Overview
SAP Information Collaboration Hub for Life Sciences

Date – 18-Nov-2020
## Document History

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<th>Version</th>
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<tr>
<td>1.0</td>
<td>25-Apr-2019</td>
<td>Final</td>
<td>Initial release</td>
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<tr>
<td>1.1</td>
<td>28-Jun-2019</td>
<td>Final</td>
<td>Added:</td>
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<tr>
<td>1.2</td>
<td>21-Aug-2020</td>
<td>Final</td>
<td>Updates:</td>
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<td>1.3</td>
<td>18-Nov-2020</td>
<td>Final</td>
<td>Update:</td>
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1 About this Document

1.1 Purpose and Scope

This document provides an overview of the SAP Information Collaboration Hub for Life Sciences including the various options and services available.

1.2 Target Audience

This document is for all stakeholders including:

- Managers
- Integration engineers
- Implementation engineers

Related Information

- SAP Information Collaboration Hub for Life Sciences Help Page
- SAP Information Collaboration Hub for Life Sciences Onboarding Wiki
- SAP Advanced Track and Trace for Pharmaceuticals Help Page
2 Introduction

The SAP Information Collaboration Hub for Life Sciences is an innovative on-demand solution that connects pharmaceutical organizations and their supply chain partners on a secure network that is owned and managed by SAP. Connected partners can exchange serialization messages across a secure and reliable network. The Hub supports various integration capabilities such as content-based routing and mapping, as well as a number of connectivity options, providing standardized integration between partners.

2.1 Supported Supply Chain Partners

The SAP Information Collaboration Hub for Life Sciences allows for the interconnection of pharmaceutical supply chain partners, including:

- Marketing Authorization Holder (MAH)
- Wholesaler
- Contract manufacturing organization (CMO)
- Third-Party Logistics service provider (3PL)
- Regulatory Body

2.2 Service Options

Access to the SAP Information Collaboration Hub for Life Sciences is through a subscription. The following subscription options are available:

- Supply Chain Partner Collaboration with partners such as MAHs, CMOs, 3PLs, Wholesalers and so on
- Regulatory Reporting
- U.S. Supply Chain

The following figure shows the various scenarios.
2.3 Release Strategy

The SAP Information Collaboration Hub for Life Sciences release strategy includes four quarterly shipments. There is a deployment to a Staging environment followed two weeks later by a deployment to Production. Customers have access to the Staging environment to test the new release prior to deployment to Production. For further details, see Release Process and Schedule.

The sections which follow outline the service and onboarding options.
3  Supply Chain Partner Collaboration

The option for Supply Chain Partner Collaboration supports the following:

- CMOs can request serial numbers from a Marketing Authorization Holder (MAH). The MAH responds to the request by providing serial numbers to the requester.
- CMOs and 3PLs can send a Serialization Event Message (SEM) to an MAH.
- MAHs can send a Serialization Event Message (SEM) to 3PLs and wholesale distribution customers.

More Information

SAP Information Collaboration Hub for Life Sciences Help Page
4 Regulatory Reporting

The regulatory reporting option offers reporting to the following:
- EU Hub
- Russian OMS
- Russian MDLP
- SFDA of Saudi Arabia
- Indonesia

4.1 Regulatory Reporting to the EU Hub

The regulatory reporting option supports the following processes connecting to the European Hub (EU Hub) for compliance to the Falsified Medicines Directive (FMD):
- Submission to EU Hub of Product Master Data and Product Pack Data
- Execution of Product Pack Verification, Batch Recall and Product Pack State Update
- Web App for Report Service and Alerting

The SAP Information Collaboration Hub for Life Sciences can route messages to the EU-Hub received from various backend systems including:
- Encryption and signing of messages
- Token handling
- Error handling
- Routing responses from EU-Hub back to the message sender

### 4.2 SAP RU OMS Service

The RU-OMS Regulatory Reporting service of the SAP Information Collaboration Hub for Life Sciences is available to customers who wish to connect:

- An SAP backend system such as SAP Advanced Track and Trace for Pharmaceuticals
- A non-SAP backend system

The following figure summarizes connection possibilities:

The SAP Information Collaboration Hub for Life Sciences routes messages to Russian OMS devices hosted by CRPT.
4.3 MDLP Regulatory Reporting

The MDLP Regulatory Reporting service of the SAP Information Collaboration Hub for Life Sciences is available to customers who wish to connect:

- An SAP backend system such as SAP Advanced Track and Trace for Pharmaceuticals
- A non-SAP backend system

The following figure summarizes connection possibilities:

The SAP Information Collaboration Hub for Life Sciences routes reporting messages to MDLP including the following features:

- Connection to secure HTTPS endpoints for production and test environments
- Connection to non-secure HTTP endpoints if provided, only in sandbox environments
- Error handling and monitoring on technical message level
4.4 Regulatory Reporting for Saudi Food & Drug Authority (SFDA)

The service is available to customers to connect:
- An SAP backend system such as SAP Advanced Track and Trace for Pharmaceuticals
- A non-SAP backend system

The following graphic summarizes connection possibilities.

The SAP Information Collaboration Hub for Life Sciences routes messages to the DTTS from SFDA received from various backend systems and includes the following features:
- Mapping to the requested message format
- Error handling
- Show overview of responses from SFDA DTTS

4.5 Regulatory Reporting for Indonesia

A Regulatory Reporting Option for Indonesia is available to customers under specific license. The service is based on the Generic Reporting Framework introduced with SAP ATTP 3.0.

More Information

SAP Information Collaboration Hub for Life Sciences Help Page
5  U.S. Supply Chain

A dedicated service option is provided to support the requirements for the US market according to DSCSA. The option supports the verification of saleable returns as well as the supply chain notification.

5.1  Saleable Returns Verification (VRS)

Saleable returns verification can be made against an SAP blockchain or a customer’s backend such as SAP ATTP. The service offers the following:

- MAHs can connect their own EPCIS repository to the service or send product pack data to a blockchain repository.
- Manufacturers can define the endpoint for verification based on GTIN in a Lookup Directory.
- Wholesale Distributors can verify returns. The verification request is routed based on the content of the Lookup Directory.
- Web App to review blockchain content, write logs and view verification logs.
- Web App to configure verification responses.
- Web app to configure alert options.

Diagram:

- EPCIS to Blockchain
- VR: Verification Request
- VRS: Verification Request Response
Supply Chain Notification

- Manufacturers can push traceability data to their wholesale distribution business partners. SAP onboards the manufacturers wholesale distribution business partners.
- Wholesale Distributor and Dispensers can receive traceability data from their suppliers. SAP onboards the wholesale distributor’s or dispenser’s suppliers.
6 Onboarding Options

There are different options to onboard to the SAP Information Collaboration Hub for Life Sciences. Connected partners can exchange messages through:

- B2B connection
- Third-party solution provider connection
- Web App

More Information

SAP Information Collaboration Hub for Life Sciences Onboarding Wiki

6.1 Onboarding and Offboarding of Partners

Following requests for clarification, this section describes SAP’s fair usage policy with regards to offboarding and onboarding partners.

SAP is aware that customers sometimes work with partners intermittently or on a seasonal basis. For this reason, it may be appropriate to offboard a partner and onboard another partner.

SAP operates a fair usage policy of 10% per year when it comes to offboarding and onboarding partners. For example, if a customer has subscribed to thirty connections, that customer can offboard and onboard three partners during the course of one year.

Should you need to exceed the 10% fair usage, please contact SAP.
7 Support

This section outlines Support provided by SAP including:
- Global Support and Maintenance Mode
- Support process during and after project mode
- Customer Contacts at SAP
- SAP Support Portal
- SAP ONE Support Launchpad
- Incident Handling Process
- Support FAQs

7.1 Global Support and Maintenance Mode

Support for the SAP Information Collaboration Hub for Life Sciences is provided by SAP teams in complimentary times zones, who are available 24x7 for Very High and High priority incidents.

7.2 Support Process

The Support process covers:
- Project Mode
- Production Live Mode

7.2.1 Project Mode

While in project mode:
- Engaged team on the customer side is generally the project team.
- Interface on the SAP side is SAP Onboarding Team and Customer Success Manager (CSM).
- Incident processors in general are SAP Onboarding Team.
- Engagement between CSM and customer is ad-hoc and regular if needed.
7.2.2 Production Live Mode

While in production live mode:

- Primary method of communication with SAP is by reporting incidents through the SAP Support Portal
- Interface at SAP is Detect and Resolve teams.
- Incident processing is handled across all Support tiers.
- Engagement between CSM and customer is static and regular. Cadence calls are organized between CSM and customer as required.

7.3 Customer Contact

The Customer Success Manager (CSM) is the primary contact person during the onboarding and production phases.

7.3.1 Onboarding Phase

During the onboarding phase, CSM responsibilities include:

- Point of escalation for issues related to onboarding
- Monitoring Onboarding requests
- Driving within SAP teams the next steps for onboarding requests
- Setting up meetings with customer to provide progress updates for onboarding requests or open topics related to onboarding

7.3.2 Production Live Phase

During Production Live phase, CSM responsibilities include:

- Point of escalation for incidents, additional follow-up and support-related customer communications
- Monitoring incident processing until closure
- Setting up meetings with customer to align incident processing or related open topics
7.4 SAP ONE Support Launchpad

The SAP ONE Support Launchpad is a one-stop for all support and service related needs, to access software, request license keys, get technical support and find documentation. Access to the SAP ONE Support Launchpad is through the SAP Support Portal.

There are SAP Notes, Knowledge Based Articles (KBA) and SAP Community tips to help solve issues. If these do not provide the necessary information, there is the option to Report an Incident.

The SAP ONE Support Launchpad allows customers to report and track incident reports.

A First Level Support hotline is available for help reporting an incident.

The Support component for SAP Information Collaboration Hub for Life Sciences is LOD-PHN-SUP.
7.5 Incident Handling Process

The incident handling process is outlined in the following graphic.
7.6 Support FAQs

This section includes some Frequently Asked Questions and answers.

Q: What is an incident?
   A: An incident is a software issue in the application, a platform problem or any other service disruption with respect to SAP Information collaboration Hub for Life Science.

Q: What do I need to report an incident?
   A: An SAP S-User ID is required to report incidents in the SAP Support Launchpad. Permission to use the SAP Launchpad is granted by a customer’s SAP key users and administrators.

Q: What language can I use to report an incident?
   A: English.

Q: What if the issue is not in the application, but in the platform or related to a service?
   A: You can report an incident using the same component LOD-PHN-SUP. The support team will assess if the issue is in the application or the platform. If it is in the platform, the incident will be routed to the standard component according to the issue category.

Q: Who is my main contact person in SAP?
   A: As part of the support experience, a Customer Success Manager (CSM) is assigned to your account. This person will act as your SAP point of contact.

Q: Who do I need to contact if my CSM is not available?
   A: In addition to your CSM, in case of any incident (application, service, platform) you should always report an incident via the tools, the support resources are on duty 24/7 and they will pull in the necessary experts.
8 Important Disclaimers and Legal Information

8.1 Coding Samples

Any software coding and/or code lines/strings ("Code") included in this documentation are only examples and are not intended to be used in a productive system environment. The Code is only intended to better explain and visualize the syntax and phrasing rules of certain coding. SAP does not warrant the correctness and completeness of the Code given herein, and SAP shall not be liable for errors or damages caused by the usage of the Code, unless damages were caused by SAP intentionally or by SAP’s gross negligence.

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