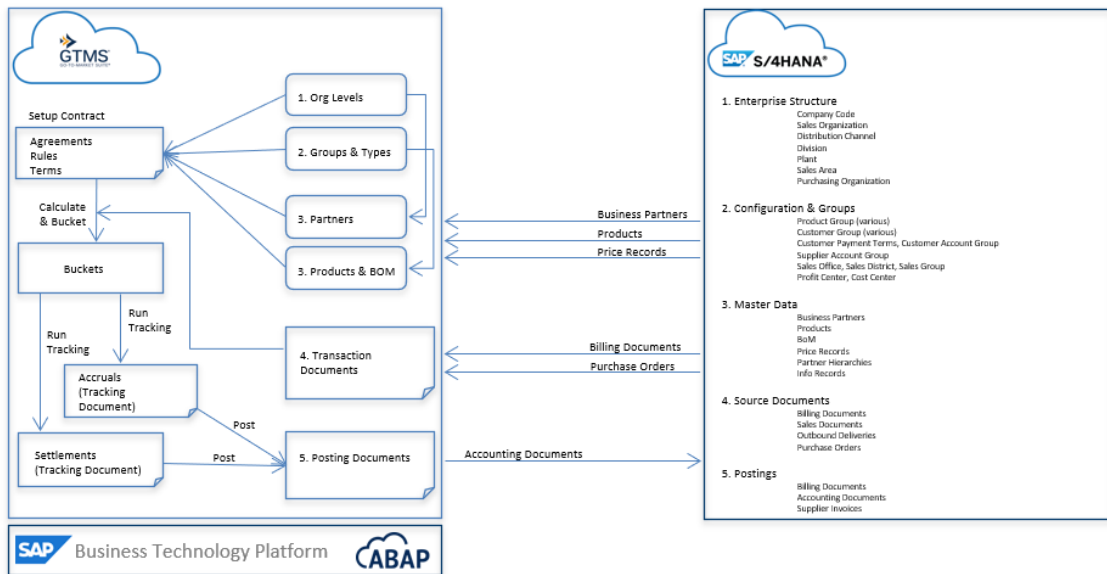
Sales Solutions by Vistex is designed to offer out-of-the-box integration to SAP S/4HANA versions 1909 and 2020. If you are planning to integrate the application suite with older or newer versions of SAP S/4HANA, please contact Vistex at [support@vistex.com](mailto:support@vistex.com) for assistance.

### 3.1.1.1 Available Data Services

The scope of data services that can be provided in the suite applications are:

Category	Direction	Data Topic	Service Specification (SAP API Hub)
Master Data	Read	Products	Product Master
Master Data	Read	Business Partners	Business Partner
Master Data	Read	Price Condition Records for Sales	Condition Record for Pricing in Sales
Master Data	Read	Price Condition Records for Purchases	Condition Record for Pricing in Purchasing
Transaction Data	Read	Billing Documents	Billing Document - Read, Cancel, GetPDF
Transaction Data	Read	Purchase Orders	Purchase Order
Pricing Data	Write	Price Records for Sales	Condition Record for Pricing in Sales
Pricing Data	Write	Price Records for Purchases	Condition Record for Pricing in Purchasing
Transaction Data	Write	Accounting Document	Journal Entry - Post (Synchronous)

The data services in the Vistex cloud solution are chosen to communicate with SAP S/4HANA using out-of-the-box, publicly released application programming interfaces (APIs). The diagram below depicts the flow of data between the Vistex and SAP solutions.



### 3.1.1.2 File Uploads

In addition to interfaces to other systems to pull or push data, data can also be imported into the solution suite from a file.

1. Click the File Upload tile.
2. A list of file upload attempts is displayed with the name, type, date and results of each attempt.
3. Click on any row in the File Upload list to see more details about the attempt.

### 3.1.1.3 Monitoring Data Services

1. Locate the “Data Sync” tile group of the Launchpad using one of the following methods:

- Scroll down the Launchpad screen to the “Data Sync” tile group
- Click on the “Data Sync” tab (if displayed)
- Choose “Data Sync” in the drop-down menu at the far right of the tabs

2. Click on one of the tiles in the “Data Sync” tile group.

Depending on the data services established in your application configuration, you may see some of the following tiles in the “Data Sync” tile group of the Launchpad:

- Monitor Master Data Sync – customers, suppliers and products from source system(s)
- Monitor Sales Data Sync – sales transactions, such as invoices from SAP S/4HANA
- Monitor Purchasing Data Sync – purchase transactions, such as purchase orders from SAP S/4HANA
- Monitor Supplier Postings Sync – financial postings to SAP S/4HANA
- Condition Records Post – pricing data published to SAP S/4HANA
- Data Objects – data ingestion, cleansing and validation toolset
- File Upload – imported data from files (instead of data feeds directly interfaced from other systems)

3. In the Overview tab of the Data Sync screen, you will find a listing of the various work managers (services), when each service executed and the results of that service execution.
4. Click on the hyperlink for the Latest Run or the Previous Run to see more details of the service execution.

## 3.1.2 Service Scheduling

### Scheduling Considerations

This system may have dependencies on other systems providing accurate and timely data, and other systems may have dependencies on this system to provide timely data.

When scheduling services, you must consider the order of operations within this system as well as interdependent systems to ensure that information is updated before it is passed to support further processes. For example, the timing of services should consider getting updates to master pricing before re-evaluating dependent pricing in agreements, and it should prioritize updates to agreement pricing before processing claims against an agreement. The configured replication frequency should fit to the maintenance frequency of business data in the S/4HANA system to ensure a timely replication of changes.

### Scheduling a Service

1. In the upper right corner of the Data Sync screen, click the “Schedule” drop-down menu and choose a work manager job.
2. A pop-up window appears with three tabs:
  - Parameters – every job type can have different parameters
  - Schedule – when the job will execute
  - Description – optional information
3. Click the “Schedule” button at the bottom of the pop-up window.

## 3.2 Monitoring System Resources

Technical details about the cloud platform can be monitored.

1. Locate the “Technical Monitoring” tile group of the Launchpad using one of the following methods:
  - Scroll down the Launchpad screen to the “Technical Monitoring” tile group
  - Click on the “Technical Monitoring” tab (if displayed)
  - Choose “Technical Monitoring” in the drop-down menu at the far right of the tabs
2. Click on the “Technical Monitoring Cockpit” tile.

This tile launches a new window with a dashboard to view the system resources used in the cloud platform. The information shown here is generic to the platform and is not specific to any suite application. For more information on the Technical Monitoring Cockpit features, consult the SAP Business Technology Platform documentation at [https://help.sap.com/doc/2a0dda09bbe449c7906f67fb1a79bc84/Cloud/en-US/tmc\\_cloud\\_en.pdf](https://help.sap.com/doc/2a0dda09bbe449c7906f67fb1a79bc84/Cloud/en-US/tmc_cloud_en.pdf).

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## 4 Support

To monitor and resolve open incidents, go to <https://launchpad.support.sap.com>.

To report an issue with the solution, create an incident via [https://launchpad.support.sap.com/#/incident/create/prefilled/comp\\_name=<component\\_name>](https://launchpad.support.sap.com/#/incident/create/prefilled/comp_name=<component_name>).

## 5 Data Privacy

Compliance with data privacy and protection (DPP) regulations as well as responding to personal information requests is an important part of managing the application suite solution. This chapter will describe the available features that can be used to comply with DPP and fulfill requests for maintaining and reporting data subject to DPP regulations.

**WARNING:** Any personal information entered in free text fields cannot be managed by solution! Only those data fields dedicated to holding personal information are masked or hidden when business partners are blocked.

### 5.1 Reporting Personal Information Usage

A person may request what information has been recorded about him in your system and how his information is being used (purpose). To determine the scope and usage of personal information related to a business partner represented by such person, follow these steps:

1. Locate the “Business Partners EOP” tile in the “Master Data” tile group of the Launchpad using one of the following methods:
  - Scroll down the Launchpad screen to the “Master Data” tile group
  - Click on the “Master Data” tab (if displayed)
  - Choose “Master Data” in the drop-down menu at the far right of the tabs
2. Click on the “Business Partners EOP” tile to launch the application.
3. In the upper right corner of the “Business Partners EOP” screen, click the “Schedule” drop-down menu and choose “Delete Business Partners” job. A pop-up window appears.
4. Enter the identifier for the Business Partner in the Partner External ID field of the pop-up window.
5. The Simulate checkbox near the bottom of the pop-up window should be checked by default. If not, check this box to simulate the deletion.
6. Click the “Schedule” button at the bottom of the pop-up window. The pop-up window will close, and a simulation will run, collecting all the information related to the Business Partner.
7. In the Overview tab of the “Business Partners EOP” screen, locate the job representing the simulation just completed.
8. Click on the hyperlink in the “Latest Run” column for the “Delete Business Partner” work manager item.
9. Now you will see details of this work manager run.
10. Under the Documents column, you can click on the hyperlink for Partner or Documents to see the information related to the Business Partner.

### 5.2 Data End of Purpose (Obsolescence)

The solution can monitor the business activity within the solution and determine if the end of purpose has been reached for data in the solution. If enabled, the solution can delete data that is end of purpose once a configurable retention period has expired. This process keeps the minimum amount of data necessary for continued business while supporting audit and financial reporting requirements. When enabled and properly configured, this feature can

help you maintain compliance with DPP regulations. This feature is enabled by scheduling a dedicated service to remove end of purpose data.

To enable the removal of data that has reached its end of purpose:

1. Locate the “Business Partners EOP” tile in the “Master Data” tile group of the Launchpad using one of the following methods:
  - a. Scroll down the Launchpad screen to the “Master Data” tile group
  - b. Click on the “Master Data” tab (if displayed)
  - c. Choose “Master Data” in the drop-down menu at the far right of the tabs
2. Click on the “Business Partners EOP” tile to launch the application.
3. In the upper right corner of the “Business Partners EOP” screen, click the “Schedule” drop-down menu and choose “Delete EOP Documents” job. A pop-up window appears.
4. Click on the Scheduling tab of the pop-up window and choose how often the work manager should run this job.
5. Click the “Schedule” button at the bottom of the pop-up window. The pop-up window will close, and the work manager job will run according to the schedule you specified.

Most of the information stored in the application suite is interdependent, and these dependencies are considered when determining what data has reached end of purpose. Like an audit trail, the dependencies flow from the end to the beginning of a business process. Within the solution, the final stage of most business processes is the posting of settlements to S/4HANA. These postings depend on calculation results or tracking, which in turn depend on the buckets, which in turn get their data from source transactions like invoices, purchase orders or claims.

When a source document, such as a claim, is fully processed its status changes to indicate that it has reached its end of purpose. When the subsequent documents, up to and including the financial settlement posting, have also reached their end of purpose then the entire set of documents can be removed after the configurable retention period has expired.

## 5.3 Blocking Business Partners

### Blocking and Unblocking

Once all documents, pricing and agreements related to a business partner have reached end of purpose, the business partner may be blocked, if requested by the person represented by the business partner defined in master data.

**Note:** If Sales Solutions by Vistex is integrated to SAP S/4HANA, you should block (and unblock) the Business Partner in SAP S/4HANA only. The Business Partner in the Vistex application suite will become blocked (and unblocked) automatically through the Business Partner API that is synchronizing data with SAP S/4HANA.

When a business partner is blocked, the business partner’s data is masked or hidden from view of normal business users. A user with special privileges (e.g. an auditor or a Data Protection Officer) is still able to see the business partner’s data despite the blocked status of the business partner. You will find these system-defined special privileges in various roles with names ending with “\_ADT”. Assign such a role to users that should be authorized to see personal information regardless of block status and avoid assigning these roles to common users.

If a Business Partner is unblocked, the visibility of the Business Partner returns to normal for common users.

## Removing Blocked Business Partners

When the retention period ends for data that is end of purpose, the data can be removed from the solution. Once all data related to a blocked business partner has been removed from the solution, the solution can also delete the blocked business partner from master data. This feature is enabled by scheduling a dedicated job “Business Partner Delete” to delete blocked business partners and their related data.

To remove a blocked Business Partner and all of its related data:

1. Locate the “Business Partners EOP” tile in the “Master Data” tile group of the Launchpad using one of the following methods:
  - a. Scroll down the Launchpad screen to the “Master Data” tile group
  - b. Click on the “Master Data” tab (if displayed)
  - c. Choose “Master Data” in the drop-down menu at the far right of the tabs
2. Click on the “Business Partners EOP” tile to launch the application.
3. In the upper right corner of the “Business Partners EOP” screen, click the “Schedule” drop-down menu and choose “Delete Business Partners” job. A pop-up window appears.
4. Enter the identifier for the Business Partner in the Partner External ID field of the pop-up window.
5. Clear the checkmark from the Simulate checkbox near the bottom of the pop-up window. By default, this box is always checked.
6. Click on the Scheduling tab of the pop-up window and choose how often the work manager should run this job.
7. Click the “Schedule” button at the bottom of the pop-up window. The pop-up window will close, and the work manager job will run according to the schedule you specified.

**Note:** The “Delete Business Partners” job removes a blocked business partner and its related data. The “Delete EOP Documents” job only removes data related to a business partner’s business activity, and this job is included as part of the “Delete Business Partners” job.

## Viewing Blocked Business Partners

A blocked Business Partner cannot be seen by normal users. The Customer Admin user has the special privileges to view Business Partners after they have been blocked. The Customer Admin can assign this privilege to other users as necessary.

Information related to blocked Business Partners will appear to Customer Admin (and other privileged users) on all screens in the same way non-blocked Business Partner information would appear. To determine if a Business Partner is blocked, or to see a list of blocked Business Partners, use the **Blocked Partners** tile in the **Blocked Partners** tile group.

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## 6 Configuration

Configuration of basic scenarios is available and will be provided as a template for rapid prototyping and implementation.

To use the delivered template productively as-is in the subscriber's environment, the following additional tasks will need to be completed by Vistex staff:

1. Definition of a source system for master data and purchasing/sales transactions as well as a destination for financial postings. This will likely be the subscriber's SAP S/4HANA ERP system.
2. Set-up of Work Manager tasks for master data, transaction and posting APIs.
3. Definition of user interface settings

There are no configuration settings available to the customer administrator beyond those described in this document. Other configuration settings are possible, but their modification must be performed by Vistex consultants.

The solution can be further configured to enhance these template scenarios as well as introduce new scenarios. The effort to design and implement any enhancements or new scenarios will be project work performed by Vistex consultants and billable to the subscriber separate from regular subscription fees.



## 7 Decommissioning

Any or all solutions in the application suite can be subscribed to for a term and renewed for subsequent terms. If any solution license is not renewed, the solution(s) can be decommissioned to reduce the footprint for the remaining renewed solutions—or retire the entire suite altogether.

Several teams within Vistex support cloud operations for customers:

- The Vistex Operations team handles the license grant and expiration for each application according to the license agreement. This team also monitors the licensed applications, resources consumed and performance of the productive and non-productive environments.
- Vistex Professional Services handles the implementation (solution setup and integration) and certain aspects of decommissioning (export of data and special data reduction activities).
- Other Vistex teams provide support, software updates and other services to customers.

As the Customer Admin, you can also play a role in the decommissioning process.

### Licensing

When one or more subscriptions expire and are not renewed in a timely manner, the licenses to those applications are revoked and the decommissioning of those applications begins.

The Vistex Operations team handles the license grant, revocation and re-enablement for each application according to the license agreement. When the license to an application is revoked, the users (including the Customer Admin) can no longer access the application, its settings and its data.

When an application's subscription is not to be renewed, certain actions can be taken to prepare for the loss of privileges to the application. Such actions can make the solution more efficient for any remaining applications still in use.

For a certain period of time after the subscription expires without renewal (specified in the license agreement), the application, its settings and its data are retained. The application can be re-licensed through renewal or re-subscription, and access to the application can be restored without loss of data or application-related setup.

### Role Assignments

Roles assigned to users (including the Customer Admin) are application specific. When the license to an application is revoked, the roles associated with the application are removed from the users where assigned. If the application is later renewed, these roles must be re-assigned to the appropriate users.

## Integration to other Systems

The scheduled jobs for any APIs are not specific to an application. Therefore, when the license to an application is revoked, no APIs are affected. This means that data might continue to be replicated with no further purpose. When decommissioning only a portion of the applications, the Customer Admin should determine which APIs will no longer be necessary and stop the scheduled work managers for those APIs.

Master data, such as Business Partners and products, as well as source transaction data may be used by multiple applications within the suite. The scope of necessary data may be reduced after some applications are decommissioned. The Customer Admin will need to evaluate the scope of data among APIs to determine if the filters within the API should be adjusted or the API should be disabled completely.

## Data Export

Some portion of the application data may need to be retained by the customer—either for recordkeeping or to transfer to a successor solution. Vistex will provide the necessary technical services to extract the required scope of data and provide it to the customer.

## Data Erasure

Over time, the solution will automatically remove data that has reached End of Purpose once the configurable retention period has lapsed. After any desired data has been exported from the solution, the retention period can be shortened to eliminate obsolete data sooner than normal, as part of the decommissioning process.

Master data for Business Partners and products is not automatically removed—except for blocked Business Partners. If any master data needs to be removed during partial decommissioning, Vistex technical resources will need to intervene.

In the event of a total decommissioning (all licenses expired), the entire solution data set (application data, settings, users, APIs, etc.) will be erased by Vistex Operations after the contractual waiting period has ended.

## 8 Glossary

Term	Definition
GTMS® or Go-to-Market Suite®	Go-to-Market Suite by Vistex, the official Vistex branding for the “Sales Solutions by Vistex” suite offered by SAP
BTP	SAP Business Technology Platform (formerly SAP Cloud Platform) – the platform-as-a-service used to offer the applications in Sales Solutions by Vistex
SSO	Single Sign-On – the ability to use a consistent username and password to access several applications
IAM	Identity and Access Management – a separate solution for managing single sign-on capabilities
IDP	Identity Provider – a user ID authentication service, commonly used for single sign-on
Launchpad	A dashboard consisting of tiles, each tile linked to an application (within either GTMS or BTP)
Work Manager	A GTMS job or service that can be scheduled and monitored