

Executive Summary

This white paper is a brief review of the Royal Cyber expertise related to SAP Hybris Platform. This paper discusses the Royal Cyber experience in integrating SAP Hybris Commerce with various enterprise and 3rd party systems such as **Sitecore, Dell Boomi, PIM, ConfigAir, BazaarVoice, Syteline, Salesforce**, etc.

SAP Hybris Commerce drives the digital change and allows organizations to have an Omni-channel services. SAP Hybris Commerce helps to integrate digital and physical touchpoints into a single and robust platform including point-of-sale, call center, online, mobile, social media and print. It allows to deliver exceptional, seamless customer experiences across industries.

The target audience for this paper is SAP Hybris Consultants and companies which are using SAP Hybris Commerce platform and the entire discussion and suggestions illustrated herein are meant to assist them.

Table of Contents

- 1. Royal Cyber SAP Hybris Commerce Integration Experience..... 3
- 2. Royal Cyber Implemented Architectures for Clients..... 4
- 3. Royal Cyber SAP Hybris Service Offerings 6
- 4. Conclusion..... 8

1. Royal Cyber SAP Hybris Commerce Integration Experience

Royal Cyber has immense experience in integrating enterprise and 3rd party systems with SAP Hybris. The below are some of our implementation details:

1. Royal Cyber developed, installed and configured a custom extension to the standard SAP Hybris Commerce Accelerator to integrate **BazaarVoice** services for product ratings and reviews.
2. Royal Cyber developed, installed and configured a custom extension to the standard SAP Hybris Commerce to provide the **account integration from the SAP Hybris Commerce instance to Salesforce via Dell Boomi**; SAP Hybris Commerce to call web services when an account is created, updated. Interceptors/Aftersavelisteners were used to listen for account data.
3. Royal Cyber developed, installed and configured a custom extension to SAP Hybris Commerce to generate an XML file in a specified format to send the order cancelation request details to **Syteline**. Order cancel request was based on standard SAP Hybris Commerce data structures; no customization of data model was included. This was the data flow from SAP Hybris Commerce after the customer/CSR has canceled the order in full or partial in the storefront.
4. Royal Cyber developed, installed and configured a custom extension to the standard SAP Hybris Commerce **CPQ integration** as follows:
 - Modified the configure button on the PDP so that it calls out to the ConfigAir System passing all of the required attributes.
 - Installed the ConfigAir provided extension.
 - Modified the CPQ extension and provided processing to account for the additional information that is passed back to SAP Hybris including, but not limited to, smart part number and bill of material (BOM) data.
 - Extended the out-of-the-box order item entry model to include the additional product level attributes provided by ConfigAir including, but not limited to, smart part number and bill of material (BOM) data.

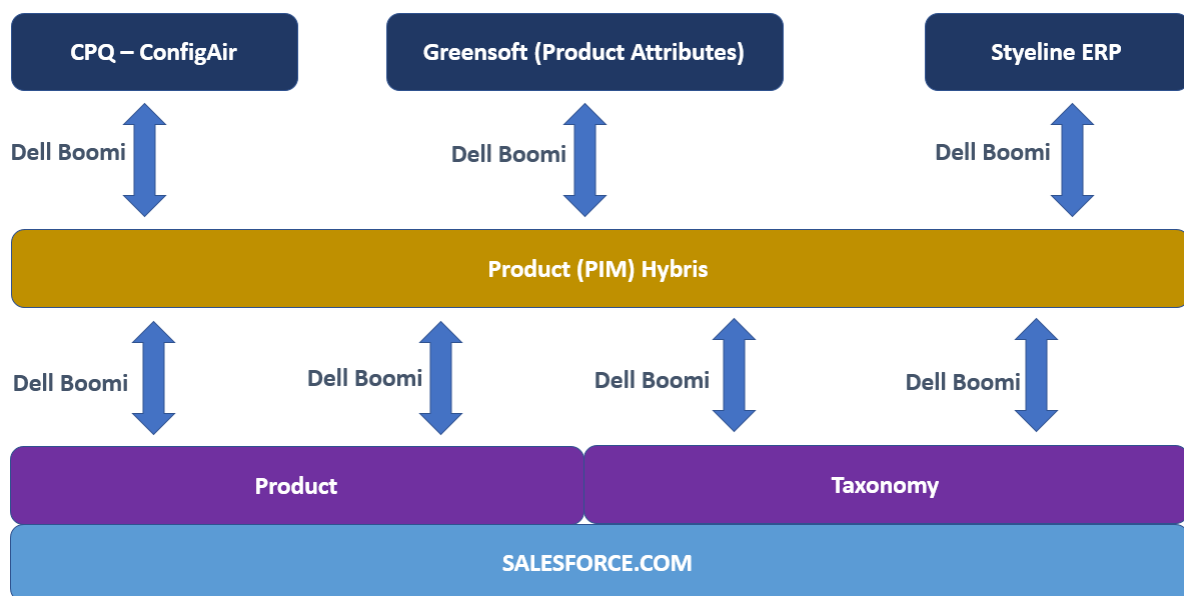


Royal Cyber Technical White Paper

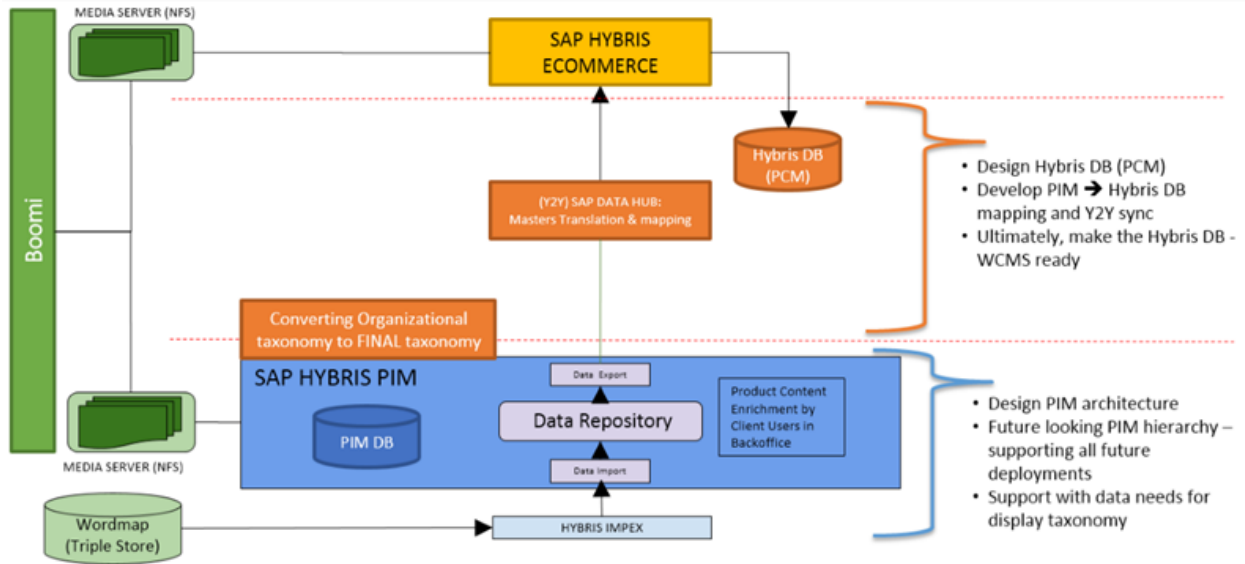
5. We moved products from PIM to SAP Hybris commerce accelerator hosted on different Hybris suit using data hub and y2y sync.
6. Royal Cyber did customization of Apache Nutch for the purpose of indexing CMS content pages
7. Royal Cyber has experience of integrating SAP Hybris Commerce with **Sitecore** using Sitecore commerce connect.
8. We have expertise in Taxonomy structure that is needed for storefront such as delivery from EIS into PCM. We have experience of mapping the Product model to taxonomy structure, Customize the product and taxonomy data model and/or load of product data into SAP Hybris PCM. We have developed PDP page to the point that it can be used to verify product data is appropriately replicating.
9. Royal Cyber has also implemented SAP Hybris Commerce with **Amazon S3, Avalara, PayPal**
10. Moreover, we can leverage ImpEx engine to create, update, remove and export.

2. Royal Cyber Implemented Architectures for Clients

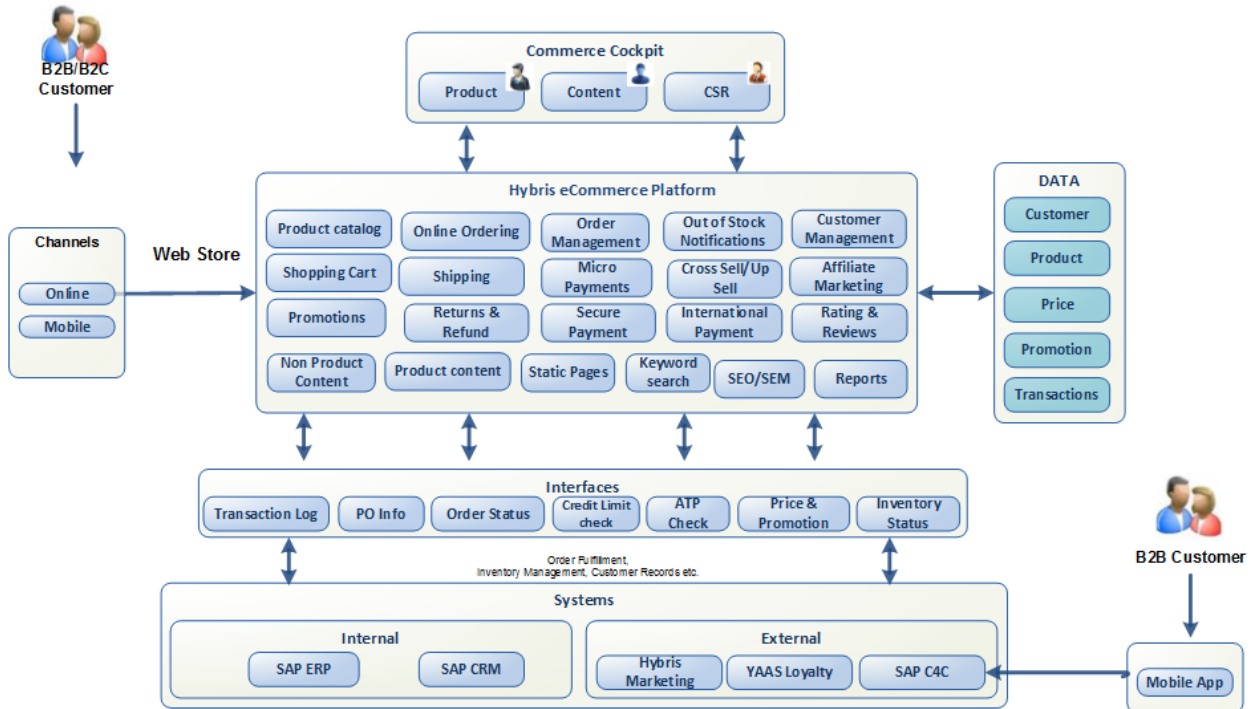
1. Dell Boomi Integration Architecture



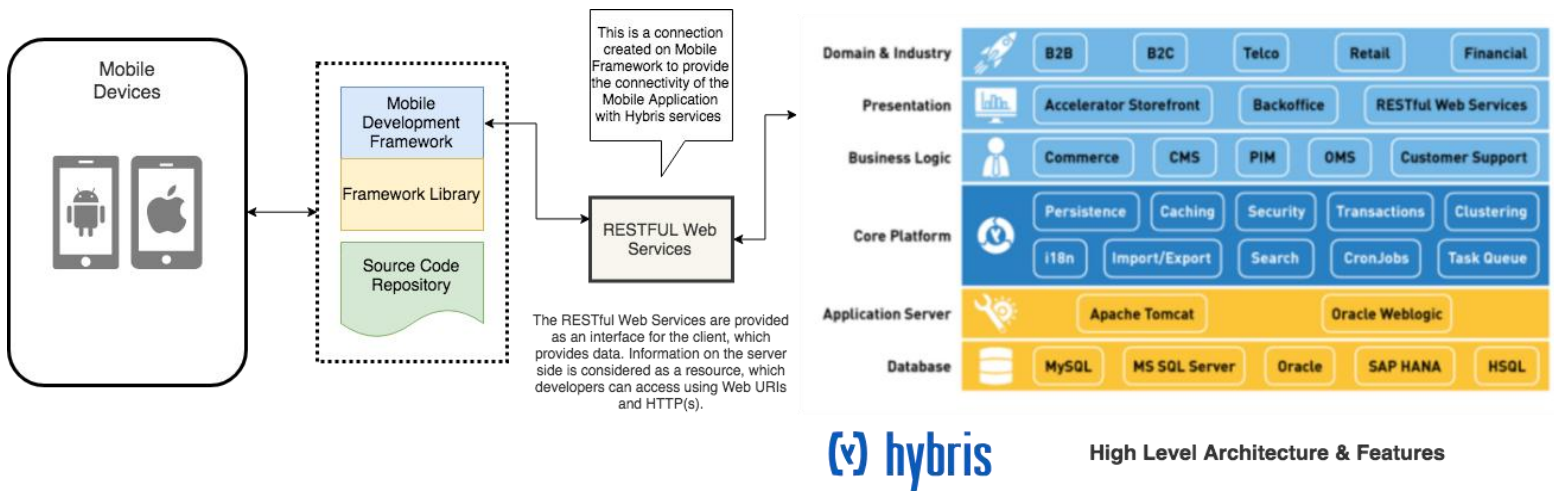
2. PIM → eCommerce Product Integration Architectures



3. Royal Cyber Proposed Hybris Implementation Architecture



4. Hybris Integration with Mobile Application



3. Royal Cyber SAP Hybris Service Offerings

1. Green Field Implementation

- Roll out of the Hybris eCommerce Store in the optimal time Period from Hybris Certified Resource
- Help in End to End Implementation starting from Initiation to Roll out as per Agile Delivery Framework

2. Hybris Version Upgrade

- Hybris Commerce Version Upgrade Starting from 4.X to 6.X from Hybris Certified Consultant
- Free Assessment Report of the existing Deployment and Optimization

3. Support & Enhancement

- End to End Support from Both Infra and Apps.
- 24X7 Support with well-defined Industry SLA
- Customized Support Package (Gold , Silver, Platinum) as per the need

4. Hybris Platform Migration

- Hybris Commerce Platform Migration from On Premise to On Cloud from Certified AWS Consultants.



Royal Cyber Technical White Paper

- Provide Better ROI with Options to get the Discounted Support and Enhancement Packages

5. Hybris Performance Tuning

- Hybris Store Performance Tuning
- (App, DB, Solr Infra)
- RC Qualified Performance Experts can help in resolving and providing Performance Challenges

6. Regional & Global Hybris Roll out

- SAP Hybris Commerce Certified Consultants help in Parallel Global and Regional Roll Outs
- Can work with the existing implementation Team for the Business Critical Roll out as per the agreed SLA and timeline

7. Hybris Commerce Training

- Customized Hybris Core Commerce, System Admin for Developers.
- Consultants Training can be provided on Site or Remote

8. Hybris RFP Consultation

- Royal Cyber can help in the technical evaluation of the multiple Hybris RFP for the implementation
- Provide the Optimized and Qualified Efforts required for the implementation

9. SEO Optimization

- Helps in the Current and Recommended SEO Optimization
- Quality SEO/Hybris Consultant can help in optimization of the SEO of the current Store.

10. Apache Solr Search Expert Consulting

- Provide Technical Help and Consultation from Solr Experts
- Free Demo on the Out of the Box Hybris Solr Capabilities
- Solr Search Customization and help in Road Blockers

11. YaaS Consulting

Royal Cyber Technical White Paper

- Helps in developing New Solution /Store on the YaaS Platform as per the Business Requirements.
- Developing Packaged Solutions on the YaaS Platform for the Quick Time to Market.

4. Conclusion

This white paper has given an overview of Royal Cyber experience related to SAP Hybris Commerce integration with enterprise and 3rd party systems. Moreover, it also highlighted Royal Cyber proposed architectures related to different integrations with SAP Hybris Commerce and in the end provided details of Royal Cyber SAP Hybris service offerings.

How Can Royal Cyber help?

To learn about Royal Cyber SAP Hybris services, please visit the below link

<https://www.royalcyber.com/technologies/sap-hybris>

Moreover, check out our webcast on SAP Hybris integration

<https://www.royalcyber.com/resources/webcasts/business-process-sap-hybris-integration>