

# Bidirectional Contact Replication

## DSC Solution for a flexible and efficient Contact Administration in SAP for Utilities and SAP CRM

SAP CRM and its IC WebClient set an optimal stage for an efficient customer relationship management. In order to successively replace the Customer Interaction Center (CIC) by the IC WebClient DSC provides you with a smart and easy solution for a cross-system administration of customer contacts.

### Two Systems - two Directions - one Solution!

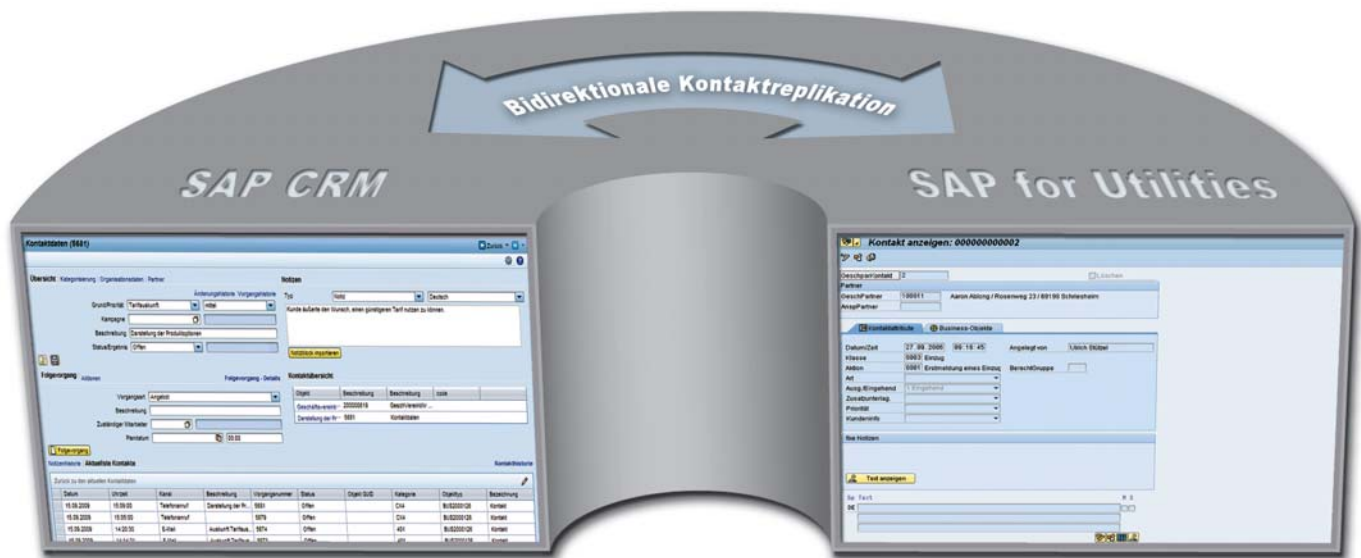
#### SAP for Utilities ⇔ SAP CRM

SAP standard enables contact classes, contact actions and contact types from SAP for Utilities to be mapped on a SAP CRM Activity's category.

Thanks to the DSC solution any field or field content (even customer-individual ones) can be mapped and replicated.

#### SAP CRM ⇔ SAP for Utilities

In addition to the standard the DSC solution enables you to replicate contacts from SAP CRM to SAP for Utilities where fields and field contents can be mapped and selected according to customer-specific criteria. Thus, all relevant customer contacts and data can be kept and maintained in both systems.



A major part of the DSC solution is the DSC Rulework especially developed for this purpose. The solution's stability and sustainability are guaranteed due to user-friendly customizing tables for dynamic and flexible configuration of the replication rules and due to the fact that SAP standard interfaces are used.



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# Bidirectional Contact Replication with DSC

## **Tailor-made**

The DSC solution enables you to individually select which contact or modification shall be replicated.

## **Practice-oriented**

The DSC solution supports a step by step replacement of the SAP Customer Interaction Center (CIC) by SAP CRM IC WebClient.

## **Efficient**

The DSC Rulework not only guarantees system conformity but also minimizes customizing efforts.

## **Sustainable**

The DSC solution exclusively uses SAP standard tools and the SAP standard interface.

## **Flexible**

The DSC Rulework can be configured using a special transaction including appropriate check tables.

## **Individual**

The DSC solution also considers the mapping of customer-specific fields - decide what field you need!



UNTERNEHMENSBERATUNG  
UND SOFTWARE GMBH

DSC GmbH  
Carl-Benz-Straße 16 a  
D-69198 Schriesheim  
Phone +49 6203 6941-0  
Fax +49 6203 6941-941  
info@dsc-gmbh.com  
www.dsc-gmbh.com