SAP Commerce Cloud [SCC]

Q = Is it SAP Commerce Cloud **or** SAP Commerce? = **Both**.

SAP Commerce [Downloadable Commerce Suite] = eComm Solution + PCM.

SAP Commerce Cloud = SAP Commerce + Cloud [Automate Build-Deploy & Self-Service Portal]

Hybris (~1997) ===> SAP Bought Hybris (~2013) ===> SAP Commerce

Hybris – Is the company since ~**1997** & Initially they were in Switzerland. Later they moved to **Germany**. When Hybris is the company – That time Hybris means only **eCommerce**.
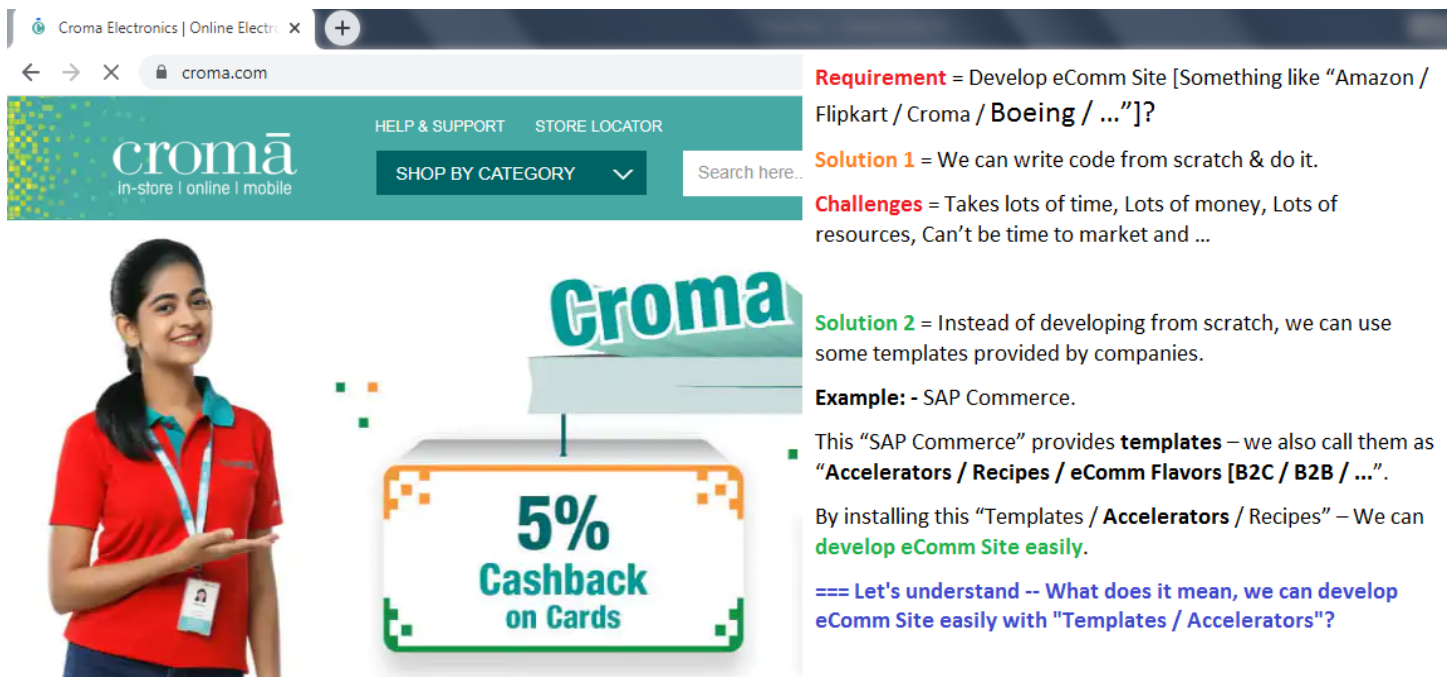
SAP Commerce = **eCom Solution** + PCM Soft

eComm Solution =

Croma … Amazon … Boeing … = These are called "eComm Sites [B2C / B2B / …]"

By using "SAP Commerce" = We can develop something like "Croma … Amazon … Boeing …".

That means – By using "SAP Commerce" = We can develop eComm Site.

Requirement = Develop eComm Site [Something like "Amazon / Flipkart / Croma / Boeing / …"]?

Solution 1 = We can write code from scratch & do it.

Challenges = Takes lots of time, Lots of money, Lots of resources, Can't be time to market and …

Solution 2 = Instead of developing from scratch, we can use some templates provided by companies.

Example: - SAP Commerce.

This "SAP Commerce" provides **templates** – we also call them as "**Accelerators / Recipes / eComm Flavors [B2C / B2B / …]**".

By installing this "Templates / **Accelerators** / Recipes" – We can **develop eComm Site easily**.

=== Let's understand -- What does it mean, we can develop eComm Site easily with "Templates / Accelerators"?

OS (C:) ▶ Softwares ▶ Hybris-All ▶ 2005

library ▼   Share with ▼   Burn   New f

Name

CXCOM200500P_0-70004955 — **Unzip** →

SAP Comm Software - After Download

OS (C:) ▶ rrrssoftware ▶

library ▼   Share with ▼

Name

- build-tools
- hybris
- hybris-sbg
- installer
- licenses
- README

Results - After Unzip "SAP Comm"

OS (C:) ▶ rrrssoftware ▶ installer ▶ recipes

library ▼   Share with   **Recipes === Templates === Accelerators === eComm Flavors [B2C / B2B / Telco / ...]**

Name

- b2b_china
- b2c_china
- cx
- cx_old_occ
- marketplace_acc_china

Let's say – Chenna is working for RRRS company & they want – "B2C eComm Site & B2B eComm Site".

====> Then install this recipe.

Q = Assume that – Chenna completed installing this Recipe. What we get after installation?

Apparel Site UK | Homepage

⚠ Not secure | localhost:9002/yacceleratorstorefront/?site=apparel-uk

B2C Accelerator

I'm looking for

80% B2C Site is Ready.
80% Code is Ready.
80% Functionality is Ready.
=== ~20% we do customer specific changes.
Finally -- We take this as base for development & write code on Top of this.

BRANDS   STREETWEAR   SNOW   ACCESSORIES   YOUTH

Powertools Site | Homepage

⚠ Not secure | localhost:9002/yb2bacceleratorstorefront/?site=powertools

B2B Accelerator

I'm looking for

80% B2B Site is Ready.
80% Code is Ready.
80% Functionality is Ready.
=== ~20% we do customer specific changes.
Finally -- We take this as base for development & write code on Top of this.

POWER DRILLS   ANGLE GRINDERS   SCREWDRIVERS   SANDERS   MEASURING & L

THE MOST

===> So, By using "SAP Commerce", we can able to develop the eComm Site easily.

   Hence "SAP Commerce" called as "**eComm Solution**".

Note: - SAP Commerce Cloud includes all **core commerce** capabilities [Payment, Support, Omni-channel, Search, Promotions, Carts, Orders, Bundling, Social and ....] that enable you to engage and transact with your customers digitally.

Product Content Management
Managing large volume Product Data, Collaboration & Integration capabilities

Customer Experience
Provide all Info. reaching your customers to their needs in just a few clicks.
Promotions, Support, Search Results, Suggestions, Storefront Look and ...

Order Management
It tracks and displays order and inventory data in real time.

Commerce Capabilities
Carts, Orders, Account Management, Delivery, Data Privacy, Search, and ...

SAP Comm Cloud -- Brings Together
COMMERCE

For "SAP Commerce Cloud" --- Contact Us = ChennaReddyTraining@RRRS.CO.IN

Q = How can we **quickly build & deploy Storefront / Site** with all features needed for business?

Q = What are the **Capabilities** that come with all SAP **Commerce Cloud Accelerators**?

- **Platform** = It's core of SAP Commerce Cloud
- **Product Content Management** = Oversee all your product-related information
- **Web Content Management** = Manage all websites & templates, and localize your content
- **Customer Support** = Handle tickets, cancellations, and returns
- **Order Management** = Order fulfillment, returns, and inventory management
- **Store Locator Capabilities** = Help customers easily find your physical shops
- **Search and Navigation Functionality** = Smooth navigation of your web shop
- **Payment Framework Interfaces** = Ready-to-use framework interfaces
- **=====**

SAP Commerce = eCom Solution + **PCM Soft**

PCM [Product Content Management] Software =

You take any eComm Site [Croma / Flipkart / Amazon / …] – There will be 2 important things = **Products** & **Content**.

Q1 = How to manage [Add Content / Update Content / Delete Content] this Content?

Q2 = How to manage [Add Product / Update Product / Delete Product] this Products?

====> SAP Commerce provides tools to manage this Content & Products Easily.

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Whatever we see on here is called Content.
This content changes very frequently.

Q = Do you think that, Development team will manage this content? = No.
Generally in companies, there will be specific people – We call them as "Content Manager [CM]".
These people are responsible to manage this Content.

Q = Do you think that this CM are Technical? = No.
If CM is not Technical, then how can they manage this Content?

"SAP Commerce" provides small software called as "Cockpits / SmartEdit / …".
For Content Purpose -- We have -- "CMS Cockpit / SmartEdit".

By using this "SmartEdit" tool –
        The CM can manage the content easily.

Whatever we see on here is called Products.
This Products changes very frequently.

Q = Do you think that, Development team will manage this Products? = No.

Generally in companies, there will be specific people – We call them as "Product Manager [PM]".
These people are responsible to manage this Products.

Q = Do you think that this PM are Technical? = No.
If PM is not Technical, then how can they manage this Products?
"SAP Commerce" provides small software called as "Cockpits / Product Cockpit / …".

By using this "Product Cockpit" tool – The PM can manage the Products easily.

===> By using "SAP Commerce", we [**business**] can able to **manage** [add / update / delete] the **products** & manage the **content** easily.

Hence "SAP Commence" is also called as "**PCM**" Software.

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SAP Commerce Cloud = "SAP Commerce" + **Cloud** [Build automation & Self-Service Portal]

Cloud =

Q = Differences between "**OnPrem Vs Cloud**"?

On-Prem	Cloud
Like = Own house	Like = Rented house
Lots of initial investment	Pay as Use [Just Rent]
Everything you are responsible	Vendor [Who provides cloud] is responsible
Limited Flexibility	Full Flexible [Self Service Portal is available]
Deployments – Manual & You take care	Deployments - Automated
Provisioning – Manal & Takes time	Provisioning – Automated & Takes less time
Scaling – Manual & Takes time	Scaling – Automated &Takes less time
Hosting / Infra – Additional Cost	Hosting/Infra –Kubernetes Clusters on Azure
Build Env. – Additional Cost	Build Env. – Build & Deployment Pipelines
Database – Additional Cost	Database – Included in Azure SQL
Support – Additional Cost	Support – Shared … Self Service Portal & SAP
Upgrade – Additional Cost	Upgrade – Technical upgrade included
Disaster Recovery – Additional Cost	Disaster Recovery – PRO: 5 mins, RTO: 4 Hrs
Pricing – Based on License	Pricing – Pay as you grow [Just Subscription]

Note: - Cloud services are available in **3 flavors**: -

1) **IaaS**   2) **PaaS**   3) SaaS

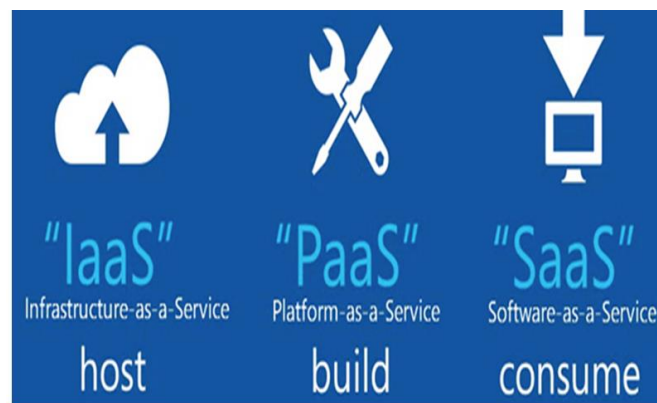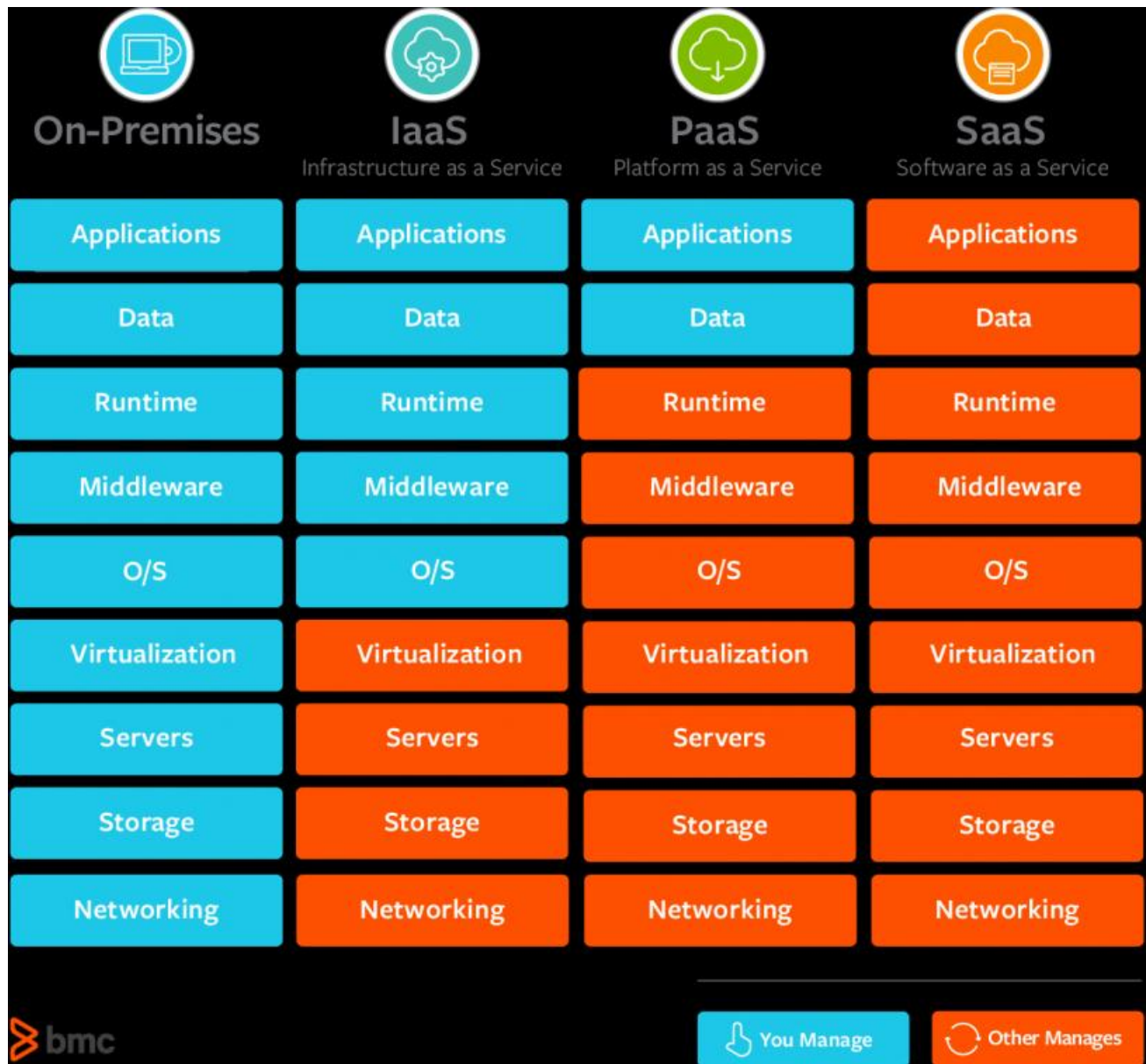Now – Let's say … We want to develop project [Java / .NET / …] for DRL = **On-Premise**.

To develop this project, we [DRL] need "Network, Storage, Server, OS, Middleware, Runtime, Data, Application and …".

=== DRL is responsible for all these resources in terms of "Adding resources / Upgrade resources / Resolving resource Errors / …". === **Like having own house**.

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On-Premises	IaaS Infrastructure as a Service	PaaS Platform as a Service	SaaS Software as a Service
Applications	Applications	Applications	Applications
Data	Data	Data	Data
Runtime	Runtime	Runtime	Runtime
Middleware	Middleware	Middleware	Middleware
O/S	O/S	O/S	O/S
Virtualization	Virtualization	Virtualization	Virtualization
Servers	Servers	Servers	Servers
Storage	Storage	Storage	Storage
Networking	Networking	Networking	Networking

You Manage   Other Manages

bmc

"IaaS"
Infrastructure-as-a-Service
host

"PaaS"
Platform-as-a-Service
build

"SaaS"
Software-as-a-Service
consume

SAP Commerce Cloud == **IaaS** & **PaaS**

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Q = What **SAP Commerce Cloud consists**: -

1) **MS Azure** = Used to host our Cloud Build Platform that builds all using SAP Commerce [Formally known as SAP Hybris Commerce]

2) **IaaS** = This runs the SAP Cloud Platform

3) **SAP Commerce Cloud Portal** = It's a self-service portal, where you can manage, maintain, build, and deploy our SAP Commerce Cloud solution
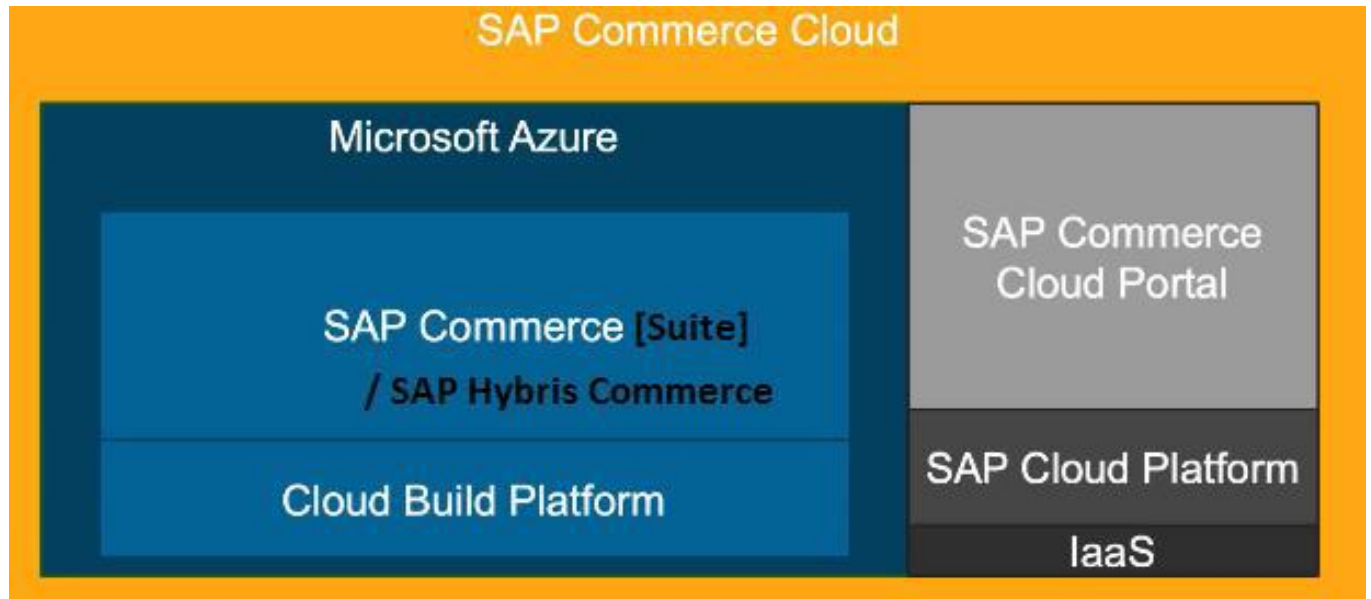
Note: - SAP Comm 6.7 (or) Above only – Will support "SAP Commerce Cloud".

SAP Comm Cloud = Currently the CCV2 version: -

1) Drives digital transformation

2) Enables you to function as an omni-channel business, delivering contextual customer experiences and unifying customer processes

Q = What are **Benefits with "SAP Comm Cloud"** [**CCv2**]?

1) Public Cloud Infrastructure

2) Elastic scaling to meet operational metrics and traffic rushes

3) Self-service Environment management

4) Disaster Recovery and Backup

5) Flexible Deployment [CI] Continuous Integrations

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Q = How do we **migrate to SAP Commerce Cloud [CCv2]?**

SAP Commerce on-prem / SAP Commerce Cloud product on infrastructure [CCv1] can go **CCv2**.

High Level Activities =

      (1) Upgrade to supported version [6.7 / More]

      (2) Migrate Your Content [DB & Media]

Both SAP & Partners can help with many of these steps, except database migration step. Bcoz, only SAP has access to the DB. As part of this data migration package, SAP will help move your data, move your media, verify that it's okay, make sure that it works on your environments and ensure that it aligns with our project plans.
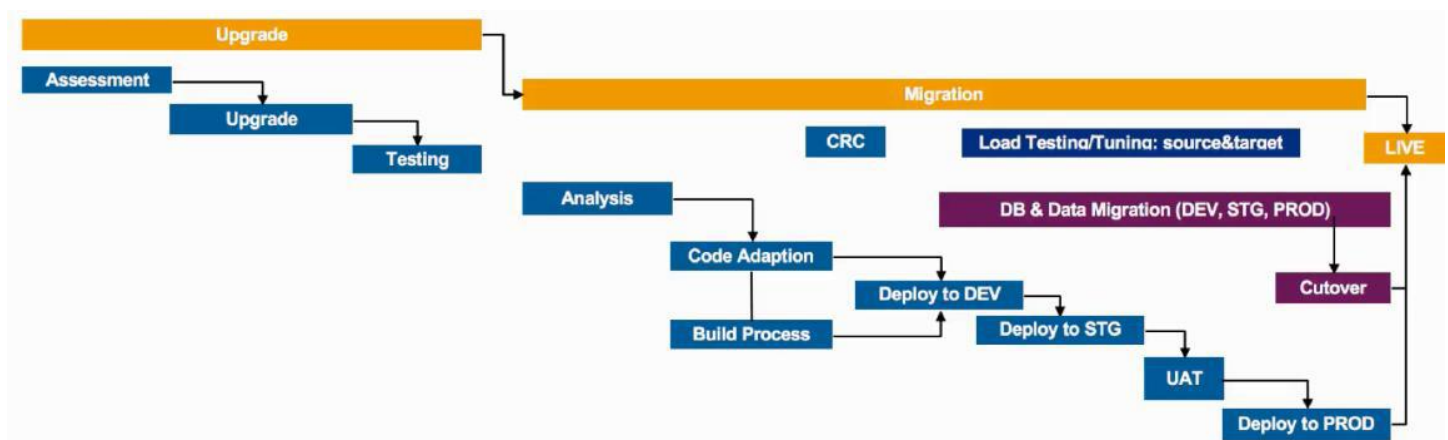
Q = What are the "**Benefits** of Commence Cloud?
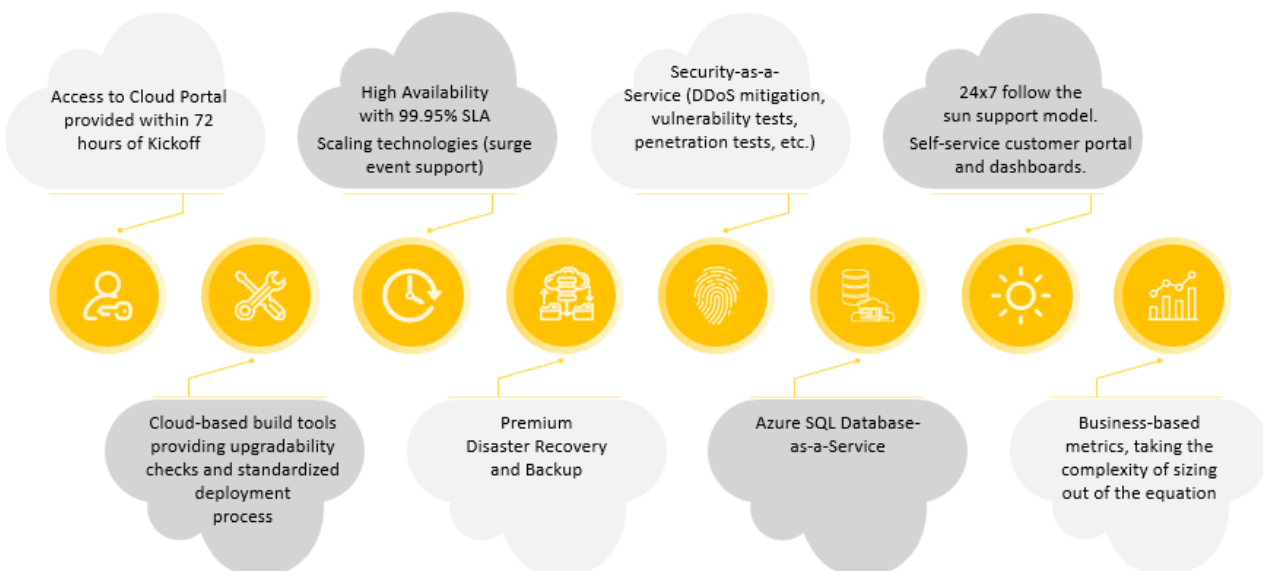
SAP Commerce Cloud = SAP Commerce + **Cloud** [**Automate Build-Deploy & Self-Service Portal**]

Customer Cloud Portal = Enables you to setup & deploy SAP Comm in Public Cloud & Perform other common operational tasks.

Build & Deployment of SAP Comm Solutions =

Entire process is automated once deploy start.