



Case Study: Product Safety Sheets to End-Users Via SAP Build Apps

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SAPinsider
2023



In This Session

- You will learn about:
 - SAP BTP and SAP Build Portfolio
 - Overview of SAP BTP at Henkel
 - How the app was built using SAP Build Apps
 - What were the challenges faced
 - Key take aways/Learnings

Agenda

- Who are we(Henkel)?
- Introduction to SAP BTP and SAP Build
- Big Picture: SAP BTP at Henkel
- Use Case: Product Safety Data Sheet(SDS) for End-Users using SAP Build Apps
- Challenges
- Wrap-Up



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Who are we(Henkel)?

HENKEL COMPANY INTRODUCTION

Leading positions in industrial & consumer businesses

SALES

€22.4_{BN}



BEAUTY CARE

WE EMPLOY OVER

51,200 PEOPLE

WORLDWIDE FROM 124 NATIONALITIES

LOCTITE TECHNOMELT BONDERITE



ADHESIVE TECHNOLOGIES



ROCKY HILL, CONNECTICUT, USA
REGIONAL CENTER

STAMFORD, CONNECTICUT, USA
REGIONAL CENTER

DÜSSELDORF, GERMANY
GLOBAL HEADQUARTERS

VIENNA, AUSTRIA
REGIONAL CENTER

MEXICO CITY, MEXICO
REGIONAL CENTER

SÃO PAULO, BRAZIL



LAUNDRY & HOME CARE

Persil all Bref

146 YEARS

SUCCESS WITH BRANDS AND TECHNOLOGIES



WE ARE ACTIVE IN

75+ COUNTRIES

Presenter



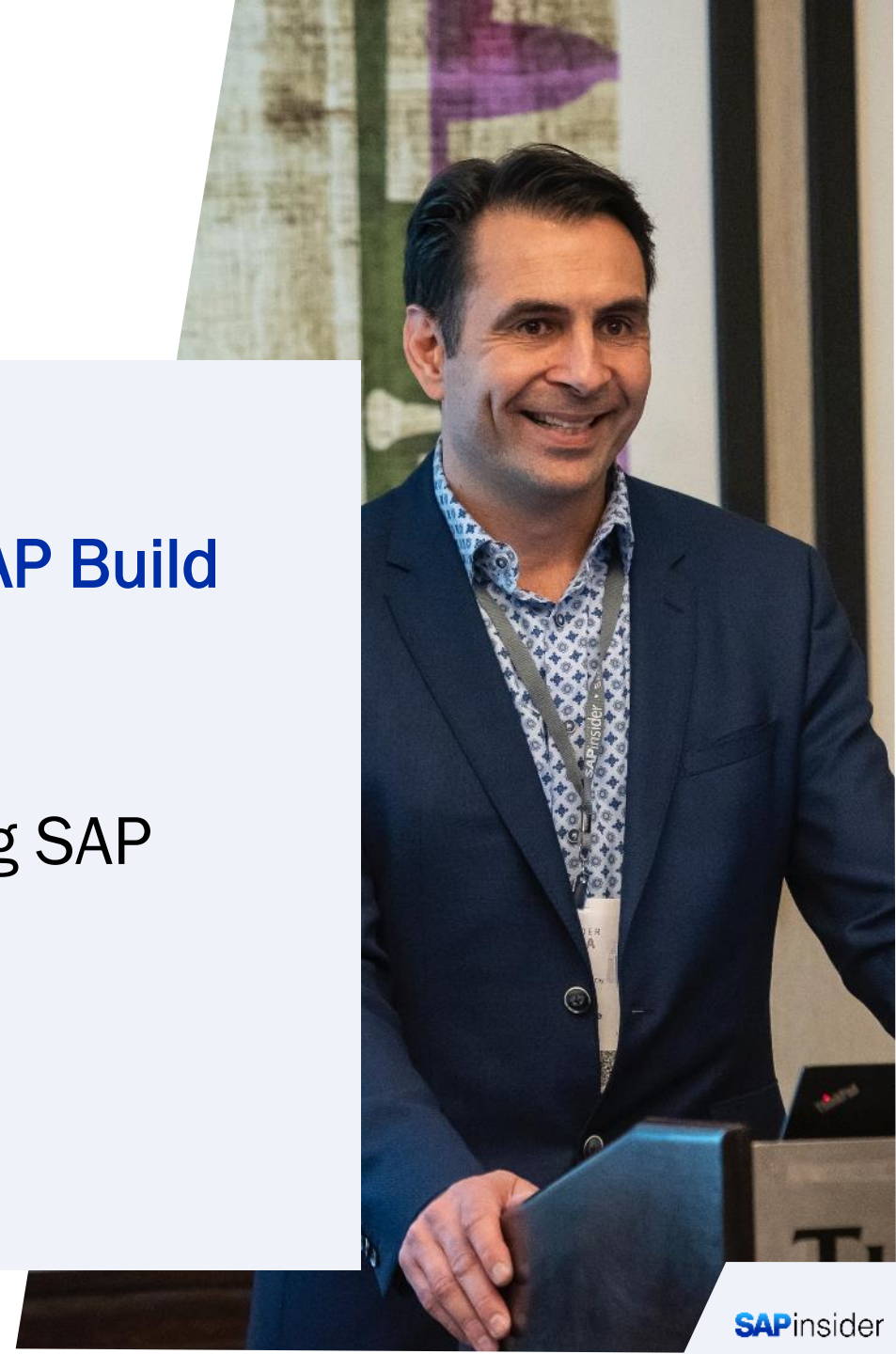
Saurabh S Kabra
Senior CRM Developer
dxA/Sales Excellence



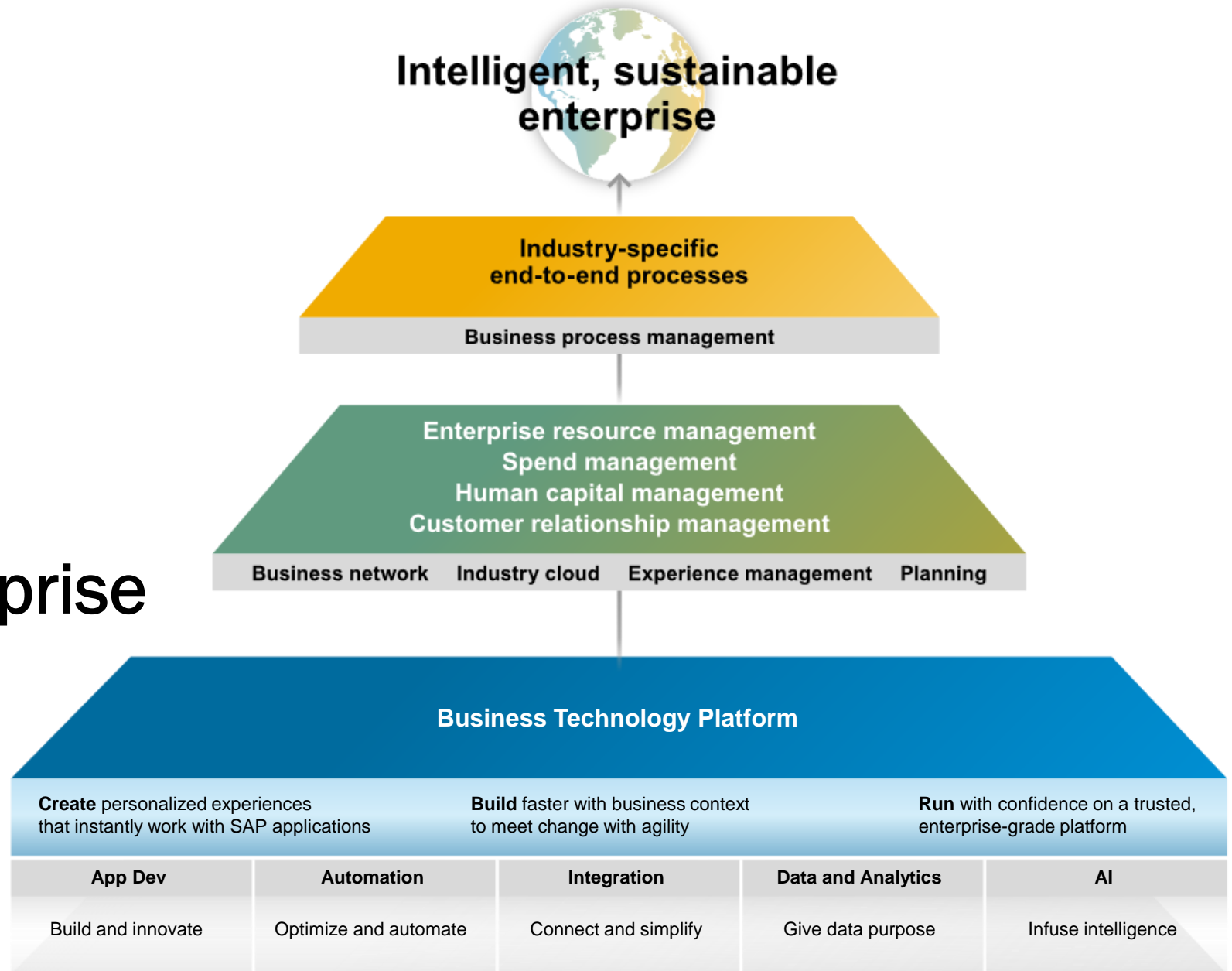
* Figures relate to the 2022 fiscal year

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SAP BTP is the
foundation
of the intelligent,
sustainable enterprise



SAP Build

Create and Augment Enterprise Apps, Automate Processes, and Design Business Sites, All Visually



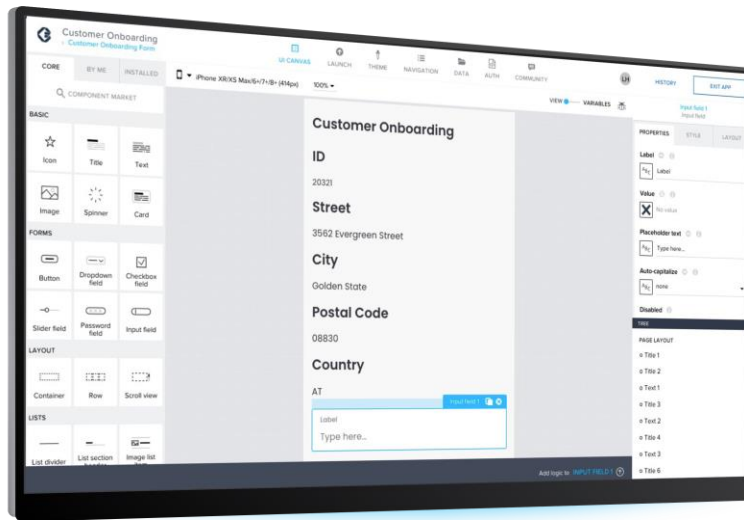
Build apps



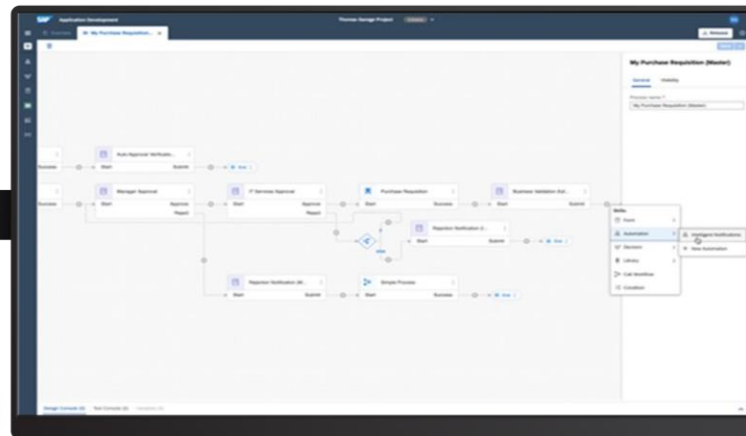
Automate processes



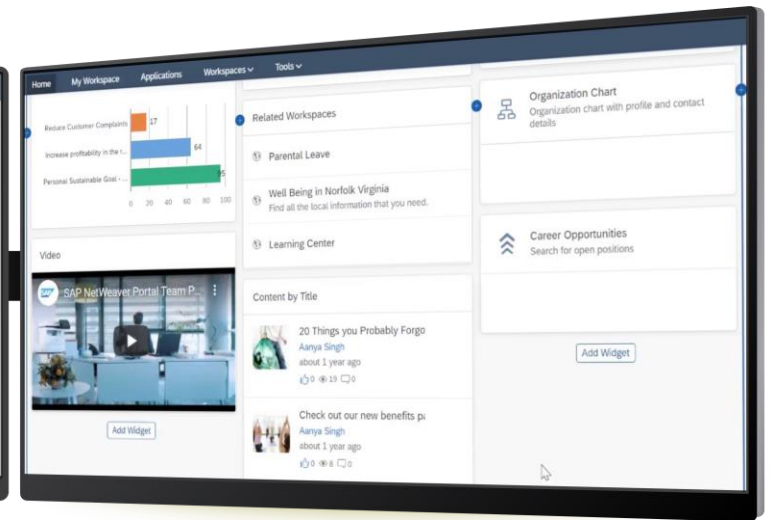
Design business sites



SAP Build Apps



SAP Build Process Automation



SAP Build Work Zone

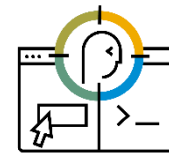
Build Visually

Integrate Smoothly

Collaborate Effectively

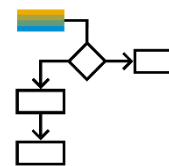
SAP Build Apps

Build Full-Stack **Enterprise-A**pps in Minutes - Absolutely **Z**ero Coding Required



Drag-and-drop the user interface

Access a pallet of user interface controls, drag them into place, and preview the final result in real time.



Create any logic without code

Drag-and-drop any logic function – sensors, file operations, data functions, animations, and more – onto a canvas.



Easily integrate data

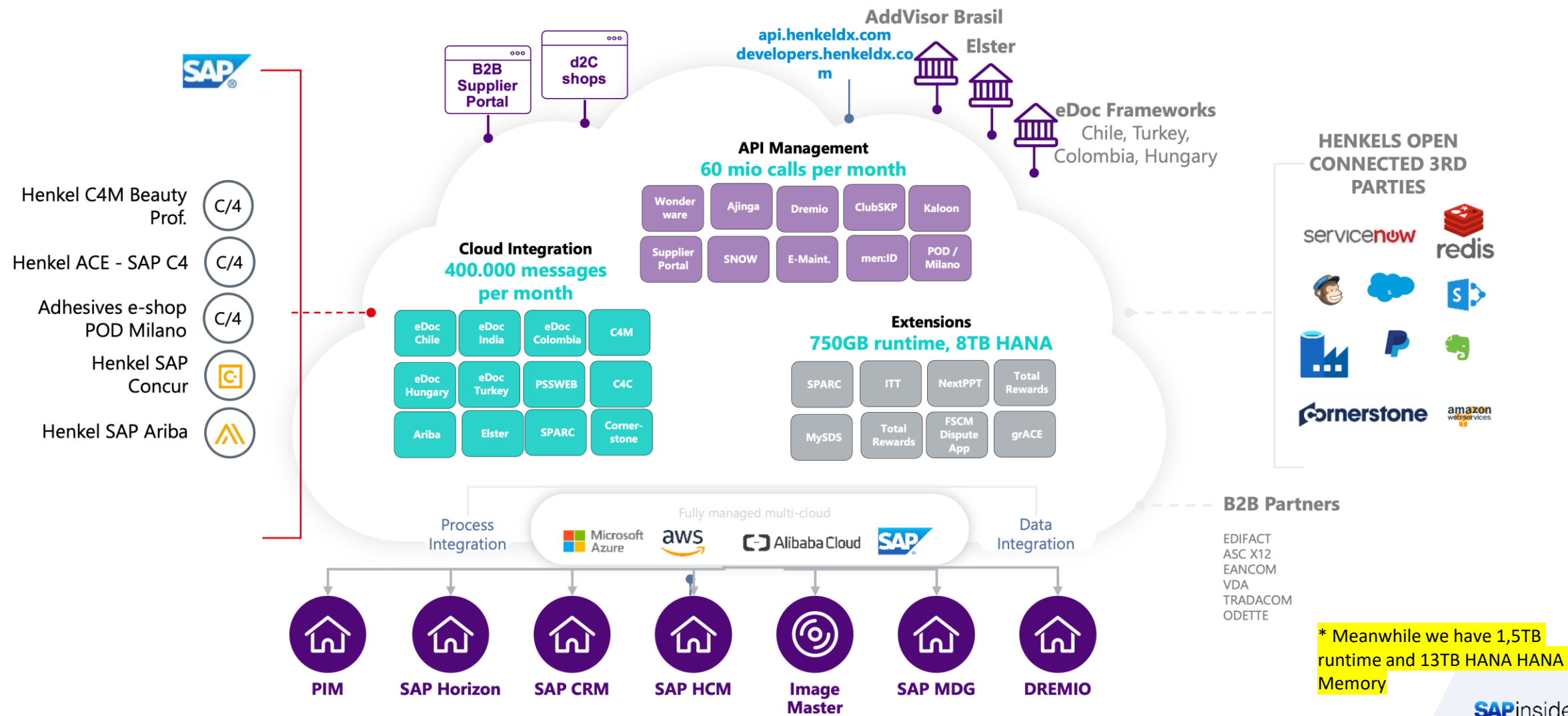
Easily add your own data integrations or get started with some of ours.

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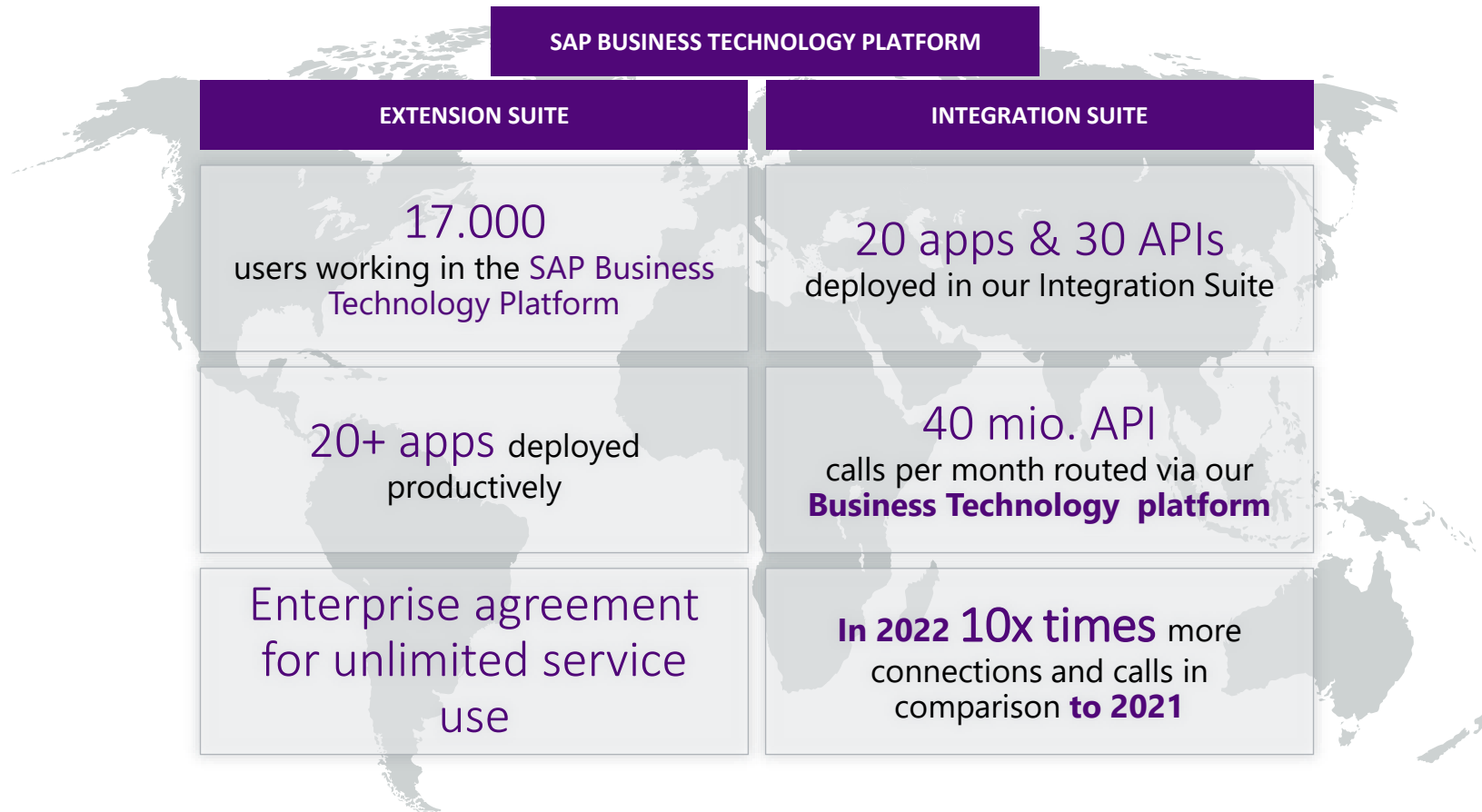


Big Picture: SAP BTP at Henkel



BIG PICTURE: SAP BTP AT HENKEL(2)

OVERVIEW OF OUR GLOBAL HENKEL SAP BTP SOLUTIONS

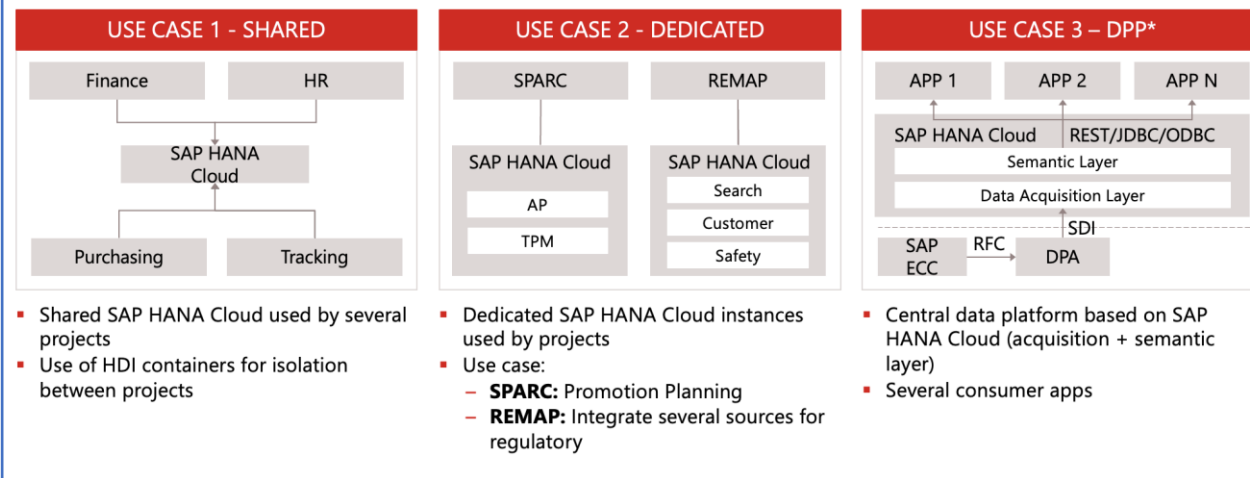


Big Picture: SAP BTP at Henkel(3)

- Joined session with SAP about SAP HANA Cloud road map and future innovation
- Henkel as customer success story (13 TB SAP HANA Cloud, 1.5 TB Runtime)

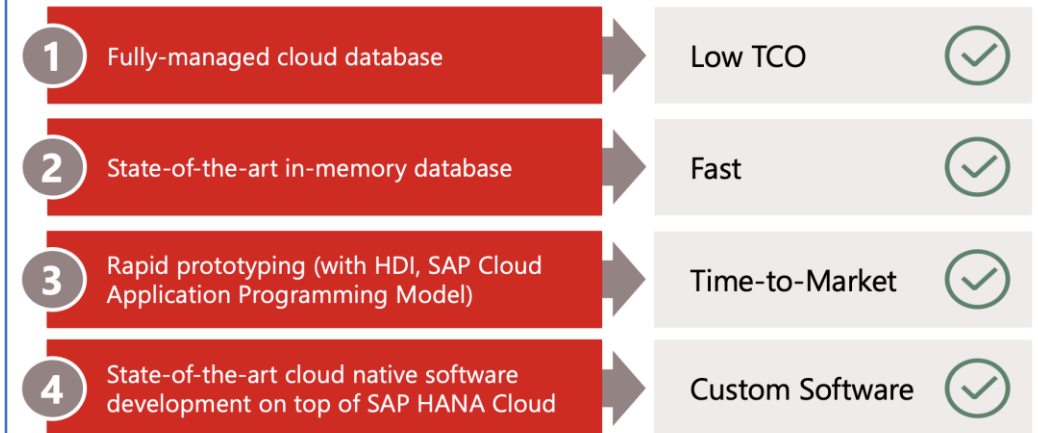
Use Case's

DRIVE HENKEL'S INNOVATIONS ON SAP BTP WITH A FULLY CLOUD-BASED IN-MEMORY APPROACH



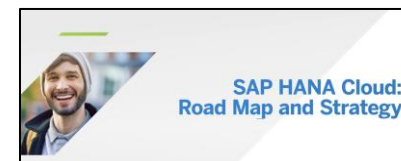
Benefits

SAP HANA CLOUD VALUE-ADD FOR HENKEL



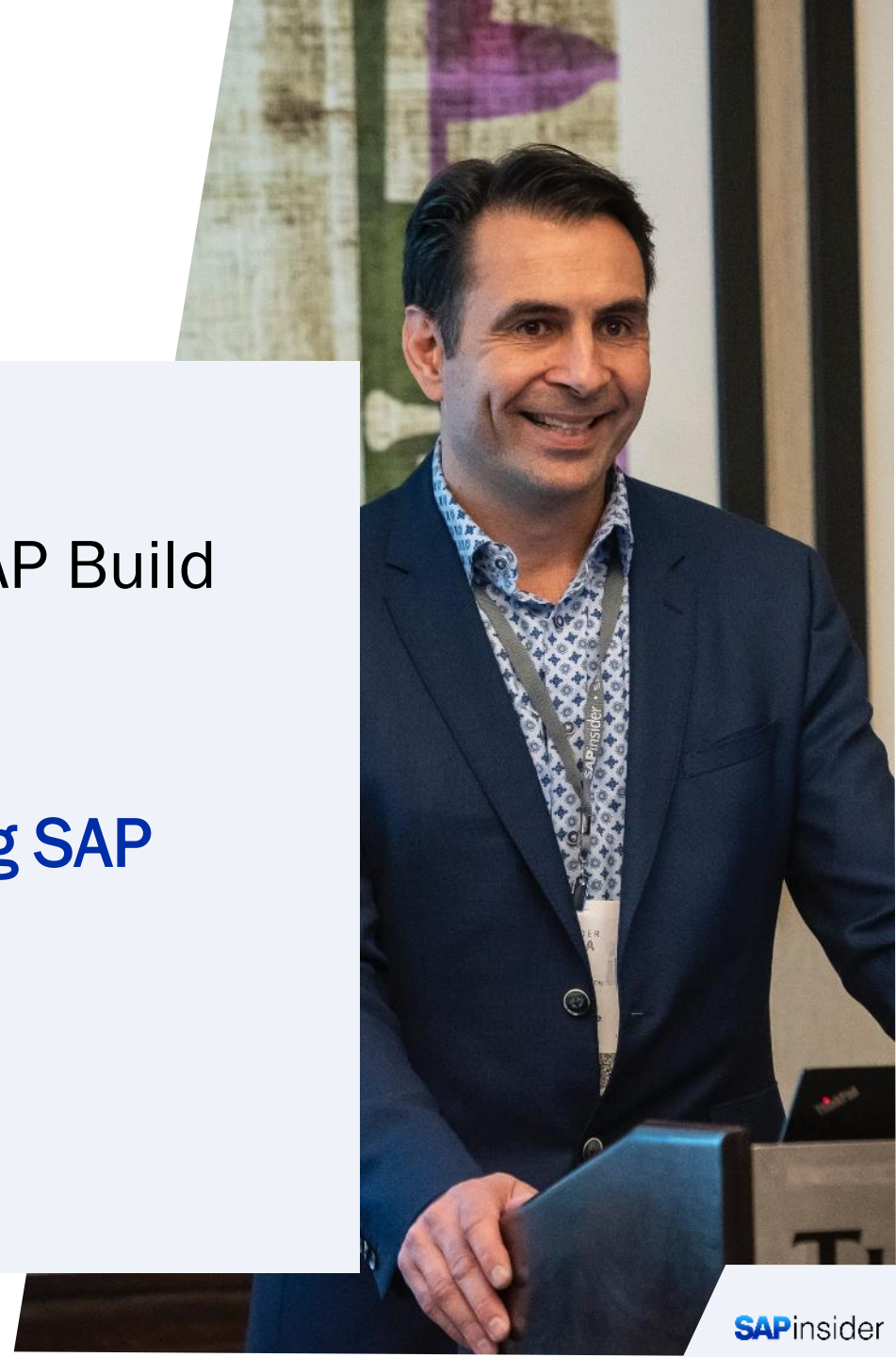
For more details, see recorded Teched session:

[SAP HANA Cloud: Road Map and Strategy \[DA109\]](#)



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Use Case: Product Safety Data Sheet(SDS) for End-Users using SAP Build Apps (Overview)



Constantly changing local regulation, hence not possible to store such sheets in C4C(or any other external system) other than SAP ERP.



Webapp to pull product Safety Data Sheets from SAP ERP based Product Information Management(PIM) system to SAP Sales & Service Cloud(aka C4C) in real time using side-by-side extensibility on SAP BTP

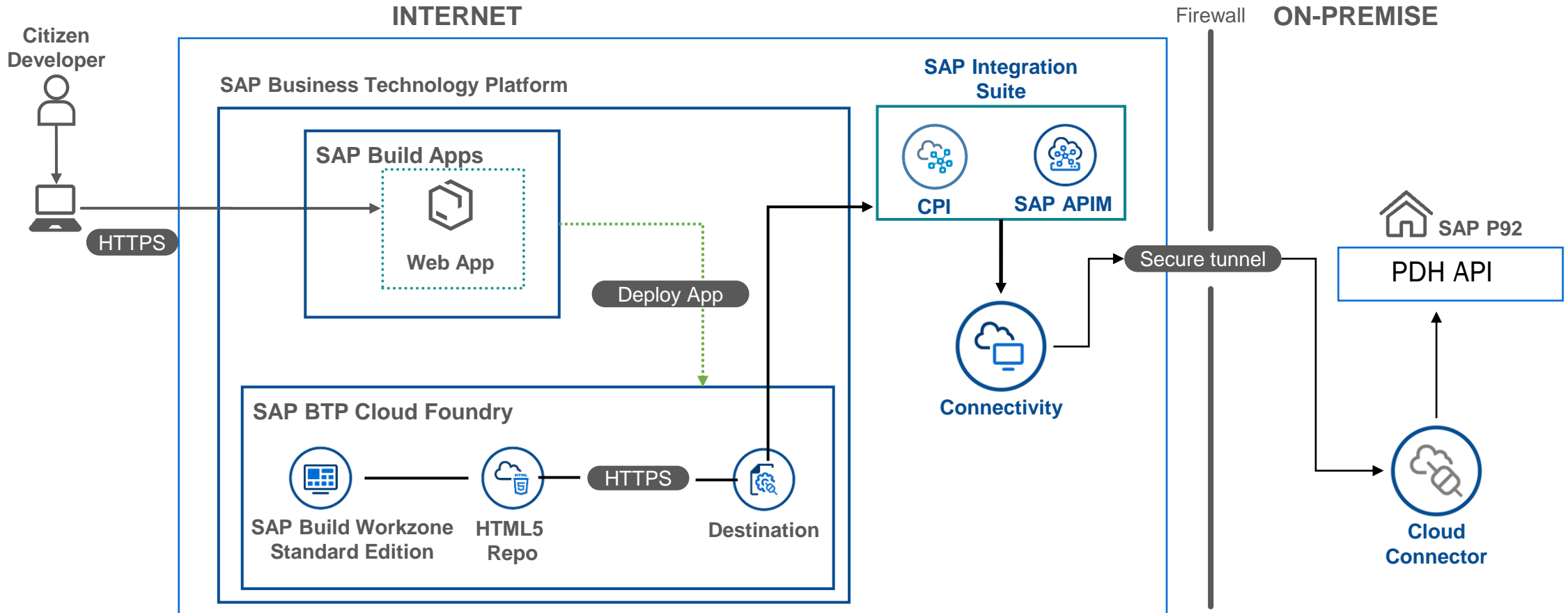


Used PIM/PDH APIs in conjunction with SAP Integration Suite and SAP Build Apps.



Effort spent is ~ 1 week

USE CASE: PRODUCT SAFETY DATA SHEET(SDS) FOR END-USERS USING SAP BUILD APPS (ARCHITECTURE)



Use Case: Product Safety Data Sheet(SDS) for End-Users using SAP Build Apps (Technical View – SAP Integration Suite, API Management)

SAP

Integration Suite

<

View API

Transport

Policies

Copy

Edit

>

ACE_PIM_API_V1

Status: Deployed

API Proxy URL:
<https://api-dev.henkeldx.com:443/ace/pim>

Overview

Proxy EndPoint

Target EndPoint

Resources

Revisions

Select: ?

☐ API Provider

☐ API Proxy

☒ URL

URL:
<https://henkel-dev-integrationsuite.it-cpi018-rt.cfapps.eu10-003.hana.ondemand.com/http/pimIntegration>

SAP

Integration Suite

<

API Artifacts for ACE_PIM_API_V1 (Draft)

Policy Editor

>

Flows ?

<<

>

ProxyEndpoint

<

PreFlow

0

PostFlow

1

preflight

0

>

TargetEndpoint

<

PreFlow

3

PostFlow

0

verifyAPIKey...

GetCPIcred

BasicAuth

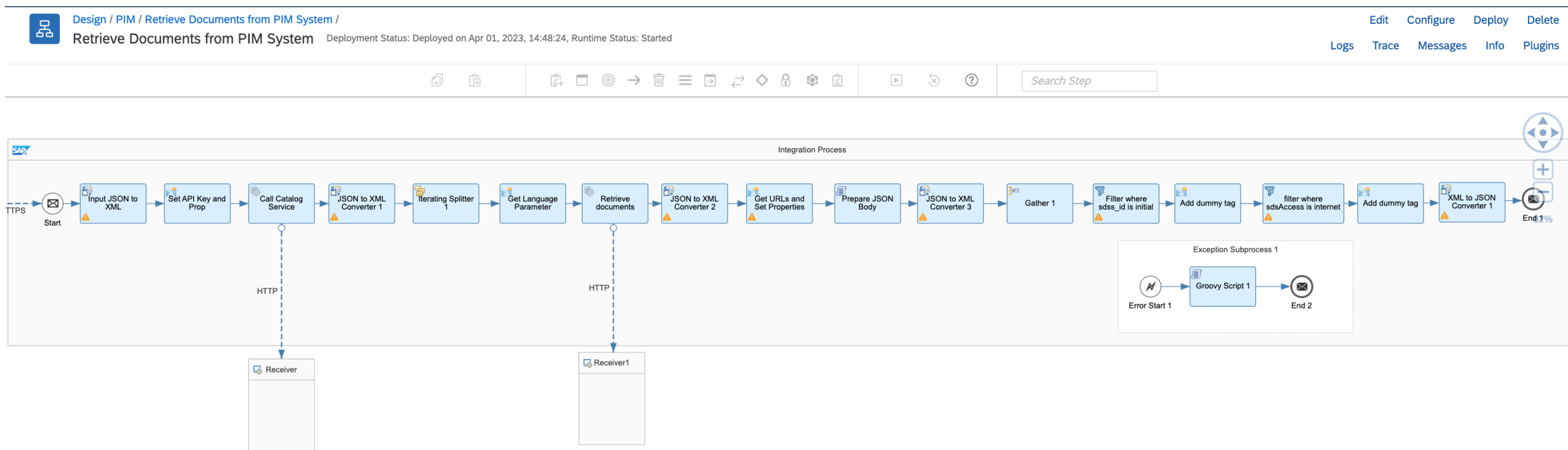
Use Case: Product Safety Data Sheet(SDS) for End-Users using SAP Build Apps (Technical View – SAP Integration Suite, API Management)

The screenshot displays the SAP Integration Suite interface, specifically the Policy Editor for API Artifacts for ACE_PIM_API_V1 (Draft). The left sidebar shows a tree view with 'Flows' expanded, containing 'ProxyEndpoint' with sub-items 'PreFlow' (0), 'PostFlow' (1), and 'preflight' (0). Below this are 'TargetEndpoint', 'Created Policies', and 'Scripts'. The main area shows a diagram of a proxy endpoint with a 'setCORS' action. Below the diagram, the XML configuration for the 'setCORS' policy is visible:

```
1 <!-- This policy can be used to create or modify the standard HTTP request and response messages -->
2 <AssignMessage async="false" continueOnError="false" enabled="true" xmlns="http://www.sap.com/apimgmt">
3   <Set>
4     <Headers>
5       <Header name="Access-Control-Allow-Origin">*/</Header>
6       <Header name="Access-Control-Allow-Headers">set-cookie, origin, accept, maxdataserviceversion,
        -language, x-http-method, content-type, X-Requested-With, apikey</Header>
7       <Header name="Access-Control-Max-Age">3628800</Header>
8       <Header name="Access-Control-Allow-Methods">GET, PUT, POST, DELETE</Header>
9       <Header name="Access-Control-Expose-Headers">set-cookie, x-csrf-token, x-http-method</Header>
10    </Headers>
11  </Set>
12  <IgnoreUnresolvedVariables>false</IgnoreUnresolvedVariables>
13  <AssignTo createNew="false" type="response">response</AssignTo>
14 </AssignMessage>
```

- APIM was used to overcome CORS error while calling SAP Cloud Integration runtime endpoints.
 - Additionally, it provide 2-layer security as well as better monitoring / governance
- See [Blog](#) & [Tutorial](#)

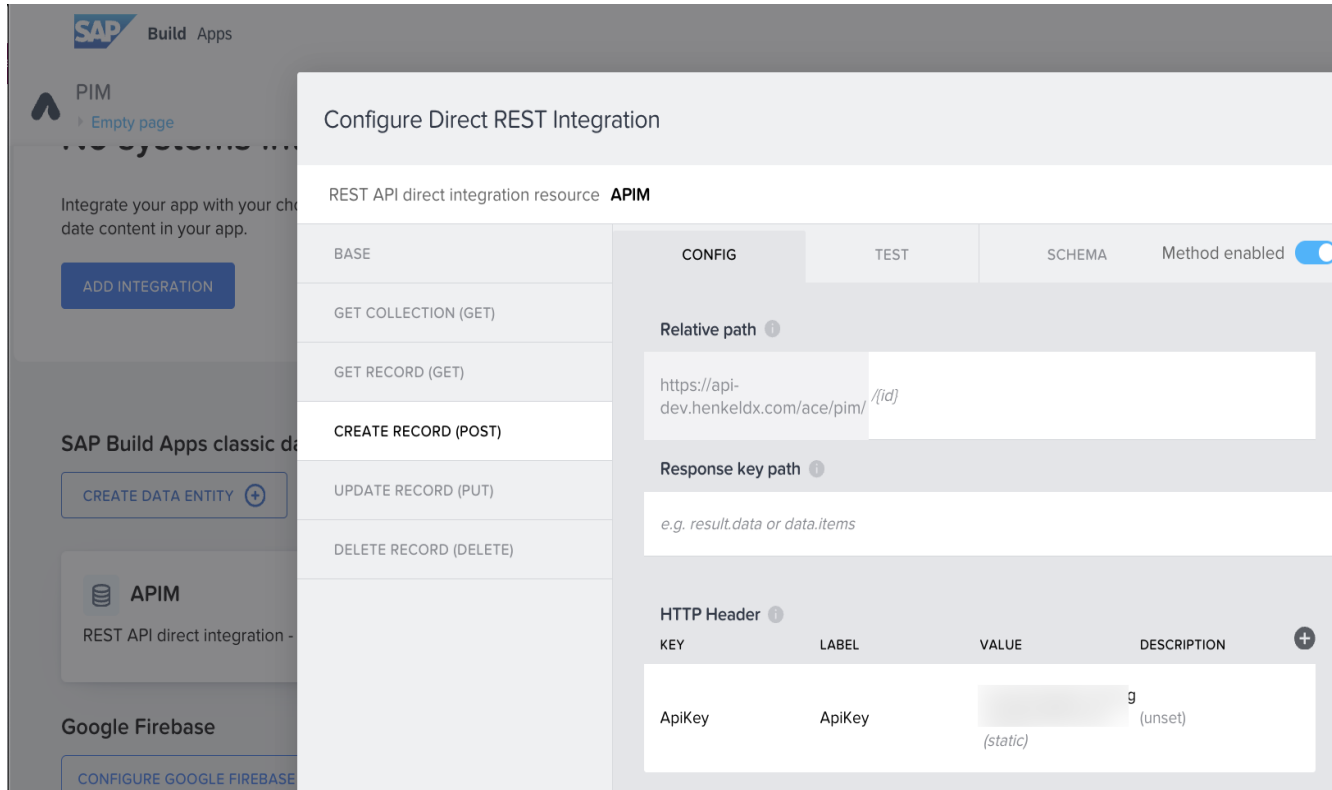
Use Case: Product Safety Data Sheet(SDS) for End-Users using SAP Build Apps (Technical View – SAP Integration Suite, SAP Cloud Integration)



Use Case: Product Safety Data Sheet(SDS) for End-Users using SAP Build Apps (Technical View – SAP Build Apps Design Time)

[illegible]

Use Case: Product Safety Data Sheet(SDS) for End-Users using SAP Build Apps (Technical View – SAP Build Apps Design Time)



- Authentication via Henkel AD SSO
- PDH API protected via APIM against unauthorized usage
- MTAR of the Application was pushed to BTP deployment within SAP Build Apps
 - No need to worry about dependent service instances like Destination or Authorization(XSUA)

Use Case: Product Safety Data Sheet(SDS) for End-Users using SAP Build Apps (Technical View* – SAP BTP Cockpit)

SAP

SAP BTP Cockpit

Henkel AG & Co. KGaA

Subaccount:

- Instances and Subscriptions

Instances (3)

Service instances created in:

Cloud Foundry

|

Kyma/Kubernetes

|

Other environments

Instance	Service	Plan
appgyver-html5-app-9283-repo-host	HTML5 Application Repository Service	app-host
appgyver-web-app-9283-destination-service	Destination Service	lite
appgyver-web-app-9283-uaa	Authorization and Trust Management Service	application

- SAP takes care of all backing object creation like service instance, key, destination, authorization etc. etc.

Subaccount:

- HTML5 Applications

Filtered: 1 of 3

9283

All Business Solutions

Managed Application Router provided by SAP Build Work Zone, standard edition

Application Name	Active Version
ag9283	1.0.1

* → It happens automatically when app MTAR is deployed using SAP Build Apps → Build Services UI.

Use Case: Product Safety Data Sheet(SDS) for End-Users using SAP Build Apps (Technical View – SAP Sales & Service Cloud)

☰

Henkel ACE

Mashup Authoring

URL Mashup: PIM Applic...

×

Status Active	Mashup Category	Port Binding Product Web Search	Mashup ID CM00011	Mashup Name PIM Application URL
------------------	-----------------	------------------------------------	----------------------	------------------------------------

General Information

Port Binding Type

☒ With Port Binding

☐ Without Port Binding

Port Binding *

Product Web Search

Mashup Name *

PIM Application URL

URL Information

URL *

https://henkel-dev-ace-ace4r-extentions.launchpad.cfapps.eu10.hana.ondemand.com/ag9283.ag9283/index.html

HTTP Method *

Get

Request Parameter (1)

Parameter	Mandatory	Parameter Binding
PPAR_MATNR	<input checked="" type="checkbox"/>	SearchExpression

- Embedded the SAP BTP Application URL as a “URL Mashup” on Products UI in C4C
- C4C Product ID is bound to a page parameter PPAR_MATNR of the Apps deployed on SAP BTP

SAPinsider

Use Case: Product Safety Data Sheet(SDS) for End-Users using SAP Build Apps (End User Flow)

☰

Henkel

Ace

Home

Product CERESIT CM16 T.ADHESIVE 5 K...

CERESIT CM16 T.ADHESIVE 5 KG RO/HU/RU

General Information

ID 1739812

PIM Application URL

https://api.henkeldx.com/v1/mysds/Safety...

Language	SDSS	TDSS
hu_HU	SDS_1739812_HU_HU	Not Available
pl_PL	SDS_1739812_PL_PL	Not Available
ro_RO	SDS_1739812_RO_RO	Not Available

Retrieving PIM Info

1739812

Get Documents?

1 / 12

75%

Henkel

Karta charakterystyki zgodnie z rozporządzeniem (WE) nr 1907/2006 w aktualnie obowiązującej wersji

CERESIT CM 16 S1 MANUAL LINE

Strona 1 z 12

KC Numer : 575913 V002.1

Aktualizacja: 01.03.2023

Data druku: 14.10.2023

Zastępuje wersję z: 20.04.2020

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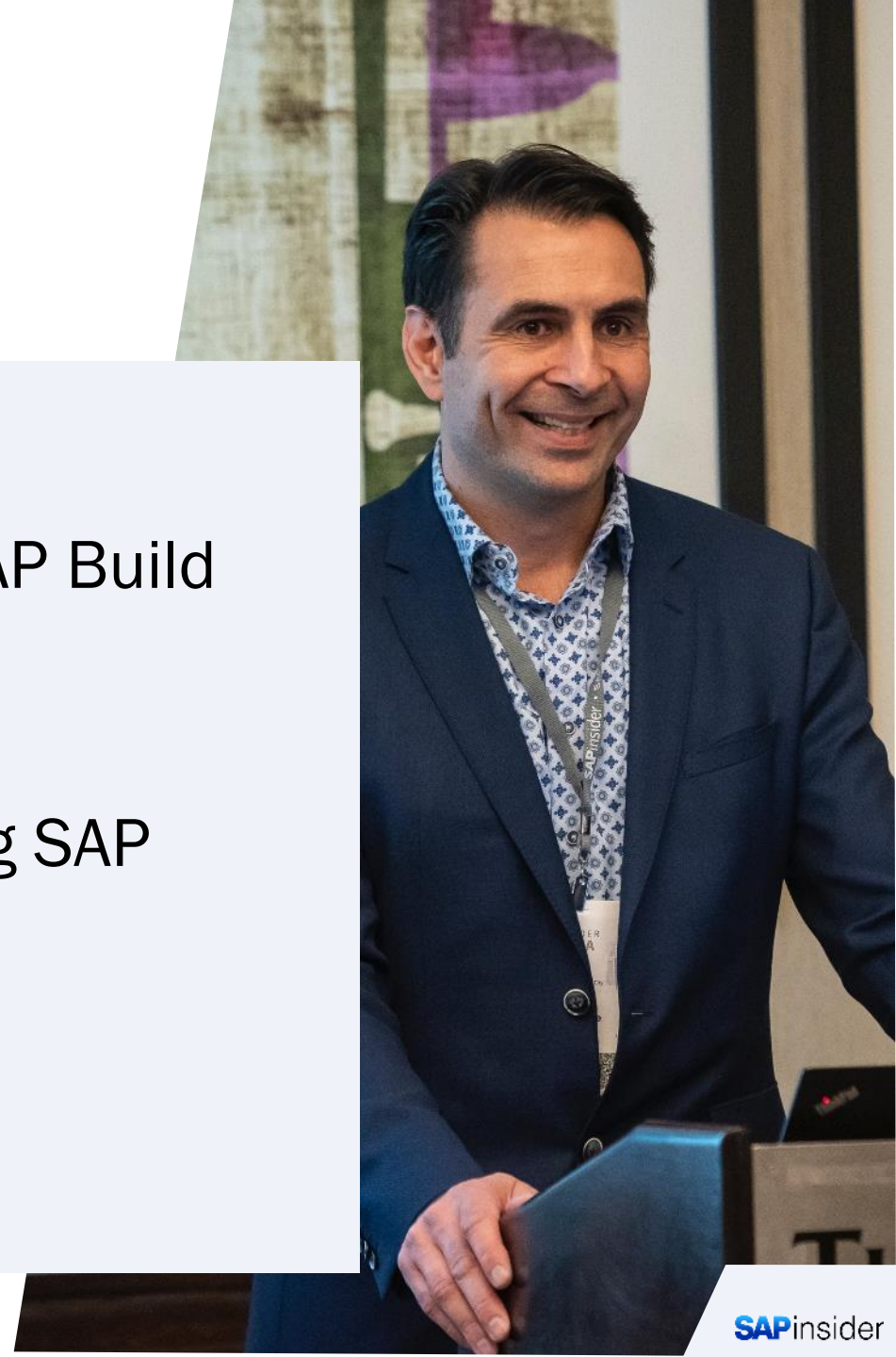
Challenges

- Getting started with a new service is always difficult, Steep learning curve
- Seamless integration between other SAP/BTP components is missing
 - CORS error occurs even when Integrating with other BTP services.
- Missing transport mechanism to migrate app from DEV to PROD
- Authorization concept is very basic. More granularity needed!
- User asking for more & more customization/flexibility, but you hit the boundaries of “Low Code”.
 - Should I move to “Pro Code”? What happens to existing app?
- “MS Power Apps” as part of office suite poses a serious threat

* As of Oct 2023

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Wrap up

- In future, we plan to introduce the app for our Henkel Adhesives B2B CRM solution as well in H2 2024.
- Gaining traction from In-House ABAP developers to move themselves to SAP BTP
 - Lesser complexity than building a full stack application in BAS
- Number of Apps deployed on SAP BTP to rise multifold with SAP S/4HANA Transition(See [Announcement](#))
- Multiple other use cases using SAP BTP Build Apps within Henkel like Doctolib, BTP App Inventory List ...
- SAP BTP Ambassadors and workshops within Henkel

Where to Find More Information

- Official SAP Documentation: <https://help.sap.com/docs/build-apps>
- Initial Setup in SAP BTP cockpit(also valid for free/trial account)
 - <https://www.youtube.com/watch?v=fSzEWvG-iqw>
- Checkout Devtoberfest videos:
 - <https://www.youtube.com/watch?v=jlzzTxhVhwU>
 - <https://www.youtube.com/watch?v=bhR2mbYwDOM>
- Checkout SAP Learning Journey: <https://tinyurl.com/sapbuildappsjourney>
- Discovery Center Mission: [Keep the Core Clean Using SAP Build Apps with SAP S/4HANA](#)

Key Points to Take Home

- SAP BTP is essential in your transition from SAP ERP to SAP S/4HANA transformation
 - Esp. for SAP S/4HANA Public Cloud as you have limited in-app extensibility.
 - Keep the core clean with Side-By-Side Extensibility
- SAP Build Apps is **GOOD** to start with some working PoC/Click Around Model.
 - But very soon you hit the roadblock, where you question yourself “*Did I make the right choice by opting for Low-Code platform?*”
- SAP Build Apps is **NOT** meant to replace professional developers, as it still lacks flexibility & basic functionalities.
- Start early, fail early. But do try to checkout out the newer SAP BTP Services.
 - Follow [SAP Developer on YouTube](#), [SAP Community](#), [Discovery Center](#) etc to keep yourself upto date with SAP BTP evolution

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 <https://www.linkedin.com/in/saurabhkabra2009>

Please remember to complete
your session evaluation.

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