

Restoring Stability: Crestron's SAP Commissions and ECC Integration



Canidium resolved critical data integration issues between SAP ECC and SAP Commissions for Crestron, restoring system stability and trust in the SI partnership. Through managed services, proactive communication, and comprehensive documentation, Canidium built a strong relationship and ensured ongoing system health and transparency.

QUICK STATS

- 5000+ Employees
- \$2B Revenue

KEY

CONSIDERATIONS

- Reduce Overhead
- Integration and Stability
- Documentation and Transparency
- Relationship Management

SITUATION

Crestron, a prominent player in lighting and electrical products, worked with their previous partner, Spectrum Tech, for their SAP Commissions and ECC implementation. However, over time, the relationship deteriorated due to poor project management and lack of consultative support. Persistent problems with reporting and manual loads left Crestron frustrated, while consistent project manager turnover resulted in inefficiencies, forcing Crestron to reintroduce new managers to their system repeatedly.

CRITICAL ISSUES

- **ETL (Extract, Transform, Load) Breakdown:** Data integration feed between ECC and Commissions was broken.
- **Lack of Documentation:** Crestron had no documentation from their previous SI, leaving their system in a "black box" state.
- **System Downtime:** Crestron's server went down, halting invoicing.

TECHNICAL BARRIERS ENCOUNTERED

- **Broken System Integration:** The integration setup lacked transparency, with smart data integration dependent on virtual tables, creating challenges when the server crashed.
- **Undocumented Reports:** Reporting updates were slowed down due to a lack of understanding of the reports built by the previous SI.
- **Trust Issues:** Crestron had trust issues with their previous SI, requiring extra care with billing transparency and relationship management.

TECHNOLOGY LEVERAGED

- **SAP Commissions:** Used for managing compensation plans.
- **SAP ECC:** Enterprise resource planning system.
- **Smart Data Integration:** Used to bridge data between ECC and Commissions.

SOLUTIONS

Fixing Data Integration: Canidium repaired the broken data feed between SAP ECC and Commissions, restoring functionality.

Health Check: A planned technical health check will document the system and resolve remaining integration issues.

Relationship Building: Regular communication and transparent reporting rebuilt Crestron's trust in SI partners.

Strategic Consulting: Canidium provided guidance to ensure long-term system health.

Documentation and Transparency: Canidium created comprehensive documentation to improve system transparency and rebuild trust.

RESULTS

System Stability: Canidium restored functionality with SAP Commissions and ECC integration.

Improved Trust: Crestron's team was able to restore trust in their SI partner because of Canidium's transparency and availability.

Resolving Ongoing Issues: Despite challenges, the system is now operational, and there are ongoing efforts to understand and improve the integration.