

# XPRESS MIDDLEWARE MANAGER

Xpress Middleware Manager assists with direct technical and process-oriented monitoring and error analysis of CRM middleware as well as with problem resolution.

## THE CHALLENGE

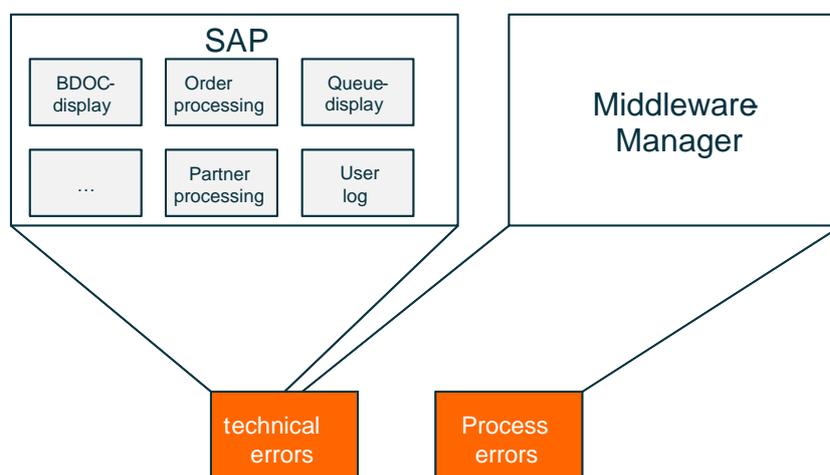
Projects with SAP CRM face the same challenges again and again: The central interface between the CRM system and the operating ERP system can be difficult to monitor. This can have a significant impact on business operations. For example, lost orders lead not only to disgruntled clients but also to direct revenue losses.

SAP CRM already delivers monitoring and alerts to check communication between the systems. There are some shortcomings with this, however, most significantly the following:

- Technical transfers are monitored, but not whether they are successful.
- Incorrect or unregistered orders are correct in terms of transfer if the errors arrive in CRM. As a result an incorrect order exists which is not shown by the monitoring system.
- Error handling can only be carried out in other applications and through technical staff. The tools needed are not part of the monitoring itself. The standard system does not allow automatic correction, everything must be started manually.

## THE SOLUTION

Xpress Reply has created a solution with the Middleware Manager which balances these deficiencies through process-oriented monitoring and direct error correction.



## YOUR BENEFITS

The Middleware Manager provides a direct and structured overview of any errors with the ability to resolve them and make a detailed analysis. In this way the Middleware Manager represents a central starting point for monitoring of the middleware as well as for corrections. Even in its basic configuration the Middleware Manager is fully operational, in addition extensive configurability allows precise adjustment of the information to specific processes.



Alongside the central component for display and correction the Middleware Manager also monitors the on-going status of transfers by background services. If any deviation in these services is detected, such as a CRM customer is not found in the ERP, the problem is analysed. If an automatic repair is possible this is done, if user analysis is needed then the user is notified, for example by email. The user can now intervene promptly and take direct measures in the Middleware Manager to resolve any problems which have occurred.

Because of this integration of important events in the Middleware Manager, analysis and error correction can take place in a simple and straightforward way. Time-consuming monitoring of Middleware by expensive specialists is therefore a thing of the past.



As an industry specialist for retail and end-customer business, Xpress Reply offers IT solutions to support customer-oriented processes. Xpress Reply uses standard software from leading manufacturers as well as its own solutions to meet the special requirements in the B2C field. Our customers profit from innovative and reliable solutions, the sound industry knowledge of our Consultants and the partnership-like cooperation with us. The inclusion in the network of the European-wide IT service provider Reply gives Xpress Reply additional access to the knowledge of over 3,000 IT experts. In 2010, Reply had a turnover of over 384 million euros in the main offices in Italy, Germany and the United Kingdom.

Xpress Reply  
[www.reply.de](http://www.reply.de)