



The Config Team™  
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# IDoc Management Console

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The SAP certified IDoc Management Console provides instant visibility of transactions from external systems within SAP, allowing you to manage and analyse end-to-end data flow throughout the business.



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## Business Challenge

If an IDoc fails, it can cause SAP and your external systems to become out of sync, causing discrepancies in stock figures and inaccurate stock counts. This, in turn, can lead to poor production planning, unfulfilled orders and ultimately, dissatisfied customers.

It is essential that you monitor and react to failed IDocs quickly, but the standard SAP solution does not allow this functionality. Instead, you need to navigate a complex user interface and view several transactions to locate the required information.



## Solution

The IDoc Management Console allows instant access to IDocs through a simple and intuitive user interface. Any failed IDocs are instantly flagged up without the need to view several transactions, while the ability to view multiple, common fail documents as one group reduces processing time.

In-depth investigations can be completed quickly by SAP to determine failure reasons, ensuring they can be reprocessed quickly.

With no additional development required, the status of failed IDocs can be easily reset from within SAP.

# Benefits

## Full Integration

The console works with any SAP ERP module including Supply Chain Management (SCM), Sales and Distribution (SD), Quality Management (QM) and Finance (FI) for full integration across all business functions.

## Easy to Use

The centralised dashboard pulls all the information that an operator requires into one, simple and intuitive interface.

## SAP Certified

The IDoc management console can be installed without any amendments to standard SAP code, while fully integrating with SAP's existing IDoc tools to ensure all functionality is maintained.

## Configurable

The interface can be configured to meet the needs of individual user groups, so an operator only ever sees the information that is directly relevant to their role.

## Protected Reputation

The console ensures you can quickly and easily monitor performance statistics and resolve errors before they have a negative impact on your reputation.

## Greater Functionality

Unlike the standard SAP solution, within IDoc Management Console you can see performance statistics, view an audit trail and reprocess or reset the status of an IDoc. In addition, hotspots can allow links to transactions to enable a single view of a document.

## Case Study

One food and drink manufacturer we worked with was receiving an average of 10,000 IDocs from the Warehouse Management system each week, usually with a failed document rate of around 5% (500 IDocs).

Drilling down through each individual failed item, and then reprocessing, could take up to five minutes for each document. This resulted in a significant amount of downtime, costing the business hundreds of thousands of pounds.

Using the IDoc Management Console for the same process takes approximately 30 seconds, resulting in considerable cost savings. In many cases, the volume of rejected information resulted in warehouse shutdowns in order to deal with the stock discrepancies, with millions of pounds of stock being written off.

Following the implementation of IDoc Management Console, the failed documents are now reprocessed in batches, by reason code, taking as little as 30 seconds to process thousands of documents, offering significant time and cost savings.



