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E&U Cloud SAP Integration



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Further information on these and other factors that could affect the company's financial results is included in the reports on Forms 10-K, 10-Q and 8-K and in other filings it makes with the Securities and Exchange Commission from time to time. These documents are available on the SEC Filings section of the Investor Information section of the company's website at www.salesforce.com/investor.

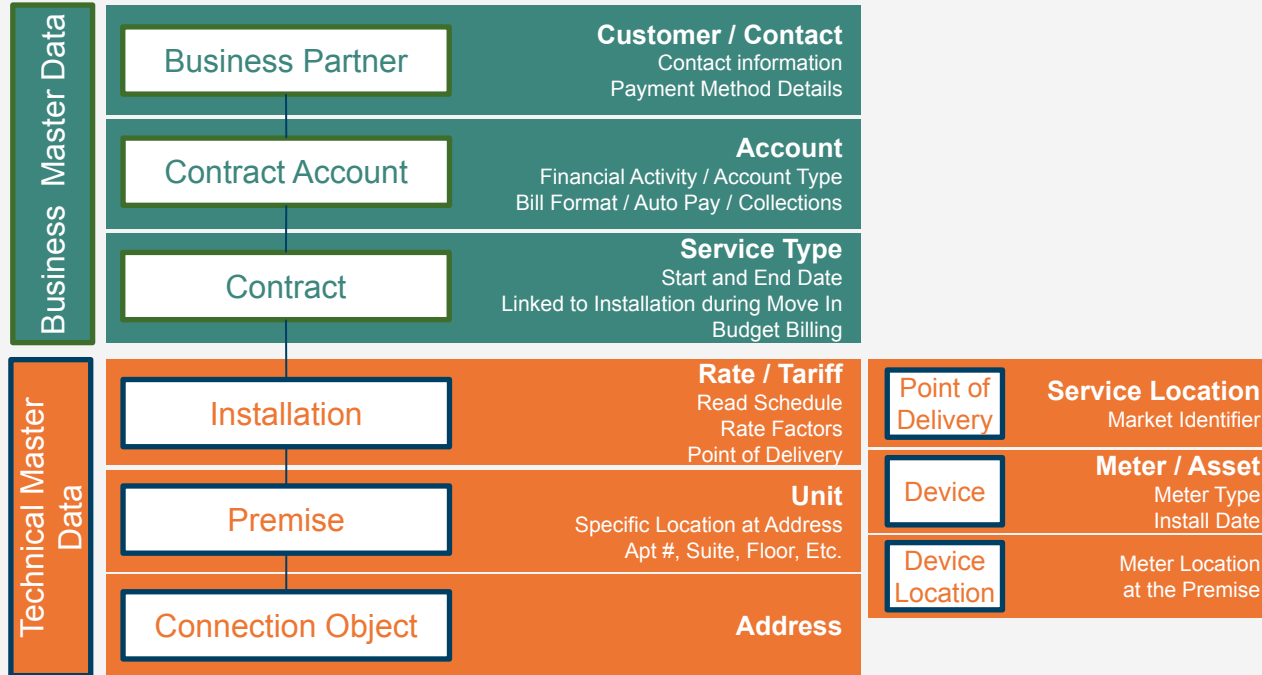
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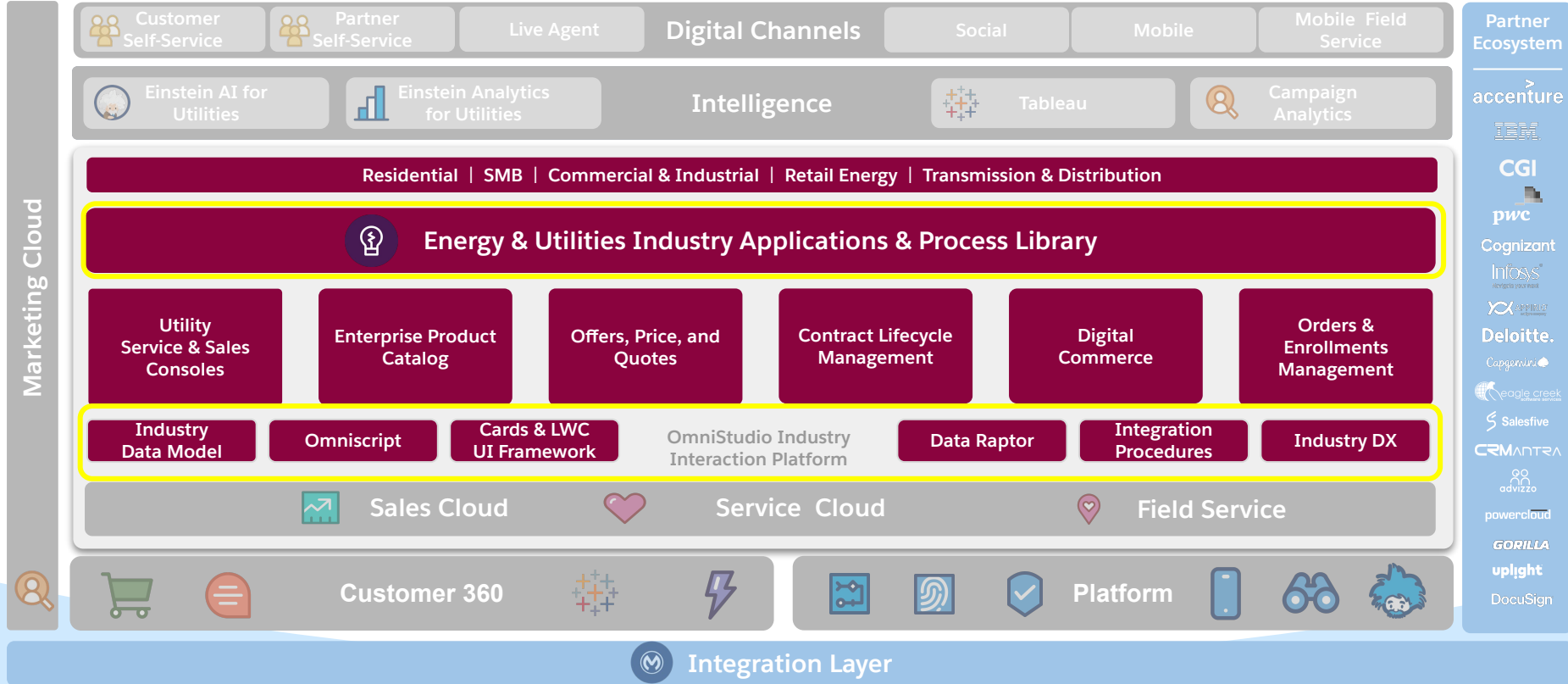
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SAP IS-U Data Model Overview



Energy & Utilities Cloud Product Architecture



Vlocity Integration Architecture

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ENERGY SERVICES



UI

UI Layer



Business
Flows



New
Contact



View
Bill



Display
Balances

....



Move
in/out

SAP Abstraction Layer



Integration
Building
Blocks



Contact



Bill



Balance

....



Service

IBB and Process
Flows use Vlocity
declarative
'clicks-not-code'
interaction layer

- Integration Procedures
- DataRaptors
- OmniScripts








Data
Model

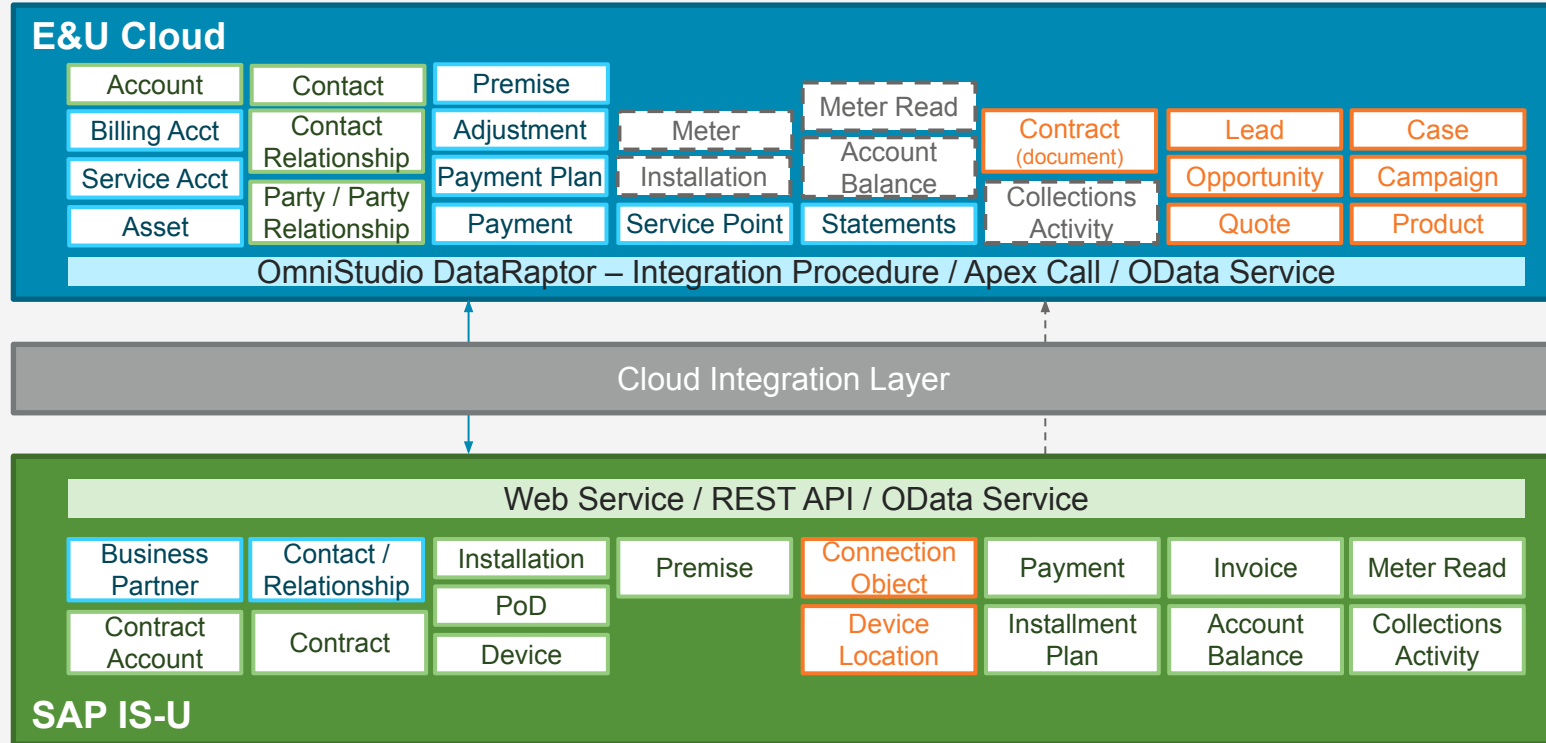
E&U Cloud Data Model

Integration

Middleware (eg. Mulesoft)

System Architecture / Data

-  Data Replicated from Master
-  Data Master
-  Data Master – Not Integrated
-  Real Time – E&U Cloud External Object (read only)
-  External Object (read only)



SAP Integration - Data Mapping





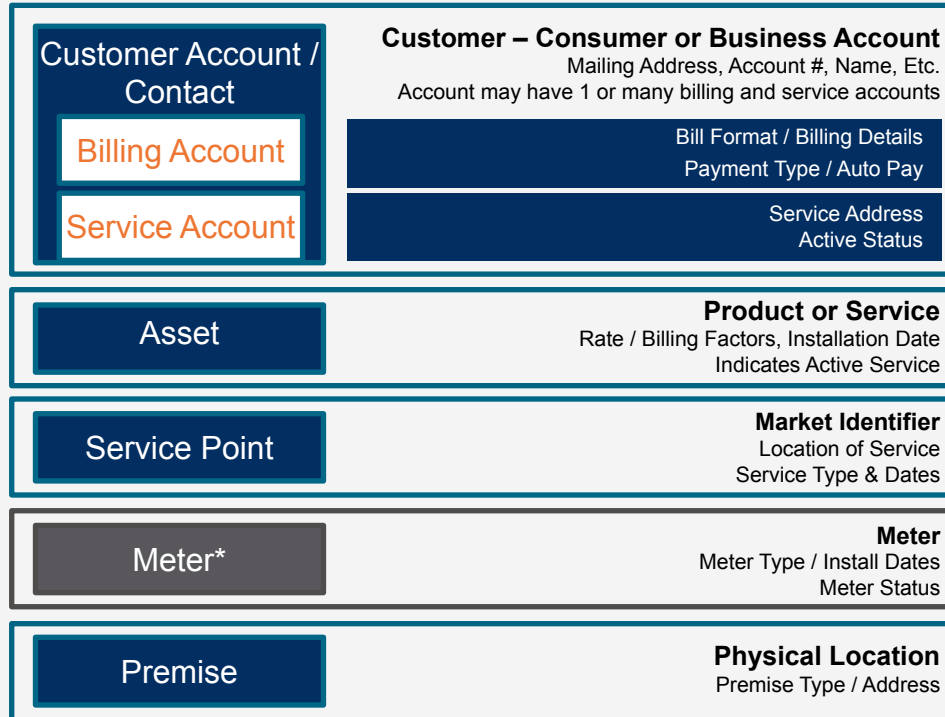
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E&U Cloud Data Model Overview



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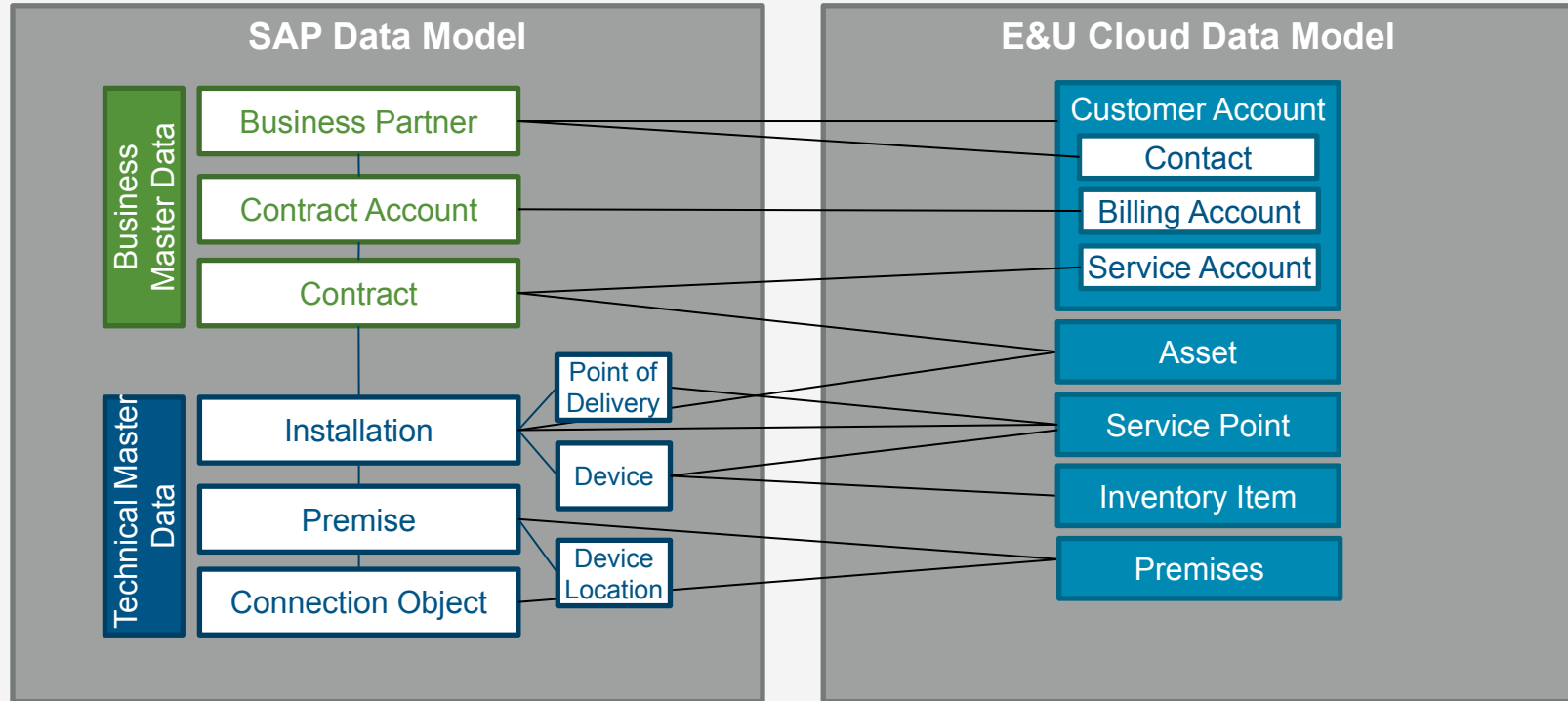
-  E&U Cloud / Salesforce Data Object
-  E*U Cloud External Object*



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SAP Data Mapping - Object Level



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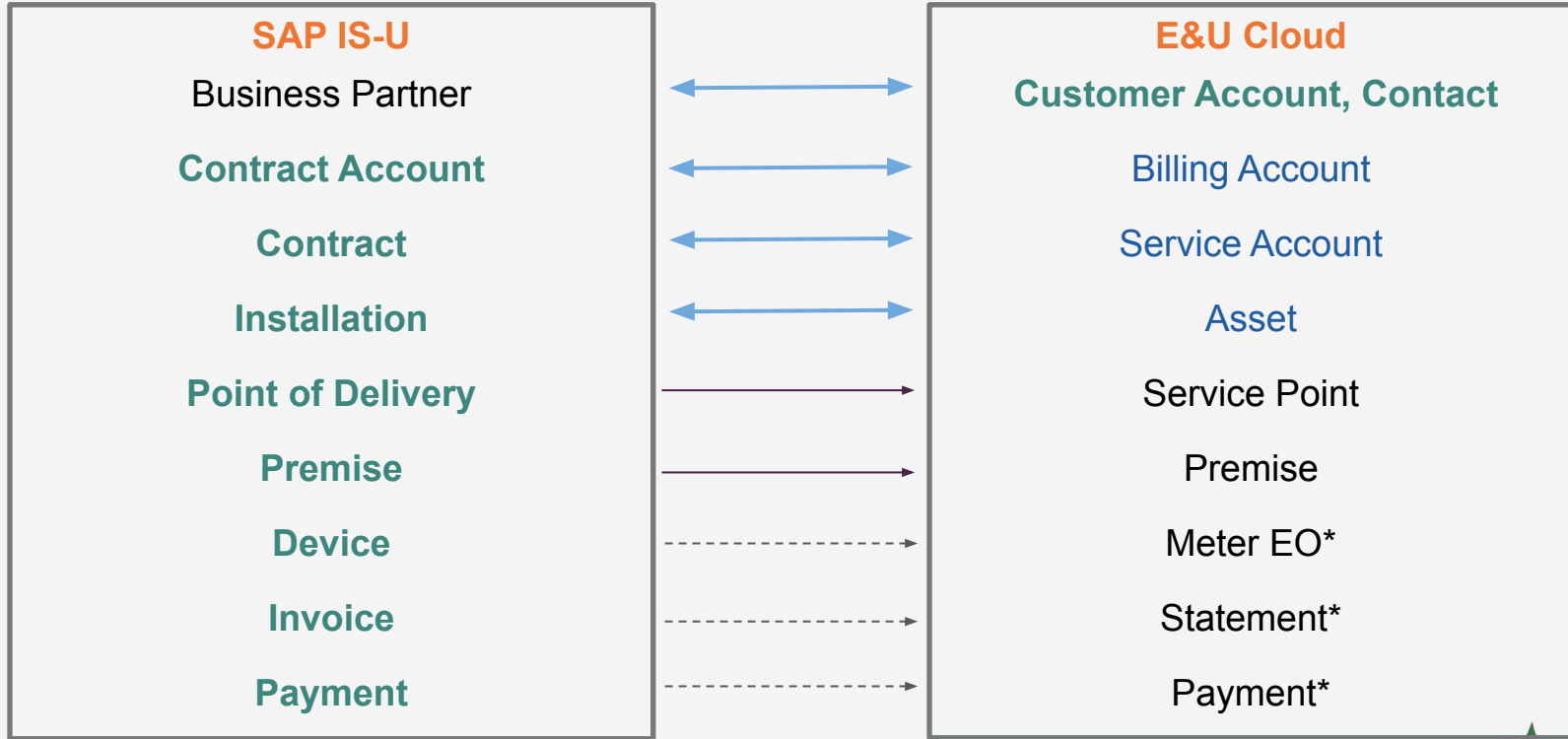
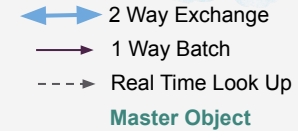
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SAP Data Mapping - Field Level (Sample)

	Vlocity Field	SAP Object	SAP Fields	SAP Table	Notes	RFC / BAPI
Account Balance External Object IS-U	Account Balance	Account Balance	Account Balance	N/A		BAPI_CTRACCONTRACTAC
Account Balance External Object IS-U	Past Due Balance	Account Balance	Past Due Balance	N/A		BAPI_CTRACCONTRACTAC
Account Balance External Object IS-U	Due Date	Account Balance	Due Date	N/A		BAPI_CTRACCONTRACTAC
Account Balance External Object IS-U	Late Paymen Fee Amount	Account Balance	Late Paymen Fee Amount	N/A		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Late Payment Fee Date	Account Balance	Late Payment Fee Date	N/A		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Last Payment Amount	Account Balance	Last Payment Amount	N/A		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Last Payment Date	Account Balance	Last Payment Date	N/A		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Transaction Type	Account Balance	Transaction Type	DFKKOP		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Transaction Number	Account Balance	Transaction Number	DFKKOP		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Posting Date	Account Balance	Posting Date	DFKKOP		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Due Date	Account Balance	Due Date	DFKKOP		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Deferral Date	Account Balance	Deferral Date	DFKKOP		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Transaction Amount	Account Balance	Transaction Amount	DFKKOP		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Open Amount	Account Balance	Open Amount	DFKKOP		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Clearing Status	Account Balance	Clearing Status	DFKKOP		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Lock Type	Account Balance	Lock Type	DFKKOP		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Contract Account Number	Account Balance	Contract Account Number	DFKKOP		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Document Date	Account Balance	Document Date	DFKKOP		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Clearing Document	Account Balance	Clearing Document	DFKKOP		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Clearing Reason	Account Balance	Clearing Reason	DFKKOP		BAPI_CTRACDOCUMENT C
Account Balance External Object IS-U	Clearng Date	Account Balance	Clearng Date	DFKKOP		BAPI_CTRACDOCUMENT C
Asset	Connect Date	Contract	Start of Service	EVER		BAPI_ISUCONTRACT_CHAN
Asset	Disconnect Date	Contract	End of Service	EVER		BAPI_ISUCONTRACT_CHAN
Asset	Joint Invoicing	Contract	Joint Invoicing	EVER		BAPI_ISUCONTRACT_CHAN
Asset	Alternate Portion	Contract	Alternate Portion	EVER		BAPI_ISUCONTRACT_CHAN
Asset	Billing Hold	Contract	Billing Block Reason	EVER		BAPI_ISUCONTRACT_CHAN
Asset	Custom	Contract	Manual Billing Indicator	EVER		BAPI_ISUCONTRACT_CHAN
Asset	Custom	Contract	Reason For Releasing Billing	EVER		BAPI_ISUCONTRACT_CHAN
Asset	Custom	Contract	Move In Date from Legacy System	EVER		BAPI_ISUCONTRACT_CHAN
Asset	Renewal Date	Contract	Renewal Date of Contract	EVER		BAPI_ISUCONTRACT_CHAN
Asset	Status	Contract	<Derived from Start & End Date>	EVER		BAPI_ISUCONTRACT_CHAN
Asset	Meter Read Hold	Installaton	Reason for Blocking Meter Reading	EANL		

E&U Cloud Integration

Data Flow between Systems



* Planned for future release

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Account Model

The Account object in E&U Cloud can be different depending on customer complexity.

1. Customer receiving a single invoice for one service: One Customer Account in E&U Cloud with the Billing Account and Service Account details at the Customer Account level.
2. Customer receiving a single invoice for two services: One Parent Customer Account with Billing Account details and Two Service Accounts
3. Customer receiving two invoices for two services: One Parent Customer Account, Two Billing Accounts and Two Service Accounts

Customer Account
with Billing Account & Service
Account Details

Customer Account
with Billing Account Details

Service Account

Service Account

Customer Account

Billing Account

Service Account

Billing Account

Service Account

* These are just a few examples of different account structures, other account structures are possible and can be accommodated

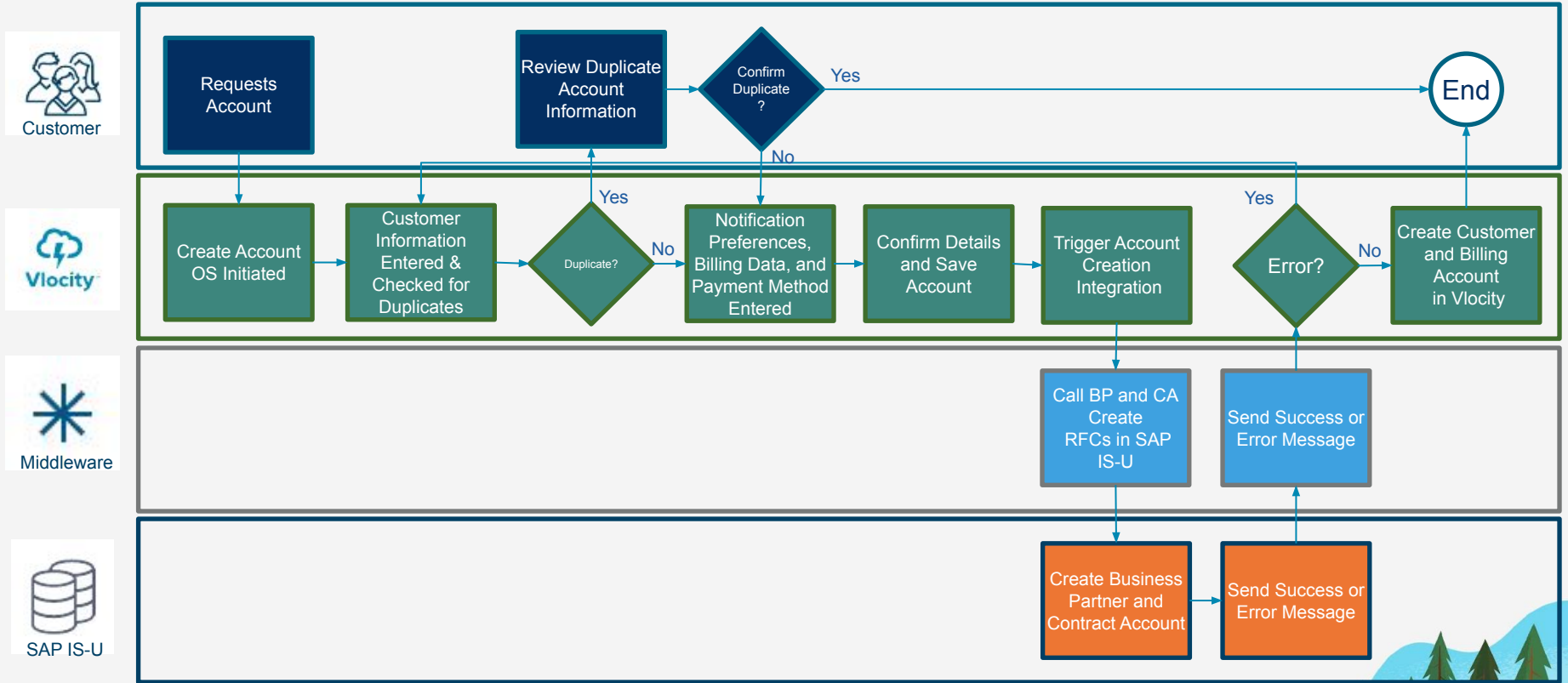
SAP Integration - Processing examples



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Create Account Process

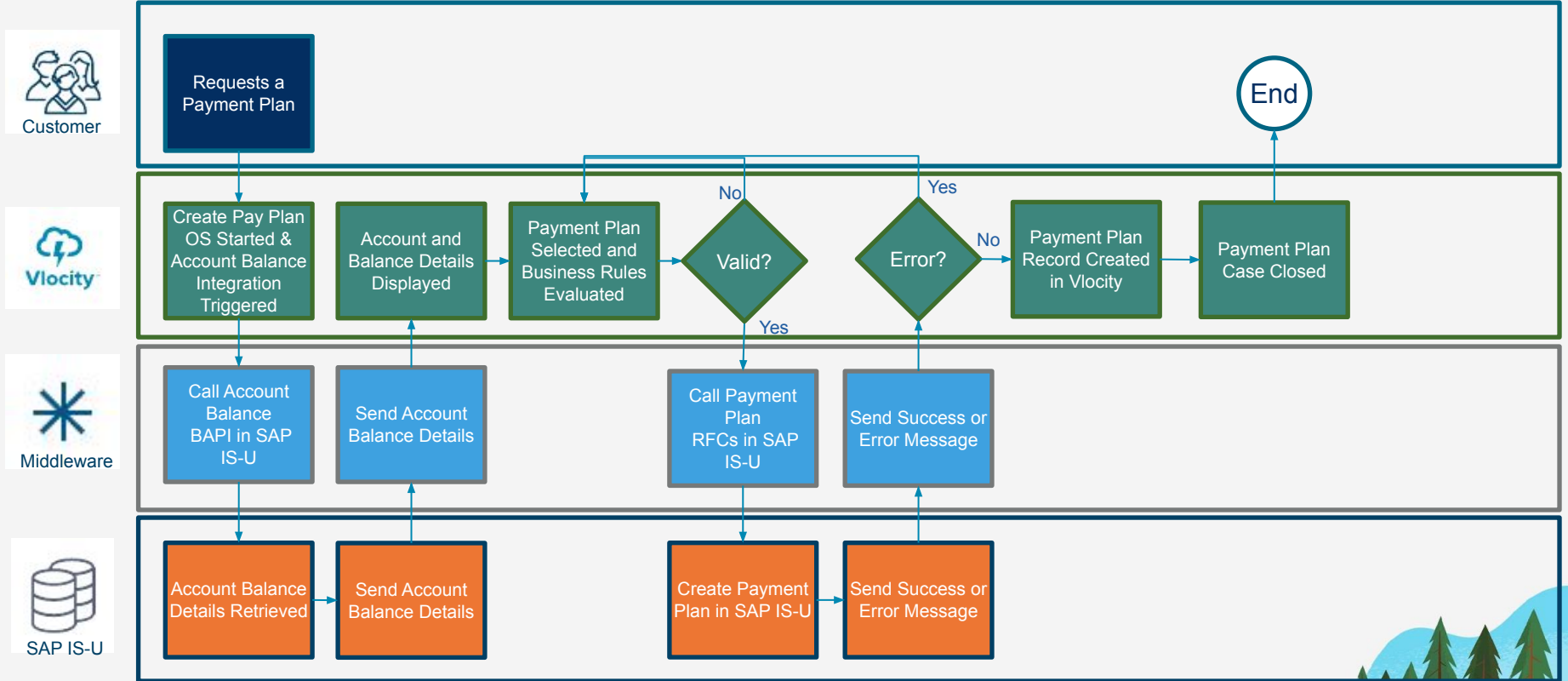
Synchronous integration with SAP IS-U. Customer and Billing Account created in Vlocity after successful creation of Business Partner and Contract Account in SAP IS-U.



E&U Cloud Integration

Create Payment Plan

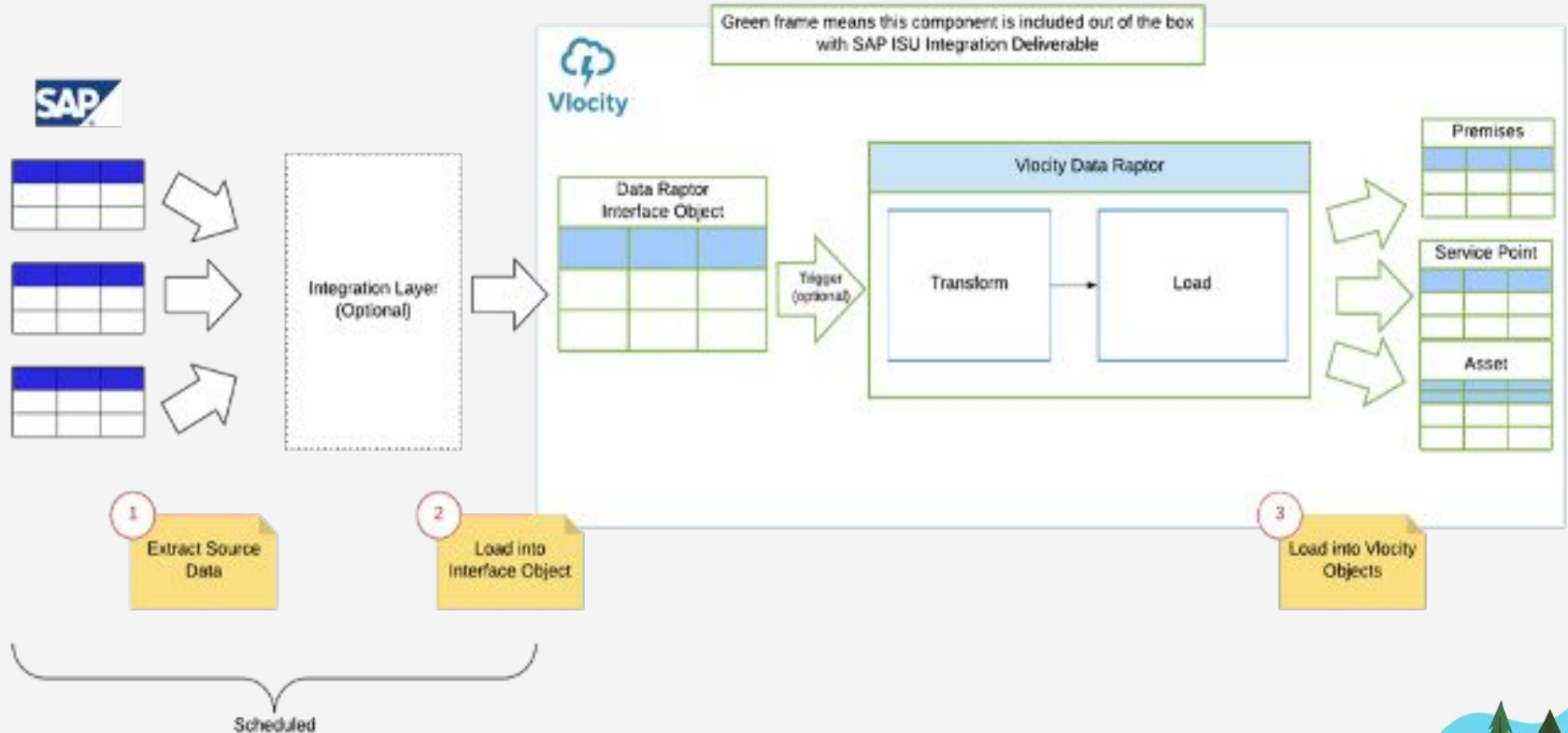
Payment Plan Record created in Vlocity on successful creation of the Installment Plan in SAP IS-U.



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Periodic Master Data Sync



E&U Cloud Integration

Approaches - Benefits & Challenges

The Salesforce logo, which consists of a blue cloud shape with the word "salesforce" in white lowercase letters inside it.

Benefits

- SAP remains the source system of record for core technical master data allowing existing validation rules and processes to be maintained
- Provides data flow recommendation to limit data issues and minimize impact on Salesforce storage limitations but is flexible to allow various data flows and data storage scenarios based on client requirements
- Limits two way data replication between SAP IS-U and Vlocity to minimize data issues
- Provides true 360 view of customer

Challenges

- Data replication between systems requires rigorous monitoring to identify, fix, and prevent data issues
- Fast and secure connection to the back end SAP IS-U system is required for real time data look up and synchronous integration calls
- Meeting your organisation's data replication policies
- Always accessing the latest / current data

Q&A

