**Queries**

1. What is the role of MPC in CBA?
2. What are the API integrations from MPC to TMC?
3. I want to add the functionality where a partner can create a quote to sell solutions, which can then be onboarded and be billed. Which are the systems in CBA that would need to change for this and why?

## Solution outline

Managed Print Central (MPC) is a tool that is used by Managed Print Services (MPS) partners to create quotes for their customers which includes printer hardware, accessories, services and supplies.

There is a new requirement to include solutions as part of the quote.

This new requirement requires changes to the following systems.

1. The master data system, DART, needs to include details of the solutions master data such as the name, the driver for pricing and number of licenses needed. MPC imports the master data that includes the solution pricing.
2. Partners who are eligible to quote solutions are enabled in the partner management module in MPC.
3. Partners who are enabled can include solutions in the quotes in MPC, which can be billed upfront or monthly. The pricing for the solutions is based on the number of licenses and the contract term of the quote.
4. On winning a deal, the details of what is included in the deal is back to DART that is used to create a SAP package.
5. The won deal is onboarded from MPC into another tool called Transition Management Central (TMC) and after filling in some additional manual details, an API call is initiated from TMC to DART which retrieves the SAP package. The SAP package contains the SKU details and the price.
6. TMC passes the information of the deal, customer, devices and solutions to be onboarded to Broker.
7. SAP Broker validates customer information against MS4 data. Broker validates the data for the contract account, master agreement and provider contract against ITSM.
8. Broker uses the validated data for contract, account, master agreement and provider contract creation within SAP. A master agreement (MA) in SAP is created using broker, which is a representation of the contract, and this includes the SAP package. For each device and solution that was part of the deal, a provider contract (PC) is created by Broker. This includes the serial number of the device and solutions, location where they need to be placed and the term of the contract.
9. Broker creates the necessary information for the contract in ITSM using the ITSM APIs.
10. ITSM publishes AUB messages to inform the other assets about the IMACD changes associated with the contract.

**Agents**

1. User story: Partners who are eligible to quote solutions are enabled in the partner management module in MPC.
2. Code: Partners who are enabled can include solutions in the quotes in MPC, which can be billed upfront or monthly. The pricing for the solutions is based on the number of licenses and the contract term of the quote.
3. Service ticket: DCC Access

**Asset level user stories**

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| **User stories** |
| **User Story 1: Inclusion of Solutions Master Data in DART**  **User Story ID and Title:**   * **US-001:** Inclusion of Solutions Master Data in DART   **User Story Description:**  *"As a data administrator, I want to include solutions master data in DART so that MPC can import solution pricing and details for quoting."*  **Actors:**   * **Primary:** Data Administrator * **Systems:** DART (Master Data System), MPC (Managed Print Central)   **Preconditions:**   * DART system is operational. * Solutions data is prepared for entry. * MPC is configured to import data from DART.   **Postconditions:**   * Solutions master data is stored in DART. * MPC can access and import the updated solutions data.   **Main Flow:**   1. Data Administrator logs into DART. 2. Administrator navigates to the "Add New Solution" section. 3. Administrator enters solution details:    * Name    * Pricing driver    * Number of licenses needed    * Price per unit 4. Administrator saves the new solution entry. 5. DART validates and stores the solution data. 6. MPC initiates data synchronization to import new solutions data. 7. MPC receives and updates its database with the new solutions.   **Alternative Flows:**   * **A1:** Data Validation Failure   + If the entered data does not meet validation rules:     - DART displays error messages.     - Administrator corrects the data and retries. * **A2:** Synchronization Failure   + If MPC fails to import data:     - System logs the error.     - Notification sent to IT support for resolution.   **Business Rules:**   * Solution entries must have unique names. * Pricing driver must be selected from predefined options. * Number of licenses must be a positive integer.   **Data Requirements:**   * **Solution Details:**   + Solution ID   + Name   + Description   + Pricing Driver (e.g., per device, per user)   + Number of Licenses   + Price per Unit   **Non-functional Requirements:**   * **Performance:**   + Data entry should be saved within 2 seconds. * **Security:**   + Only authorized users can add or modify solutions in DART.   + Data transfer between DART and MPC must be encrypted.   **Assumptions and Dependencies:**   * Data Administrator has the necessary permissions. * Network connectivity between DART and MPC is stable. |