

NITro Insight 2026 – KE

Building Trusted Enterprise Orchestration

In collaboration with BMC Software

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Manager – Digital Business Solutions

- NIT Information Pack & Slides
- BMC Solutions – <https://www.bmc.com/it-solutions/control-m.html>
- Control-M for SAP – <https://www.bmc.com/it-solutions/control-m-for-sap.html>
- BMC Helix Solutions – <https://www.helixops.ai/>
- Webinars & Events – <https://www.bmc.com/webinars.html>
- Webinars & Events (Helix) – <https://www.helixops.ai/webinars.html>
- Control-M for SAP On Demand Webinar – <https://www.bmc.com/webinars/sap-optimization-workflows.html>
- Control-M Datasheet – <https://www.bmc.com/documents/datasheets/control-m.html>
- Helix Network Management (Netreo) Datasheet – <https://www.helixops.ai/documents/datasheets/bmc-helix-network-management-bhom.html>
- Helix Operations Management with AIOps Datasheet – <https://www.helixops.ai/documents/datasheets/bmc-helix-operations-management.html>
- Helix Enterprise Service Management Datasheet – <https://www.helixops.ai/documents/datasheets/bmc-helix-enterprise-service-management.html>
- NITro BMC & BMC Helix Event, 20 October 2026, Johannesburg, South Africa – <https://form.typeform.com/to/nWXEdelM>



WHO WE ARE



New Island Technologies is the Exclusive Software Distributor and Representative in region, focused on BMC Software & BMC Helix licensing, consulting, implementation, and support. We deliver innovative software solutions through local and regional partners across South Africa and the broader Sub-Saharan Africa region..



OUR MISSION

To deliver exceptional value through innovative software distribution and support, fostering growth and excellence across the Sub-Saharan Africa market.

FOUNDED

2017



NEW ISLAND TECHNOLOGIES
FUEL THE SHIFT – IGNITE THE FUTURE

CORE SERVICES



BMC Software & BMC Helix Licensing

Access to the latest BMC features, updates, and licensing.



Consulting Services

Expert guidance to implement and optimise BMC & Helix solutions.



Implementation

Seamless deployment and integration for maximum effectiveness.



Support Services

Ongoing support for continuous, trouble-free operation.



Custom Development

Bespoke solutions built on BMC & Helix platforms for unique needs.

We help you run your business better

Powered by **BMC Helix** and **BMC Control-M**.



MANAGE

Agentic Service Management



Deliver and automate services across the enterprise with AI-powered agents.



...and more



UNDERSTAND

AI Ops



Turn data into insight.
AI correlates, predicts and recommends what matters most.

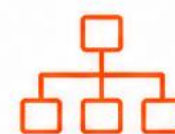


Less noise. More clarity. Faster action.



ORCHESTRATE

Enterprise Orchestration



Orchestrate and automate complex processes across applications, data, cloud and AI.



The right work. In the right order. Every time.



Better services. Happier users. Stronger business outcomes.

Improve experience • Increase efficiency • Reduce risk • Drive innovation



AI across the enterprise



Secure by design



Human + AI collaboration



Open and extensible

Orchestrate Extraordinary...

FAMILY
DINNERS

 **Domino's**

ADVENTURES

AMADEUS

PERSONALIZED
FLYING

 **AirEuropa**

FINANCIAL
PEACE OF MIND

RAYMOND JAMES

PATIENT
HAPPINESS

 **Tampa
General
Hospital**

BANKING IN
YOUR HAND

 **Itaú**

EVERYDAY
LOWEST PRICES

colruyt

SHIPPER
CONFIDENCE

 **RAILING**

RESPONSIBLY
SOURCED FOOD

 **Carrefour**

CONSUMER
INSIGHTS

 **MSA**
Management
Science
Associates, Inc.

SUSTAINABLE HOME
ENERGY

 **edp**

VEHICLE HISTORY
REPORTS

CARFAX

PERSONALIZED
PROTECTION

 **State Farm**

EMPLOYEE
LOYALTY

 **Up** *Sivale*

MOMENTS
OF GOODNESS

HERSHEY'S

Control-M Universal Orchestration An "AI Imperative"



Enterprise Software Leadership

Trusted by 86% of the Forbes Global 50

Market
Leadership
Across Portfolio

DIGITAL BUSINESS
AUTOMATION

#1

Unrivaled
Market
Leader

INTELLIGENT Z OPTIMIZATION
AND TRANSFORMATION

#2

Market Leader in
Core
Mainframe
Markets

Industry
Relevance

FINANCE

10

of the
Top Ten

UTILITIES & TELECOM

10

of the
Top Ten

MANUFACTURING

10

of the
Top Ten

INSURERS

9

of the
Top Ten

30 Years of Market Leadership

Control-M Evolution

Basic Scheduling

- Simple, time-based job scheduling
- Mostly siloed scripts (Cron, Windows Scheduler)

Cross-App Scheduling

- Moving data between different applications
- Dependency-based workflows

Workload Automation

- End-to-end business process automation
- Cross platform automation
- Extended to ERP, Virtualization and Cloud

Universal Orchestration

- Optimized for AI data pipelines and agentic workflows
- Coordinates workflows across every system in the enterprise
- Governs how data pipelines move and recover across the enterprise

Siloed Orchestration Results in Operational Chaos



Operational assets
trapped in siloed
projects



Custom coded
workflows that don't
scale



Data quality gaps derail
predictable delivery

1. Delivery



AI built on pipelines with
no quality foundation



Growing “Run” cost in
managed Services



Blind spots and
fragmented regulatory
traceability

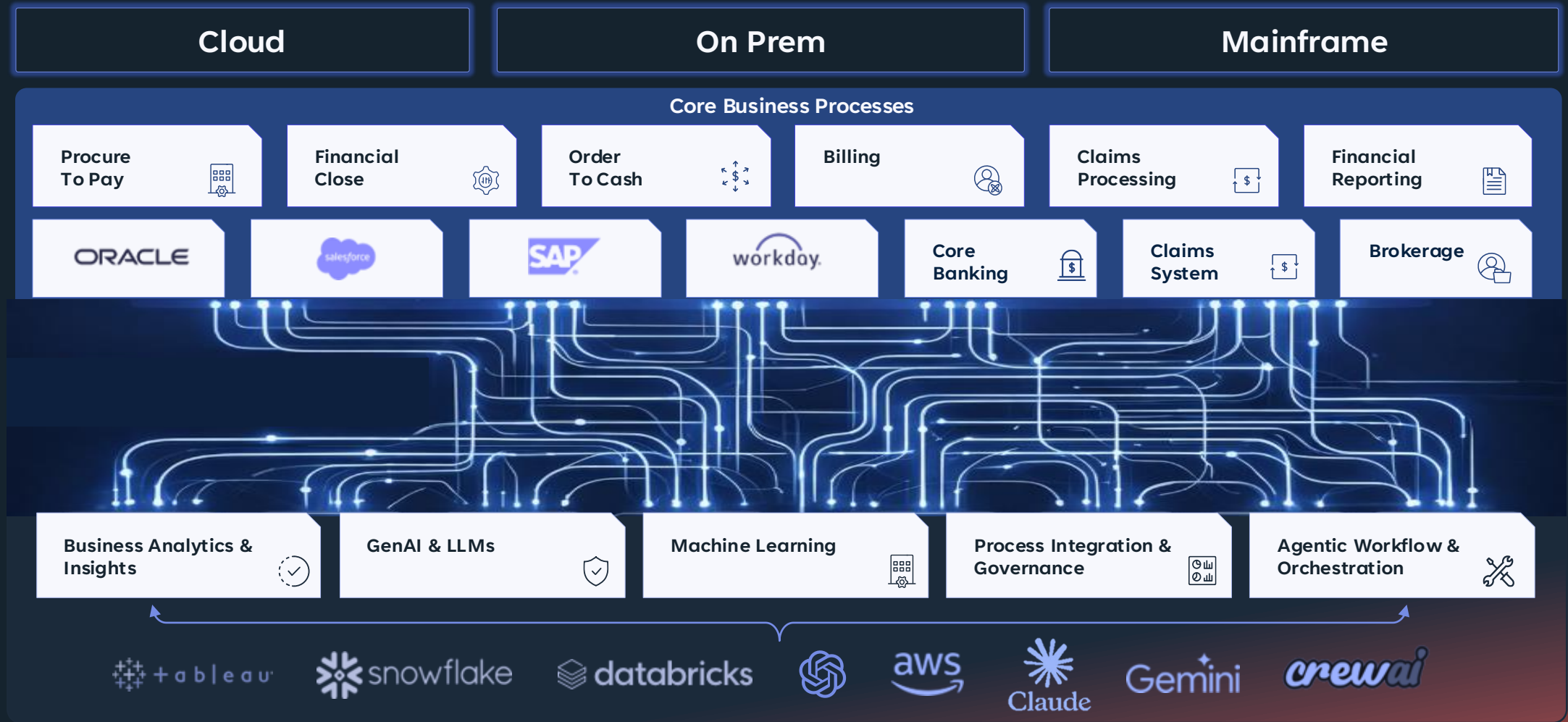


Execution without
assurance controls

2. Run

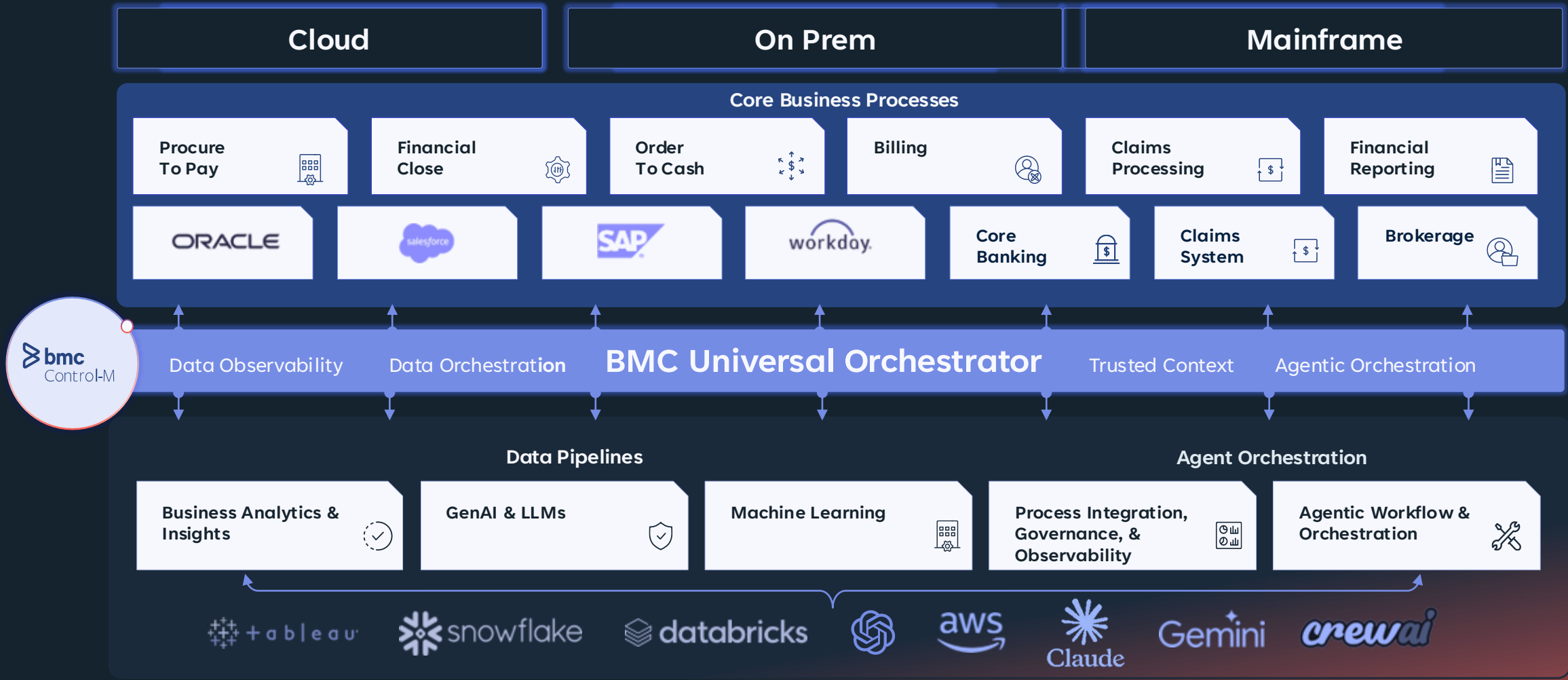
3. Customer Outcomes

Siloed Orchestration Results in Operational Chaos



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Universal Orchestrator — The Execution Backbone for Data & AI



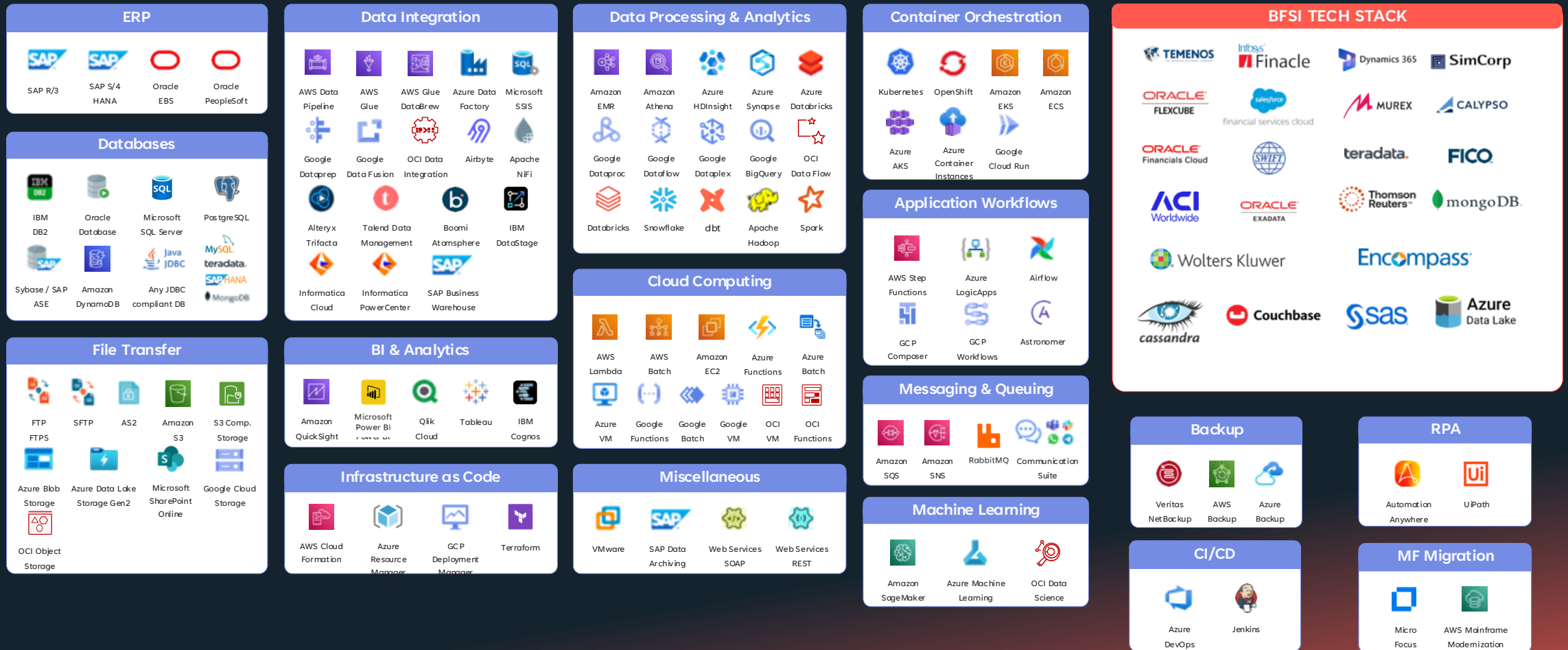
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Control-M Universal Orchestrator

- ✓ The **ONLY** AI Orchestrator that supports Cloud, Distributed AND Mainframe
- ✓ The **HIGHEST** AI R&D spend on orchestration extensions including lineage, observability and native agentic management
- ✓ The most **STABLE** and reliable platform in the industry; 30+ years of continuous investment into development and modernization
- ✓ The **MOST** certified IT professionals
- ✓ The **MOST** pre-built, enterprise grade, fully supported integrations

Integrations and Technology Stack

Cross-Platform, integration, orchestration & automation



VALUE: Across the Business, Technology Domains



Data

Within Data Engineering and Pipeline Modernization

- Standardized data pipelines
- Adherence to Service Levels
- Repeatable data delivery



AI

Within AI & ML Engineering, Transformation, and Governance

- Productized AI orchestration
- Scalable AI offerings
- Monetized AI workflows



Infrastructure

Within Platform Engineering and Cloud Operations

- Standardized automation blueprints
- Lower delivery cost
- Predictable recurring revenue



Application

Within ERP Transformation and Application Modernization

- Improved Security & Governance
- Faster time-to-value
- Cross-platform workflow control

CRITICAL BUSINESS PROCESS OVERVIEW

Automating critical business processes.



TELCO Orchestration Use Cases

Accelerating Revenue, reducing risk and accelerating time to market

BILLING AND REVENUE ASSURANCE



- Description:** Billing and revenue assurance ensure accurate billing and prevent revenue leakage through regular audits and reconciliations. Control-M can automate these processes using advanced analytics.
- Challenge:** Ensuring the accuracy and integrity of massive amounts of usage and billing data is critical. Any discrepancies between actual usage and billing data can result in customer dissatisfaction or revenue leakage.
- Impact:** Inaccurate data can lead to either overbilling, causing customer churn, or underbilling, leading to financial losses.

PHONE NUMBER RECYCLING



- Description:** Recycling phone numbers during peak demand requires seamless automation and compliance. Control-M orchestrates data management and reassignment workflows, ensuring efficiency and reducing risks.
- Challenge:** Ensuring secure, compliant, and error-free phone number recycling during peak demand, with seamless integration and automation across legacy systems.
- Impact:** Failure to achieve this results in operational inefficiencies, increased complexity, privacy breaches, regulatory penalties, customer dissatisfaction, and potential revenue loss.

REGULATORY REPORTING



- Description:** Telecom regulatory compliance demands timely, accurate reporting and adherence to SLAs. Control-M automates workflows for generating, validating, and integrating regulatory reports, reducing manual effort and ensuring compliance.
- Challenge:** Ensuring timely, accurate regulatory reporting, data validation, and SLA adherence with automated workflows integrated across various systems.
- Impact:** Failure results in missed deadlines, regulatory penalties, manual workload increases, inaccuracies, and potential legal or financial consequences.

MOBILE NUMBER PORTABILITY (MNP)



- Description:** MNP allows customers to keep their phone numbers when switching providers, requiring precise coordination to avoid service disruption. Control-M automates the process, ensuring accuracy, reducing delays, and improving customer satisfaction.
- Challenge:** Ensuring precise coordination, accurate data handling, and timely execution of the Mobile Number Portability (MNP) process without service disruption.
- Impact:** Failure leads to delays, service interruptions, customer dissatisfaction, reduced loyalty, and potential loss of business.

CUSTOMER CHURN



- Description:** Predicting telecom customer churn requires analysing data with ML models. Control-M automates workflows for data processing, model execution, and prediction to reduce churn.
- Challenge:** Automating data processing, ML model execution, and accurate churn prediction while integrating with various platforms.
- Impact:** Failure leads to inaccurate predictions, delayed actions, higher customer churn, and missed opportunities to improve retention.

CUSTOMER 360



- Description:** CRM processes manage customer interactions, support requests, and service updates to improve satisfaction. Control-M integrates customer data into a centralized system and automates support ticket management.
- Challenge:** Automating customer data integration and support ticket management for a unified CRM system.
- Impact:** Failure results in slower response times, higher operational costs, and reduced customer satisfaction.

FRAUD DETECTION



- Description:** Monitors transactions to detect and prevent fraudulent activities.
- Challenge:** Automating transaction monitoring and fraud detection data flows for timely analysis and prevention.
- Impact:** Failure leads to delayed fraud detection, increased financial risk, and potential reputational damage.

CDR COLLECTION & REMEDIATION



- Description:** Telecom billing involves managing large data volumes under strict regulations. Control-M automates workflows, ensuring efficiency, visibility, and compliance.
- Challenge:** Automating large-scale telecom billing data processing while ensuring efficiency, regulatory compliance, and data accuracy.
- Impact:** Failure results in revenue leakage, increased manual corrections, longer billing cycles, and higher support team workloads, ultimately affecting profitability and customer trust.

IoT DATA AGGREGATION



- Description:** IoT data aggregation from cell towers, sensors, and sentiment tools. Control-M automates data collection, validation, and transformation for centralized batch analysis, monitoring, updates, and security.
- Challenge:** Automating data aggregation and processing for timely analysis and device updates.
- Impact:** Failure leads to inefficiencies, increased downtime, missed alerts, and delayed insights, reducing overall network efficiency.

DEVICE FRAUD



- Description:** Device fraud prevention verifies device legitimacy to block stolen or counterfeit ones. Control-M schedules IMEI tracking and manages whitelists.
- Challenge:** Automating IMEI tracking and whitelist updates to prevent unauthorized device use.
- Use Case:** Control-M automates IMEI tracking, cross-references stolen device databases, and updates whitelists to block fraud, reducing risks, ensuring security, and lowering costs.

SUBSCRIPTION AND IDENTITY THEFT



- Description:** Preventing subscription and identity theft requires verifying customer identity and monitoring account activities for irregular patterns. Control-M automates KYC checks and anomaly detection.
- Challenge:** Automating KYC verification and continuous monitoring of account activity to detect suspicious behavior.
- Use Case:** Control-M automates KYC checks during subscription changes and regularly analyzes account activities. It detects suspicious behavior, triggers alerts, and freezes accounts, reducing identity theft risk while enhancing customer confidence and experience.

PROVISIONING AND ACTIVATION



- Description:** Provisioning and activation involve efficiently setting up new customer accounts and services. Control-M automates customer information verification and network configuration, streamlining the process.
- Challenge:** Automating these processes to ensure timely and efficient service activation.
- Use Case:** Control-M reduces provisioning time, lowers operational costs, and improves the overall customer onboarding experience, ensuring a seamless and reliable activation process.

ORDER TO CASH PROCESS



- Description:** The order-to-cash process covers the workflow from customer orders to payment. Control-M automates order validation, fulfillment, invoicing, and payment collection.
- Challenge:** Automating the order-to-cash process to reduce delays and errors while ensuring smooth operations.
- Use Case:** Control-M streamlines order validation, inventory updates, invoicing, and payment processing, improving operational efficiency, cash flow, and customer satisfaction, laying the groundwork for future telco growth.

SERVICE ABUSE AND PREMIUM RATE FRAUD



- Description:** Preventing service abuse and premium rate fraud requires monitoring usage patterns for premium services and enforcing limits. Control-M automates data analysis and customer verification.
- Challenge:** Automating data analysis and verification to detect and prevent premium service abuse and fraud.
- Use Case:** Control-M regularly analyzes premium service usage, enforces limits, and triggers customer verification for abnormal activity, preventing unauthorized access, reducing financial risk, and improving customer satisfaction.

DATA ORCHESTRATION



- Description:** Upsell and retention rely on real-time, personalized offers. Control-M automates the data pipelines that fuel AI-driven decision-making.
- Challenge:** Coordinating ingestion, transformation, model scoring, and execution across CRM, billing, and network systems for real-time engagement.
- Use Case:** Control-M orchestrates pipelines that process usage and CRM data, triggers AI model scoring, and integrates results into decision engines for tailored offers. This boosts ARPU, lowers churn, and improves satisfaction.

SAP USE CASES



Click on the boxes to view the reference workflows

01 **SAP HOUSEKEEPING**

Challenge: SAP housekeeping jobs (workflow, spool cleanup, IDoc reprocessing, CCMS, security, archiving) often fail or run late, slowing system performance and creating risks.

Control-M: Orchestrates and monitors all SAP housekeeping jobs, ensures timely execution, and alerts owners for quick resolution.

02 **Financial Close (R2R)**

Challenge: Month-end close jobs across FI/CO, BW, and reporting often overrun or fail, delaying consolidation.

Control-M: Manages dependencies and enforces SLAs, ensuring timely and auditable closes.

03 **Order-to-Cash (L2C)**

Challenge: Orders fail between CRM, SD, and external EDI, delaying shipments and revenue recognition.

Control-M: Provides end-to-end monitoring and recovery across SAP and non-SAP, ensuring orders flow without disruption.

04 **Source-to-Pay (S2P)**

Challenge: Procurement and AP processes are fragmented across MM, SRM, and external supplier networks.

Control-M: Automates vendor, invoice, and payment jobs in sequence, improving supplier collaboration and compliance.

05 **Payroll & Time Mgmt (H2R)**

Challenge: Payroll cycles depend on time evaluation and finance postings; errors cause payment delays.

Control-M: Automates payroll batch jobs, validates dependencies, and ensures accurate, on-time payroll runs.

06 **Forecast-to-Replenish (F2R)**

Challenge: Demand planning (IBP/APO) and warehouse execution (EWM, TM) are misaligned, causing stockouts.

Control-M: Coordinates supply planning jobs across SAP and logistics partners to ensure inventory availability.

07 **Analytics & Reporting (R2I)**

Challenge: BW loads, HANA queries, and BI dashboards fail overnight, leaving finance and ops teams without insights.

Control-M: Automates BW process chains, manages HANA DB loads, and ensures data readiness for analytics every morning.

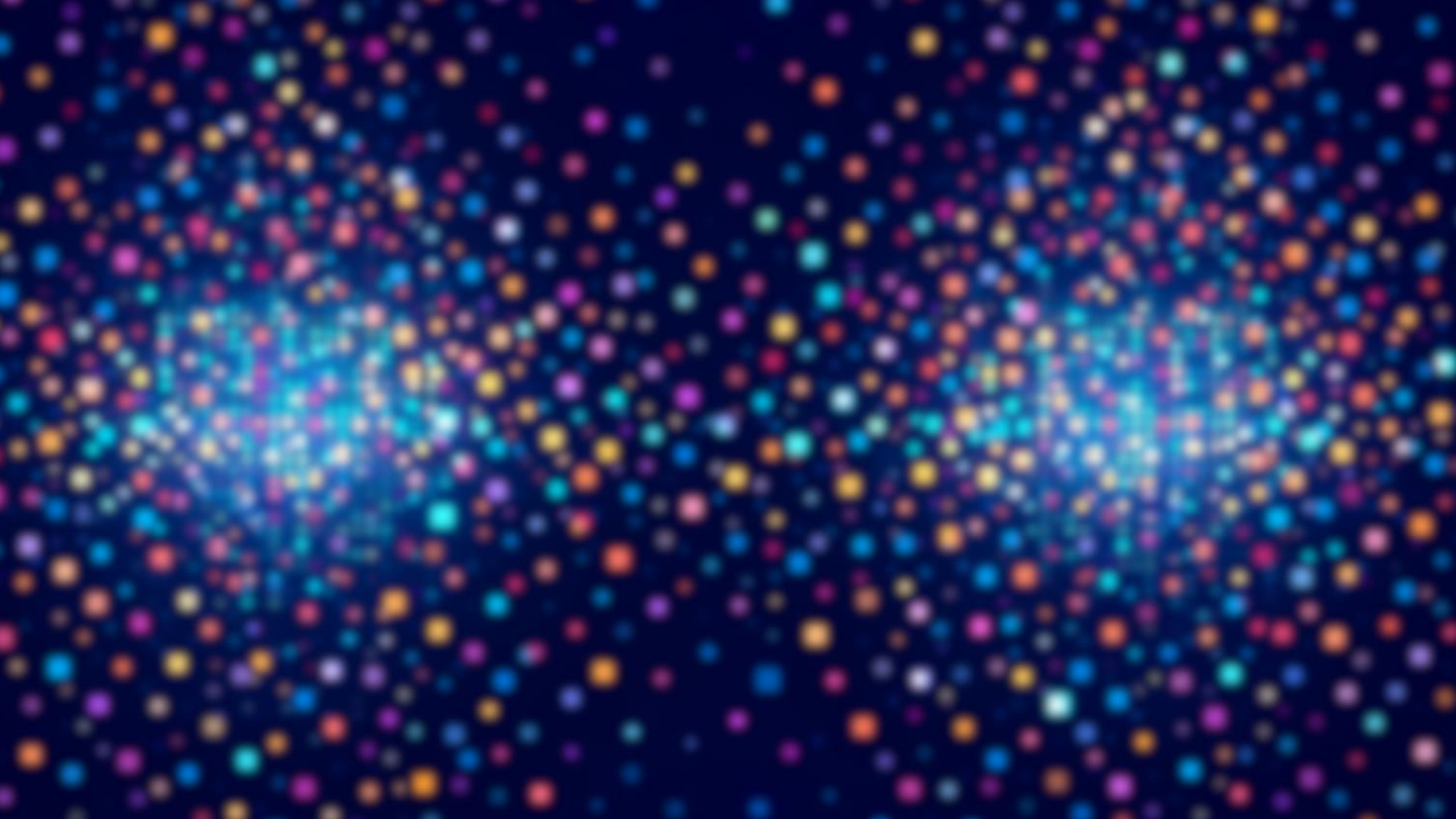
08 **Production Planning (D2O)**

Challenge: MRP runs and production schedules stall without proper sequencing with MES/warehouse systems.

Control-M: Orchestrates MRP → MES → EWM/TM workflows, ensuring uninterrupted production lines.

Control-M – An Imperative for Your AI Strategy & Operations

VEL: 11.3 MPH
ALT: 16100 FT
GWR: 12,000
PWR: 735 KW
DRAG: 1.642 N
DOWNFORCE: 14,200 N
LAT: 04.59
THROTTLE: 92%





Connecting Data and AI

Data pipelines

Data pipelines

DATA & AI Platforms

OUTCOME DRIVEN ORCHESTRATION

Operational Efficiency

Business Agility

Observability & Control

Order Mgmt & Billing (Lead-to-Cash)

Financial Close (Record-to-Report)

Supply Chain Planning & Replenishment (Forecast-to-Replenish)

Data & Analytics (Report-to-Insight)

AGENTIC STANDARDS

MCP

ACP

A2A

MODELS OF AGENT ORCHESTRATION

Centralized

Decentralized

Swarm

Pipeline

Hierarchical

Market-Based

LLMs

OpenAI

Gemini

ANTHROPIC

AGENTIC APPS

ENTERPRISE SYSTEMS OF RECORD

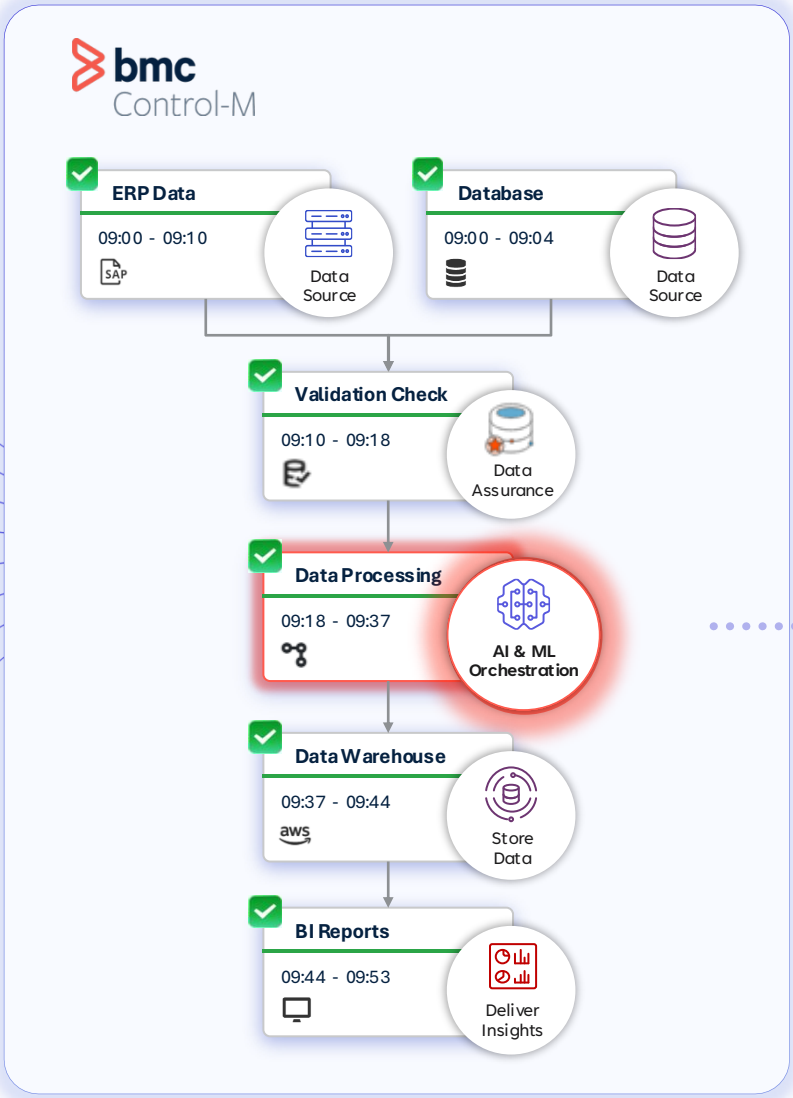
Finance

Manufacturing

Sales

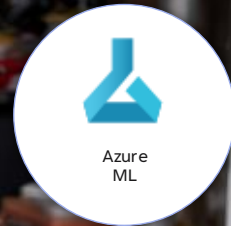
How to integrate AI into Control-M today

- END-TO-END VISUALIZATION AND CONTROL
- GOVERNANCE AND STANDARDS
- AUDIT & REPORTING
- PREDICTIVE SLA MANAGEMENT
- ERROR HANDLING AND NOTIFICATION
- SELF-HEALING AND REMEDIATION
- DEVOPS ENABLED
- GEN-AI ASSISTED INTERFACE

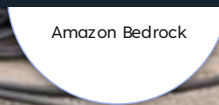
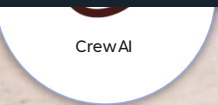




Your AI agent



Your AI Projects deserve better





SAP Orchestration Overview

André Esterhuysen

Business Challenges



Effective Control & Management

- **Job failures or delays** go undetected due to lack of operational controls.
- **System maintenance** may impact business-critical jobs.
- Notifications require **custom, time-consuming ABAP enhancements**.
- SAP file transfer system is **very cumbersome and custom ABAP code** must be written in order to monitor the file transfers.

Enterprise Visibility

- Lack of **end-to-end visibility** across all **SAP and non-SAP** workflows and processes
- Business **processes interrupted**, batch processes **stopped or lost**, and production systems can fail

Performance & Availability

- Jobs/process take **long run time due to external or internal dependencies**
- **Excessive heap memory utilization**, CPU, bad code, ABAP Dumps, SAP configuration or clogged network traffic.

S/4HANA Migrations

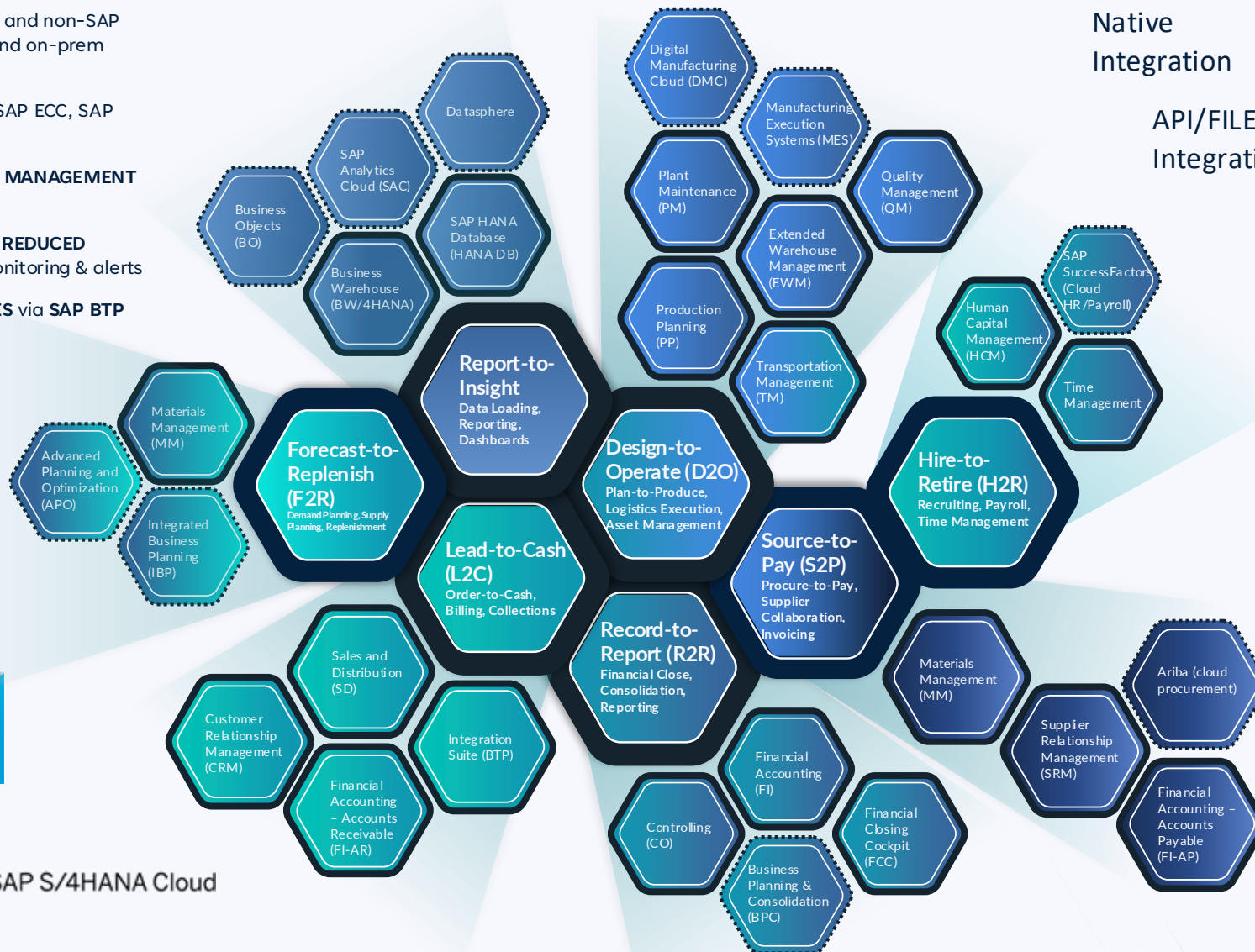
- Not having **orchestration in place** puts your migrations at risk. **Creating a phase 2 “fixing” stage**, hindering time to value and innovation



SAP Processes run by Control-M

Control-M SAP Process Orchestration

- ✓ **UNIFIED ORCHESTRATION** of SAP and non-SAP workflows across cloud, hybrid, and on-prem environments
- ✓ **OUT-OF-THE-BOX SUPPORT** for SAP ECC, SAP S/4HANA, and RISE with SAP
- ✓ **END-TO-END VISIBILITY** and **SLA MANAGEMENT** from a single control plane
- ✓ **FASTER TROUBLESHOOTING** and **REDUCED DOWNTIME** through proactive monitoring & alerts
- ✓ Supports **CLEAN CORE PRINCIPLES** via **SAP BTP** and **API integrations**



- ✓ **VERSATILE:** Manage and integrate SAP BTP, SAP ECC, SAP S/4HANA, SAP BW, and data archiving jobs
- ✓ **FLEXIBLE:** SAP job definitions can be imported using Control-M's conversion tools
- ✓ **STREAMLINED:** Effectively manage processes like O2C, P2P, payroll, year-end/month-end closing, archiving, and more
- ✓ **INTEGRATED:** Act on SAP event triggers with continuous monitoring and user-defined follow-ups
- ✓ **SIMPLIFIED:** Integrate directly with SAP S/4HANA using the fully compatible RISE with SAP model



SAP Certified
Integration with RISE with SAP S/4HANA Cloud



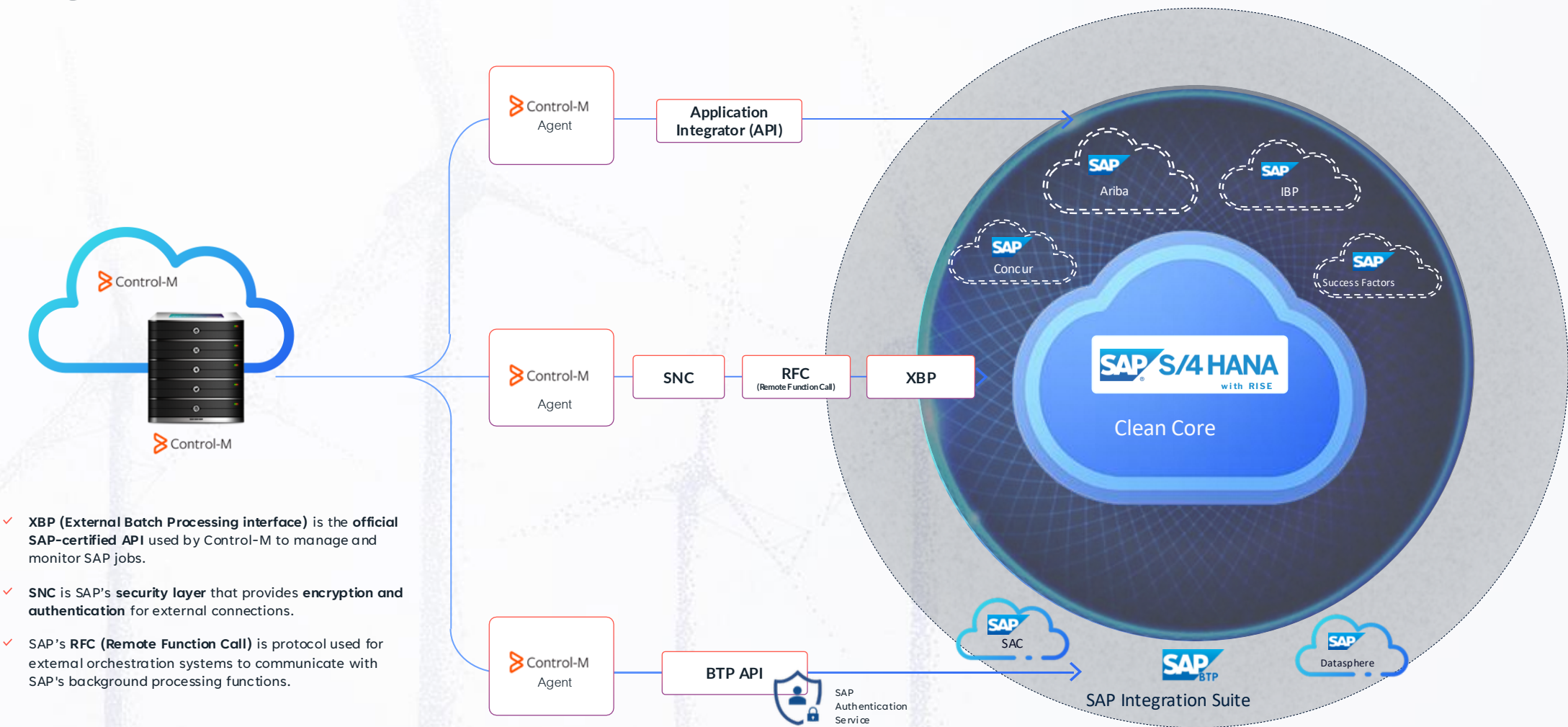
Customers Using Control-M for SAP





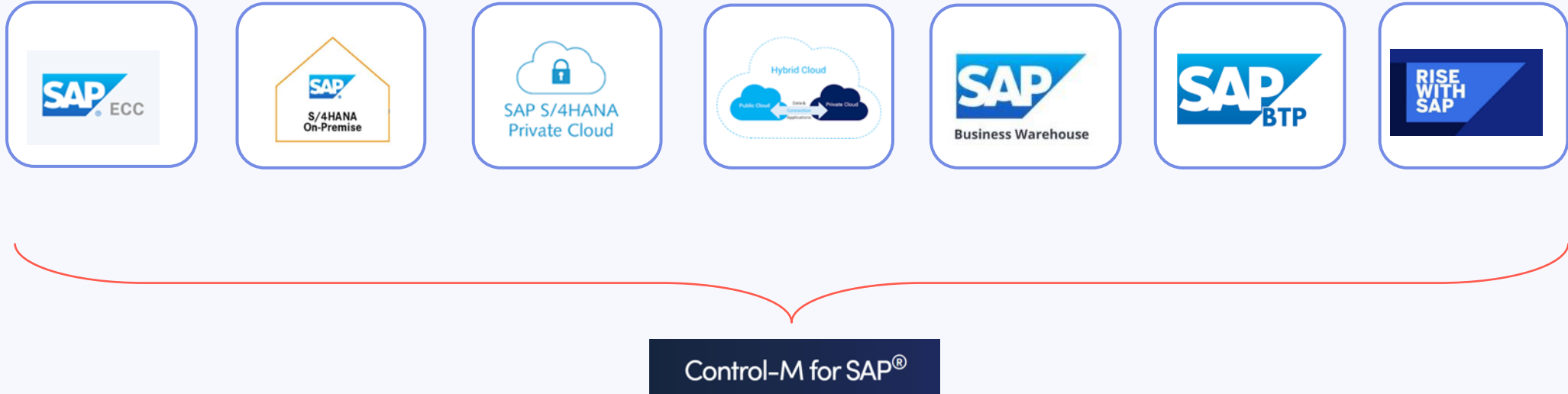
Control-M for SAP Architecture Overview

Control-M SAP Architecture



- ✓ **XBP (External Batch Processing interface)** is the **official SAP-certified API** used by Control-M to manage and monitor SAP jobs.
- ✓ **SNC** is SAP's **security layer** that provides **encryption and authentication** for external connections.
- ✓ SAP's **RFC (Remote Function Call)** is protocol used for external orchestration systems to communicate with SAP's background processing functions.

Control-M SAP Integrations

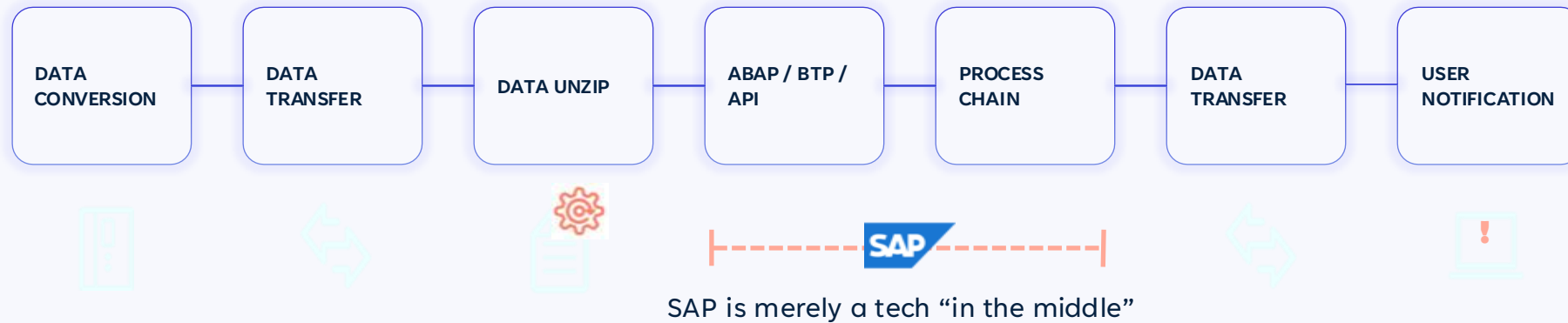


- **SAP ECC** (ERP Central Component/R/3)
- **SAP S/4HANA** (including RISE with SAP)
- **SAP BW** (Business Warehouse)
- **SAP BTP** (Business Technology Platform)



SAP Certified
Integration with RISE with SAP S/4HANA Cloud

Why Use Control-M for SAP



INTEGRATE SAP INTO A BROADER PICTURE



Control-M Capabilities

Why Control-M

Intelligent Orchestration & Automation Platform

1

S/4 MIGRATIONS & RISE

Control-M reduces **migration risk** and **accelerates time-to-value** by orchestrating **cutover** and **validation workflows** across SAP and non-SAP systems.

Ensuring **business continuity** across all phases of **RISE with SAP**, while minimizing **post-migration remediation patch work**.

2

BTP & S/4HANA INNOVATION

Control-M orchestrates workloads across SAP BTP and S/4HANA, integrating APIs, IDocs, and external services.

Enables **faster innovation cycles**, **consistent SLAs**, and **seamless hybrid operations** across SAP ERP and BTP applications.

3

MODERN DATAOPS

Control-M unifies **SAP data movement** across BW/4HANA and external data warehouses like **Snowflake**, **Databricks**, **BigQuery**, and **Azure**.

Automate **ETL/ELT** ensuring **data integrity** and **accelerate analytics delivery** for SAP-centric DataOps pipelines.

4

PREDICTIVE SLA

Predict issues before they affect operations. Control-M monitors **SAP process performance**, **forecasting potential SLA breaches** in processes like **payroll**, **order to cash**, or **financial close**, allowing teams to act before delays occur.

5

END TO END

Control-M provides **one orchestration layer** for all **SAP and non-SAP processes**, from **IDocs** and **ABAP jobs** to external **APIs**, **EDI**, and **file transfers**, ensuring **reliable, coordinated business execution** across ecosystems.

6

ENTERPRISE VISIBILITY

Gain a **single pane of glass** across SAP S/4HANA, BTP, and connected applications.

Control-M centralizes **job monitoring**, **audit trails**, and **performance metrics** for full **operational transparency** and faster **incident resolution**.

7

EFFECTIVE CONTROL AND MEASURES

Establish strong **governance** across **SAP workloads**. Control-M enforces **standards**, provides detailed **audit logs**, and supports **compliance reporting** for **SOX**, **GDPR**, and **ISO standards**.

8

EFFICIENT MANAGEMENT

Automate **SAP housekeeping**, **monitoring**, and **background jobs** to reduce **manual intervention**.

Control-M manages **dependencies**, **retries**, and **notifications** automatically, improving **reliability** and freeing up **Basis teams** for higher-value tasks.

9

PERFORMANCE & SYSTEM AVAILABILITY

Control-M optimizes **workload execution** and **system utilization** by balancing **SAP job priorities** and **resources dynamically**.

Improves **uptime**, **throughput**, and **response time** across **SAP environments** and dependent systems.

10

COMPLIANCE, SECURITY AND CLOUD MODERNIZATION

Enable **secure orchestration** across **hybrid SAP landscapes**. Control-M ensures **traceable job execution**, **encrypted credentials**, and **compliance** with internal and external **audit requirements**, supporting **secure cloud transformation** and **modernization efforts**.

Native SAP Integration

CRITICAL CAPABILITIES



SAP Certified
Integration with RISE with SAP S/4HANA Cloud

SAP SYSTEM/COMPONENT	CAPABILITY	KEY FEATURES
 SAP ECC (ERP Central Component/R/3)	SAP Application Jobs Plugin	Schedules and monitors ABAP background jobs across all modules (FI, CO, SD, MM, PP, HCM); centralized visibility, dependency management, and SLA tracking
 SAP S/4HANA (including RISE with SAP)	SAP Application Jobs Plugin	Full S/4HANA job orchestration; seamless RISE with SAP cloud integration; dependency management and end-to-end visibility
 SAP BW/BW4HANA (Business Warehouse)	SAP BW/BW4HANA Process Chain Integration	Orchestrates process chains and DTPs; ensures reliable data loads for analytics and financial close; monitors complex data warehouse workflows
 SAP HANA Database	SAP HANA Database Plugin	Executes SQL procedures, queries, and data movements; integrates analytical and transactional workflows; database-level automation
 SAP BTP (Business Technology Platform)	SAP BTP Integration	Triggers and monitors BTP jobs with secure connectivity; integrates cloud and on-premises workloads; applies dependencies, resources, and SLAs across hybrid environments





Event-Driven Automation

CRITICAL CAPABILITIES



Event Triggers & APIs

Minimize latency and gaps between SAP and External systems. With support for bidirectional REST and webhook triggers for SAP BTP, CPI and cloud-native workflows. **React instantly to SAP job completions.**



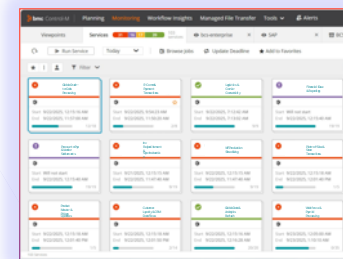
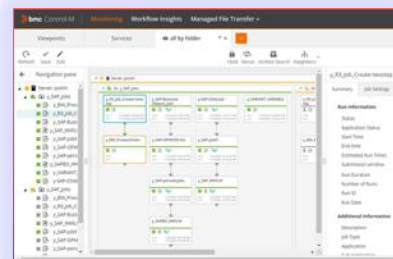
Business SLA Management

Monitors key SLAs (MRP runs, order posting, payroll) with predictive analytics to prevent missed cut-offs. Automatically triggers compensating actions or alerts when processes stall or fail downstream.



Closed-Loop Event Feedback

Feeds status and completion events back upstream (e.g., from logistics or payments) to SAP processes. Enables “listen and respond” automation between SAP, BTP, and non-SAP systems for true real-time flow.



Data Ops & Integration Layer

CRITICAL CAPABILITIES



Data Pipeline Orchestration

Coordinates **SAP data extraction and transformation** with ETL tools (Informatica, Talend, Databricks, Snowflake, Airflow, dbt, Astronomer), **ensuring synchronized movement between SAP and cloud data ecosystems.**

File Transfer Management (MFT, MFT-E)

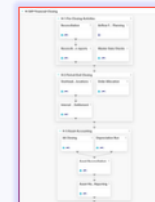
Automates secure file transfers between SAP, suppliers, and partners (Ariba, EDI, logistics networks) with full audit and retry logic.

Data Validation

Embedded **Control-M Data Assurance** automatically **validates SAP and non-SAP data** as it moves through pipelines, **catching anomalies, preventing bad data** from entering finance, analytics, or supply chain processes.

Data Lineage Visibility

Provides **end-to-end visibility from SAP source data to analytics** consumption, critical for audit, compliance, and impact analysis.



Observability & Governance

CRITICAL CAPABILITIES



 **Unified Monitoring Dashboard**

One control pane for SAP, non-SAP, and BTP jobs, with drill-down visibility, alerting, and remediation.

 **Audit, Logging, & Compliance**

Full audit trail of job execution (user, system, time, output), satisfying SOX, GDPR, and internal audit standards.

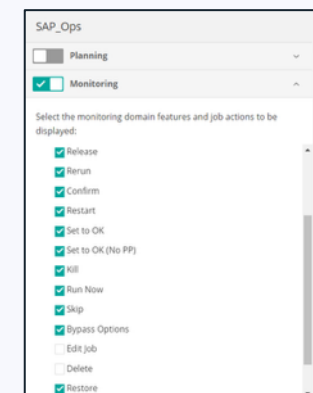
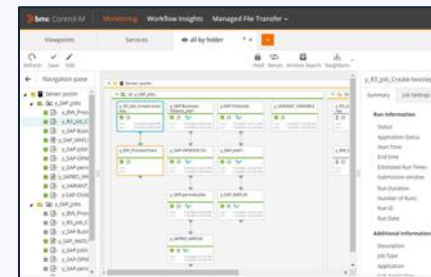
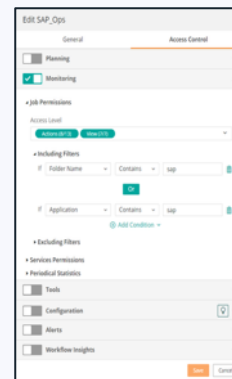
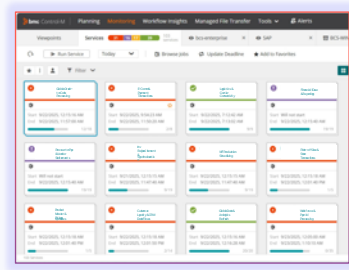
 **API-first Architecture**

Exposes all orchestration and monitoring capabilities through REST APIs, enabling integration with ITSM and AIOps tools (ServiceNow, Splunk, Dynatrace).

```
# Define AWS Glue Connection Profile (replace with your values)
cp = ConnectionProfileBuilder('Your-Connection-Profile-Name',
    centralized=True,
    aws_region='AWS-Region',
    authentication='Authentication-Type',
    aws_access_key_id = 'Your-AWS-Access-Key-Id',
    aws_secret = 'Your-AWS-Secret',
    glue_url='Your-Glue-URL',
    connection_timeout='Timeout')

# Add connection profile to workflow and deploy it to Control-M
cm_workflow.add(cp)
cm_results = cm_workflow.deploy(cp)

# Check deployment status
if cm_results.is_ok():
    print('The workflow was deployed to Control-M')
else:
    print('Error: all objects from the workflow to avoid duplication')
```



Operational Resilience & Security

CRITICAL CAPABILITIES



 **Workload Policy Management**

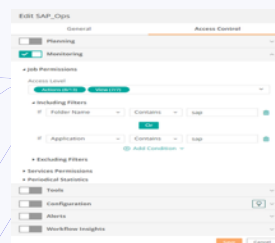
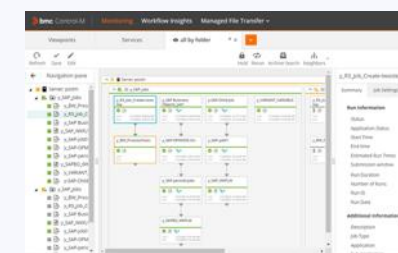
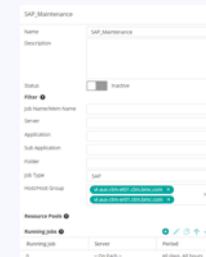
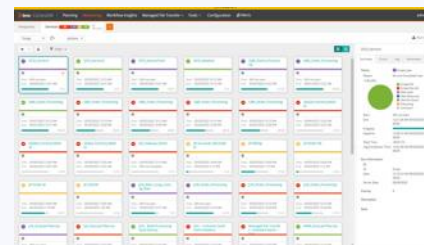
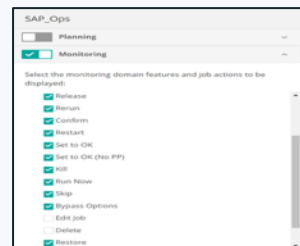
Dynamically prioritizes SAP workloads based on resource contention and business impact.

 **High Availability & Failover**

Ensures continuity of critical SAP and ecosystem jobs even under system outages.

 **Secure Credential Vault**

Manages SAP and cloud credentials securely, eliminating hardcoded passwords in scripts.



Control-M



Service Automation & Orchestration

for





SAP Use Cases

Presented by: Jacques van der Merwe

SAP USE CASES



Click on the boxes to view the reference workflows

01 **SAP HOUSEKEEPING**

Challenge: SAP housekeeping jobs (workflow, spool cleanup, IDoc reprocessing, CCMS, security, archiving) often fail or run late, slowing system performance and creating risks.

Control-M: Orchestrates and monitors all SAP housekeeping jobs, ensures timely execution, and alerts owners for quick resolution.

02 **Financial Close (R2R)**

Challenge: Month-end close jobs across FI/CO, BW, and reporting often overrun or fail, delaying consolidation.

Control-M: Manages dependencies and enforces SLAs, ensuring timely and auditable closes.

03 **Order-to-Cash (L2C)**

Challenge: Orders fail between CRM, SD, and external EDI, delaying shipments and revenue recognition.

Control-M: Provides end-to-end monitoring and recovery across SAP and non-SAP, ensuring orders flow without disruption.

04 **Source-to-Pay (S2P)**

Challenge: Procurement and AP processes are fragmented across MM, SRM, and external supplier networks.

Control-M: Automates vendor, invoice, and payment jobs in sequence, improving supplier collaboration and compliance.

05 **Payroll & Time Mgmt (H2R)**

Challenge: Payroll cycles depend on time evaluation and finance postings; errors cause payment delays.

Control-M: Automates payroll batch jobs, validates dependencies, and ensures accurate, on-time payroll runs.

06 **Forecast-to-Replenish (F2R)**

Challenge: Demand planning (IBP/APO) and warehouse execution (EWM, TM) are misaligned, causing stockouts.

Control-M: Coordinates supply planning jobs across SAP and logistics partners to ensure inventory availability.

07 **Analytics & Reporting (R2I)**

Challenge: BW loads, HANA queries, and BI dashboards fail overnight, leaving finance and ops teams without insights.

Control-M: Automates BW process chains, manages HANA DB loads, and ensures data readiness for analytics every morning.

08 **Production Planning (D2O)**

Challenge: MRP runs and production schedules stall without proper sequencing with MES/warehouse systems.

Control-M: Orchestrates MRP → MES → EWM/TM workflows, ensuring uninterrupted production lines.



Process Overviews



Lead-to-cash Overview

(Order to Cash)

Order to Cash Process (L2C/O2C)



Order
Captured.
6pm

ORDER TO CASH STEPS

- Order Creation & Billing**
Orders validated, billed nightly.
- Integration Layer**
IDocs routed, failover active.
- Logistics Execution**
Delay Handling: Logistics execute, alert delays.
Real-Time Tracking: EDI, Kafka streams.
Carrier Coordination: FedEx, DHL, MAERSK.
- Payment Processing**
Payment validated, posted swiftly.
- Reporting & Analytics**
Data cleansed, dashboards refreshed.

1

Order Creation & Billing (SAP ECC/S4HANA)

4HR SLA

Description: Customer order is created in SAP; billing documents are generated. Orders captured in real-time, billing documents generated in a nightly batch at 2:00 AM CEST using SAP S/4HANA

Example: Customer places €10,000 order at 6:00 PM CEST, validated, and billing document generated in the 2:00 AM CEST batch, with a retry if credit check fails.

SAP SAP S/4 HANA



Order validation for credit limits and inventory availability before billing docs are created



Data Check

2

Integration Layer (SAP BTP, IDocs)

15min SLA

Description: Order and billing data is packaged into IDocs and routed via SAP BTP for processing.

Example: Doc created for delivery at 2:15 AM CEST, routed via SAP BTP to FedEx, with failover activated if response delayed beyond 2:20 AM CEST.

SAP iDoc SAP BTP boomi Azure Logic Apps



Error Handling: "Failed orders retried 3x, then escalated to a billing team. SAP Update"

3

Logistics Execution (EDI to Partners & Carriers)

4HR SLA

Description: IDocs/EDI messages trigger logistics partners (e.g., DHL, FedEx, 3PL).

Example: Delivery order sent to FedEx at 9:00 AM CEST, tracked via Kafka, confirmed back to SAP by 1:00 PM CEST, or alert raised if delayed

IBM opentext BlueYonder DHL FedEx MAERSK kafka CONFLUENT



Real-Time Tracking and delays alerted back to SAP



Data Check

4

Payment Processing (Bank/Payment Gateway)

1HR SLA

Description: Shipment confirmation triggers AR posting and payment collection.

Example: Delivery confirmed at 1:00 PM CEST → ING Bank gateway processes €10,000, converts from EUR, posts to FI-AR, or switches to Santander if failed.

adigen stripe PayPal HSBC Santander ING



Payment Validation → Fraud Check → Currency Conversion → AR Posting



Data Check

5

Reporting & Analytics (Data Lake / BI)

6HR SLA

Description: Order, logistics, and payment results flow into BI/Data Lake for reporting and dashboards.

Example: Azure Data Lake ingests delivery data at 2:00 PM CEST, Databricks cleanses it, Power BI updates revenue KPI at 6:00 PM CEST, or alerts if failed.

SAP SAP Analytics Cloud amazon redshift snowflake Power BI



Data cleansing in Databricks



Data Check

Lead-to-Cash (L2C)
Order-to-Cash, Billing, Collections

O2C PROCESSING DESCRIPTION

Order-to-Cash in SAP involves a series of dependent, cross-system batch processes, from order creation to invoicing, logistics, payment processing, and reporting. These jobs run throughout the business day and overnight, ensuring that customer orders are fulfilled, invoices are posted, deliveries are confirmed with carriers, and payments are reconciled with banking systems. The goal is to complete the cycle accurately, on time, and in the correct sequence, so that revenue is recognized and customer experience is not impacted. **Failure to complete these steps can delay shipments, cause missed payments, and directly impact revenue flow.**

KEY RISKS

- ✓ **REVENUE RECOGNITION DELAYS**
Failures in invoicing or payment batches delay revenue posting and impact financial reporting.
- ✓ **CASCADING FAILURES**
A single error (e.g., failed IDoc to carrier) can block downstream steps, stalling shipments and cash collection.
- ✓ **LIMITED VISIBILITY**
SAP jobs (SM36/SM37) don't give an end-to-end view across logistics, banks, and BI. Problems are often discovered after customer impact.
- ✓ **STRICT WINDOWS**
Daily billing, payment runs, and reporting must finish in tight timeframes, missed windows delay shipments or cash flow.

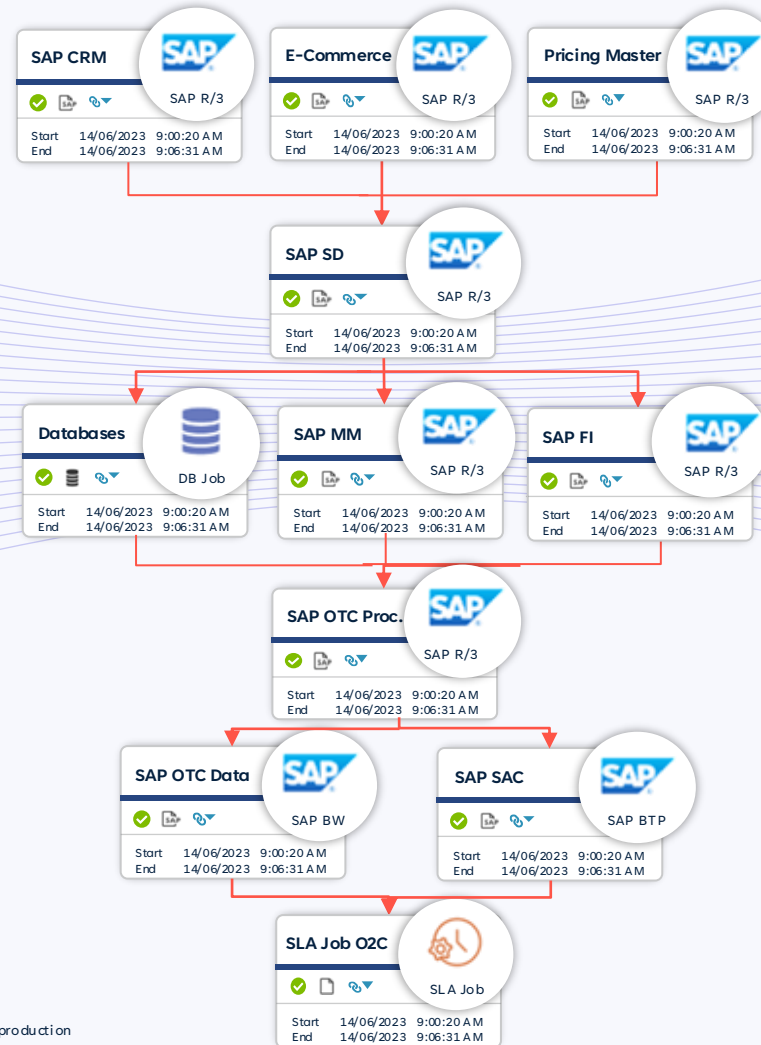
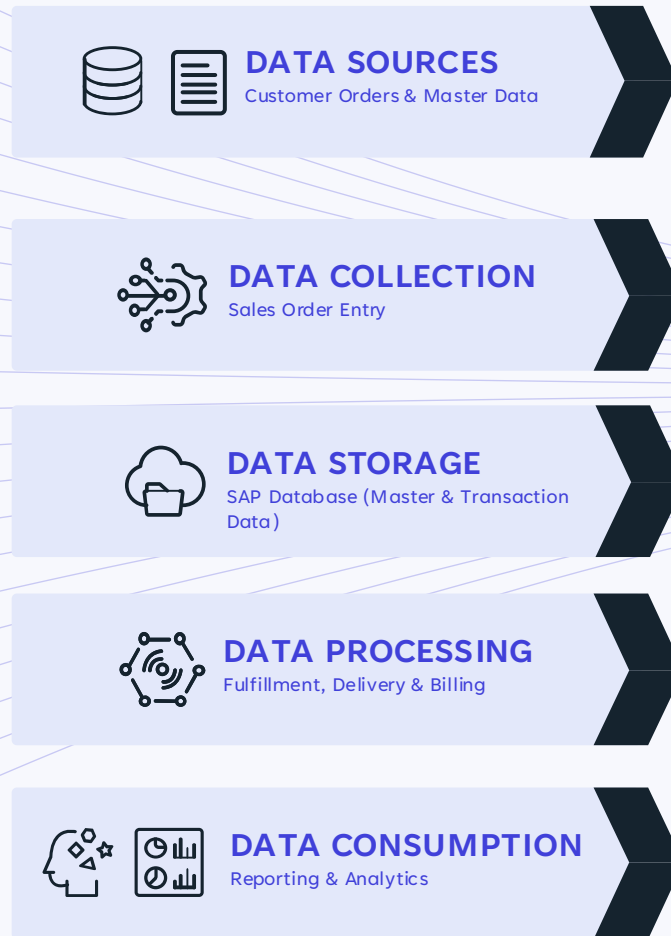
KEY CHALLENGES

- ✓ **DEPENDENCY MANAGEMENT**
Ensure billing (2:00 AM CEST) follows 4-hour logistics SLA, payments post after invoicing.
- ✓ **CUSTOMER IMPACT**
Delays or errors (e.g., late shipments, wrong invoices) risk missed payments.
- ✓ **SYSTEM PERFORMANCE**
Coordinate high-volume SAP (ECC/S4, BTP, FI-AR) and non-SAP (EDI, banks) transactions.
- ✓ **MONITORING & ALERTS**
Detect IDoc failures, gateway stalls, or 6-hour BI refresh delays with Control-M.

KEY FOCUS AREAS FOR INNOVATION

- ✓ **CROSS-SYSTEM ORCHESTRATION**
Control-M unifies SAP Order Management, BTP, EDI carriers, payment gateways, and BI, ensuring dependency alignment.
- ✓ **SLA-DRIVEN MONITORING**
Proactive alerts (e.g., stuck IDoc) trigger fixes before 4-hour logistics or 2:00 AM billing SLA breaches.
- ✓ **INTEGRATION WITH REAL-TIME EVENTS**
Control-M triggers event-driven actions (e.g., delivery confirmation → billing), boosting O2C speed and resilience.
- ✓ **ADVANCED ANALYTICS & ASSURANCE**
Control-M Data Assurance validates payment/delivery data pre-BI, ensuring accurate 6-hour reporting.
- ✓ **CUSTOMER EXPERIENCE**
Faster invoice/payment updates, reliable dashboards reduce disputes, enhance satisfaction.

Order to Cash



Data originates from various business channels such as customer inquiries, sales orders, quotations, EDI, or e-commerce platforms, customer master data, product data and pricing conditions that feed into the OTC process.

Sales and customer data are collected when the order is created in SAP. It captures transaction details like order type, materials, quantities, delivery dates, and customer information, ensuring all relevant data enters the system accurately.

The order and related data are stored in SAP's centralized DB tables. This allows for data integrity, consistency, and real-time availability across modules such as SD, MM, and FI.

SAP processes the stored data to execute the full OTC workflow — checking availability, scheduling delivery, generating delivery documents, posting goods issue, creating invoices, and integrating financial postings to accounts receivable. Automation and workflow logic ensure business rules are followed.

The processed OTC data is consumed by business users through SAP reports, dashboards, and analytics tools (e.g., SAP BW, Fiori apps, or SAP Analytics Cloud)

Simplified representation of SAP workflows, the workflow may contain more and/or different jobs in a production



Financial Close

(Record-to-Report)

SAP Financial Closing



Financial Close Steps

1. **Planning**
Subledgers & Integrated Modules
2. **Pre-Carry Forward**
Running Pre closing programs
3. **Post Carry Forward**
Period-End Closing, Allocations & Consolidation
4. **Consolidate Recon**
Recon jobs and Consolidation
5. **Balance Post**
Fi postings jobs Analysis and Audit

1 Planning



Description: Control-M automates SAP financial close planning by sequencing preparatory jobs across FI, CO, MM, and AA, managing dependencies, triggers, and validations to ensure accurate and timely execution with centralized monitoring and audit control.

Example: orchestrate key SAP programs such as OB52 (period open/close), KSV1/KSU1 (allocation setup), and FAGL_FCV/FAGLGVTR (revaluation and carry forward simulations), aligning job execution with system readiness and external data dependencies

2

Pre-Carry forward Activities



Description: Control-M automates SAP carry forward and closing activities by sequencing dependent jobs across FI, CO, AA, and MM/SD, ensuring accurate execution of GL carry forward (FAGLGVTR), AP/AR carry forward (SAPF010), asset year-end close (AJAB/AJRW), currency revaluation (FAGL_FCV), CO allocations (KSV5/KSU5), and final MM/SD postings.

Example: Control-M executes GL and subledger carry forward jobs sequentially, triggers CO allocations only after posting validation, automates asset year-end closure with pre/post checks, and ensures MM/SD final postings complete before dependent FI/CO reconciliations. All activities are tracked in real-time, with alerts and automated retries for failures, providing an end-to-end, auditable financial close workflow.



Error Handling: Control-M monitors jobs, triggers alerts, and automates retries to ensure seamless recovery and accurate financial close



3

Post Closing Activities



Description: Post-financial SAP activities involve validating, reconciling, and reporting financial data after period-end or year-end close across FI, CO, AA, and MM/SD modules. Control-M automates these tasks by orchestrating dependent batch jobs, monitoring execution, triggering follow-up processes, and ensuring data consistency and audit compliance. Key activities include subledger vs. GL reconciliation, clearing open items, updating profit centers, running closing reports, and archiving period-end data.

Example: Control-M schedules and monitors FBL3N/FAGLB03 for GL reconciliation, F.13 for clearing open AP/AR items, KE5Z for profit center validation, and SARA for data archiving. Jobs are executed in sequence, with automated alerts and retries for failures, providing a complete, auditable post-close workflow.



Post Check



Failed postings and delays alerted back to SAP

4

Consolidate Recon



Description: Aggregates and reconciles financial data across company codes or subsidiaries, automating intercompany postings and elimination entries

Example: Control-M schedules intercompany reconciliation jobs (F.13/FAGLAR01), elimination postings, and consolidation report generation (S_PL0_86000028 or custom reports) sequentially. It monitors job completion, triggers dependent reporting or adjustments automatically, and sends alerts for errors, ensuring a synchronized and auditable consolidation process.



Payment Validation → Fraud Check → Currency Conversion → AR Posting



Recon Check

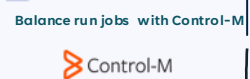
5

Balance post



Description: Finalizes and updates account balances after all close activities, ensuring data integrity across FI, CO, and AA.

Example: Runs FAGLGVTR for GL balance carry forward and SAPF010 for AP/AR carry forward, monitored with automated retries and audit logging



Balance run jobs with Control-M



Final postings check

FINANCIALCLOSING DESCRIPTION

✓ SAP Financial Closing is the process of completing all financial transactions for a specific period (month, quarter, or year) and generating accurate financial statements that comply with accounting standards and corporate policies. It ensures that an organization's books are complete, reconciled, and ready for reporting to management, auditors, and regulators.

KEY RISKS

- ✓ **Complex Dependencies:** Multiple SAP modules and programs must execute in precise sequence.
- ✓ **High Risk of Errors:** Failed or delayed jobs (e.g., accruals, revaluations, asset depreciation) can ripple across the process.
- ✓ **Manual Monitoring:** Teams rely on SM37 and log reviews, creating bottlenecks and human error.
- ✓ **Limited Visibility:** Lack of centralized oversight delays detection of failed or hanging processes.
- ✓ **Economic Consequence:** Delayed or inaccurate closes cause compliance risks, inaccurate reporting, strained resources, downtime, and reputational impact.

KEY CHALLENGES

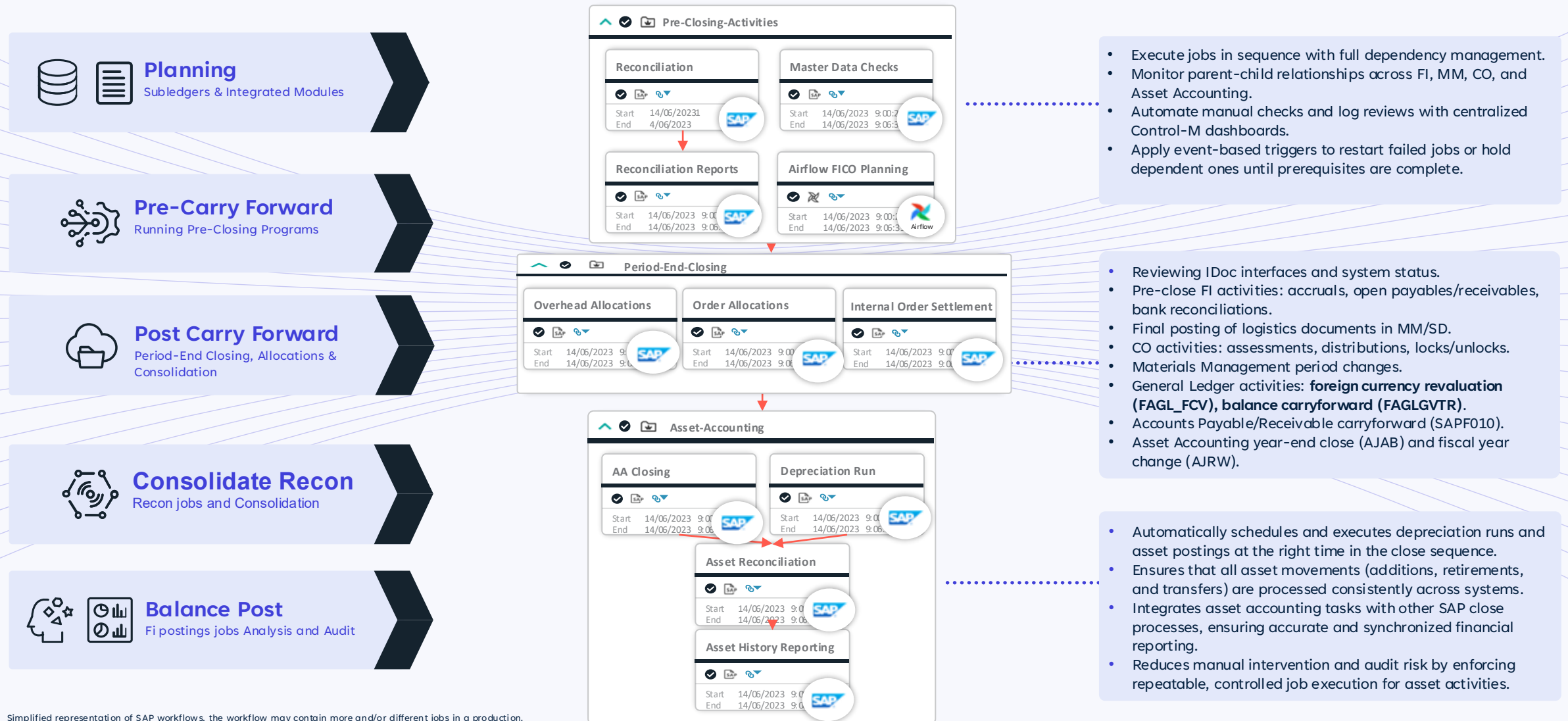
- ✓ **Data Accuracy & Consistency:** Reconciling subledgers (AP, AR, AA) with GL and across modules is error-prone.
- ✓ **Manual Dependencies & Sequencing:** Incorrect job order or ad-hoc triggers can delay close and cause posting errors.
- ✓ **High Volume & Performance:** Large transactions and long-running jobs can exceed SLA windows.
- ✓ **Cross-System Integration:** Failures in interfaces with non-SAP systems can halt closing activities.
- ✓ **Audit & Compliance:** Manual processes increase risk of missing logs and audit gaps.
- ✓ **Error Handling & Recovery:** Failures in postings or allocations require manual intervention if not automated.
- ✓ **Team Coordination:** Lack of standardized workflows across FI, CO, MM/SD, and IT can cause delays

KEY FOCUS AREAS FOR INNOVATION

- ✓ **Automation of FI Processes:** All jobs executed, tracked, and restarted directly from Control-M.
- ✓ **Visibility:** Real-time cockpit view across every stage of financial close.
- ✓ **Resilience:** Failed jobs automatically restarted, dependent processes held safely.
- ✓ **Speed & Compliance:** Close cycles are accelerated while meeting reporting and regulatory standards.
- ✓ **Economic Rewards**
- ✓ **Faster Closing Cycles** → Reduced time to close year-end and month-end.
- ✓ **Stronger Control** → Greater grip on dependencies and process flow.
- ✓ **Efficiency** → Less labour-intensive monitoring, freeing finance teams for analysis.
- ✓ **System Availability** → Fewer disruptions, stronger audit readiness.
- ✓ **Confidence in Accuracy** → Clean, compliant financial data delivered on time.

SAP S/4HANA
Financial CLOSING

Orchestrating Financial Close



Simplified representation of SAP workflows, the workflow may contain more and/or different jobs in a production.



Payroll

Hire-to-Retire (H2R)

Presented by: Kendra Minott

Payroll

Payroll Steps

1. Pre-Payroll Activities

These steps prepare the system and data for payroll processing.

2. Payroll Run

This is the core calculation phase.

3. Post-Payroll Activities

Finalize payroll and prepare for payments and reporting.

4. Reporting & Auditing

Ensure compliance and provide insights.

5. Period-End Activities

Prepare for the next payroll cycle.

1

Pre-Payroll Activities



Due at 5pm

Description: Ensure all employee-related data is accurate and up to date in SAP. This includes personal details, bank information, tax data, benefits, and job-related info. Collect and validate time-related data such as attendance, overtime, leaves, and absences. This is crucial for calculating accurate pay.

Example: An employee named Sarah gets promoted to a new role with a salary increase. HR updates her job title, pay grade, and compensation details in SAP HCM. John worked 10 hours of overtime and took 2 sick days. These entries are recorded in SAP using time management transactions or integrated time systems.

2

Payroll Run



1 HR SLA

Description: Execute the payroll calculation using SAP's payroll driver (e.g., PC00_M10_CALC for U.S.). This calculates gross pay, deductions, and net pay. Analyze the payroll log for errors or warnings. This ensures the payroll run was successful and accurate. Fix any issues found during the payroll run and reprocess affected employees. Generate payment files for direct deposit or checks. These files are sent to the bank for processing.

Example: The payroll team initiates the October payroll run in SAP, which calculates each employee's gross earnings, applicable taxes, benefit deductions, and net pay. During the process, an error is flagged for an employee due to missing tax data. The payroll administrator corrects the issue and reruns payroll for the affected employee to ensure accurate results. Once all calculations are verified, SAP generates a payment file containing net pay details for all employees, which is securely transmitted to the bank for direct deposit on payday.

Error Handling: Control-M monitors payroll processes, triggers alerts for any failures or anomalies, and automates retries to ensure seamless recovery and accurate payroll execution—minimizing disruptions and ensuring timely employee payments.

3

Post-Payroll Activities



Due at 11:50PM

Description: Transfer payroll results to Financial Accounting (FI) for ledger updates and financial reporting. Process payments to external entities like tax authorities, insurance providers, and retirement funds.

Example: After completing the October payroll, SAP automatically posts payroll-related expenses and liabilities—such as gross wages, employer contributions, and tax withholdings—to the appropriate general ledger accounts. This ensures that the financial statements for October accurately reflect payroll costs. Additionally, SAP generates a payment file for federal tax withholdings, which is securely transmitted to the IRS. Similar files are created for state taxes, health insurance premiums, and retirement contributions, ensuring all third-party obligations are met.

4

Reporting & Auditing



1HR SLA

Description: This step involves generating both internal and statutory reports to ensure compliance with legal requirements, support financial analysis, and facilitate audits. These reports help organizations track payroll expenses, validate accuracy, and meet obligations to government agencies and third-party providers. SAP provides standard reports and allows for custom reporting using tools like SAP Query, Ad Hoc Query, HR Reports, and Payroll Control Center. Reports may include payroll summaries, tax filings, wage type distributions, cost center allocations, and audit trails.

Example: After completing the October payroll run, the payroll team uses SAP to generate a department-wise payroll cost report, which is shared with Finance for budgeting and variance analysis. Simultaneously, the team prepares and submits statutory filings such as federal and state tax reports, unemployment insurance contributions, and benefits remittance reports to comply with regulatory deadlines. These reports are archived for internal audit and compliance review.

5

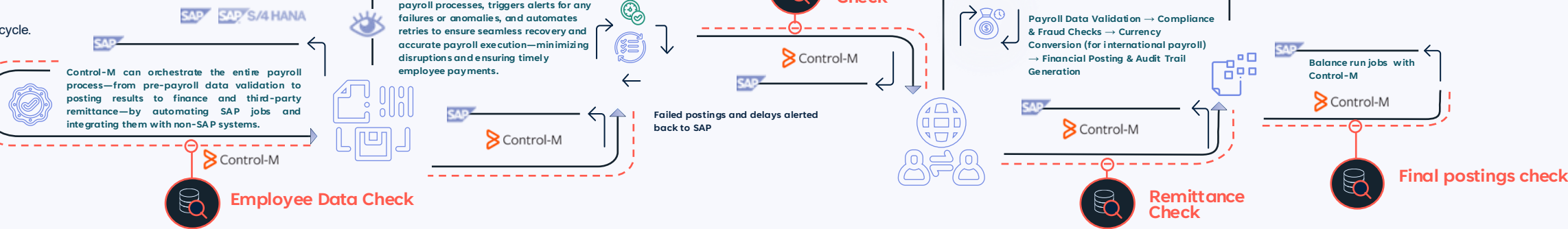
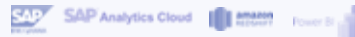
Period-End Activities



Quarterly SLA

Description: Finalize the payroll period, archive data, and prepare for the next cycle.

Example: After confirming all payments and reports are complete, the payroll administrator closes the October payroll period and archives the data.



PAYROLL DESCRIPTION

✓ SAP Payroll Closing is the process of finalizing all payroll-related transactions for a specific period (e.g., monthly, quarterly, or annually) to ensure accurate payroll results and compliance with internal policies and external regulations. It involves validating payroll data, executing calculations, posting results to financial systems, and generating reports for management, auditors, and government agencies. This process ensures that payroll records are complete, reconciled, and ready for statutory reporting and audit review.

KEY RISKS

- ✓ System Integration Failures: Breakdowns between SAP and external systems (e.g., banks, tax authorities, benefits providers) can disrupt payments and reporting.
- ✓ Security and Access Risks: Unauthorized access to payroll data can lead to data breaches or manipulation of sensitive information.
- ✓ Compliance Violations: Failure to meet statutory reporting deadlines or incorrect tax calculations can result in penalties or audits.
- ✓ Audit Trail Incompleteness: Missing or inconsistent logs and documentation can hinder internal audits and regulatory reviews.
- ✓ Currency and Localization Errors: In global payroll, incorrect currency conversion or local tax rules can affect accuracy and compliance.

KEY CHALLENGES

- ✓ Timing and Cutoff Delays: Missing payroll deadlines due to late data entry, approvals, or system issues can delay employee payments.
- ✓ Data Integrity Issues: Inaccurate or incomplete employee master data, time entries, or tax information can lead to incorrect payroll calculations.
- ✓ Manual Interventions: Over-reliance on manual processes increases the risk of human error and reduces efficiency.
- ✓ Dependency Mismanagement: Poor orchestration of job dependencies (e.g., running payroll before time data is finalized) can lead to cascading failures.
- ✓ Error Handling Gaps: Lack of automated error detection and recovery (e.g., retries, alerts) can cause unnoticed failures in payroll jobs.

KEY FOCUS AREAS FOR INNOVATION

- ✓ Automation of Payroll Processes - Automate payroll workflows including validation, calculation, payroll generation, and financial posting using orchestration tools like Control-M.
- ✓ Real-Time Visibility - Enable centralized dashboards to monitor payroll status across all stages for better tracking and decision-making.
- ✓ Operational Resilience - Automatically detect and restart failed jobs; safely hold dependent processes to prevent cascading errors.
- ✓ Speed & Compliance - Accelerate payroll cycles while ensuring compliance with labor laws, tax regulations, and audit requirements.
- ✓ Faster Payroll Cycles - Reduce time to complete monthly and year-end payroll, enabling quicker financial close.
- ✓ Stronger Control - Improve control over job dependencies, approvals, and exception handling.
- ✓ Data Accuracy & Confidence - Deliver clean, validated payroll data for financial reporting and compliance.

Payroll & Time Management



DATA SOURCES

Pre-Payroll Activities



DATA COLLECTION

Payroll Run



DATA STORAGE

Post-Payroll Activities



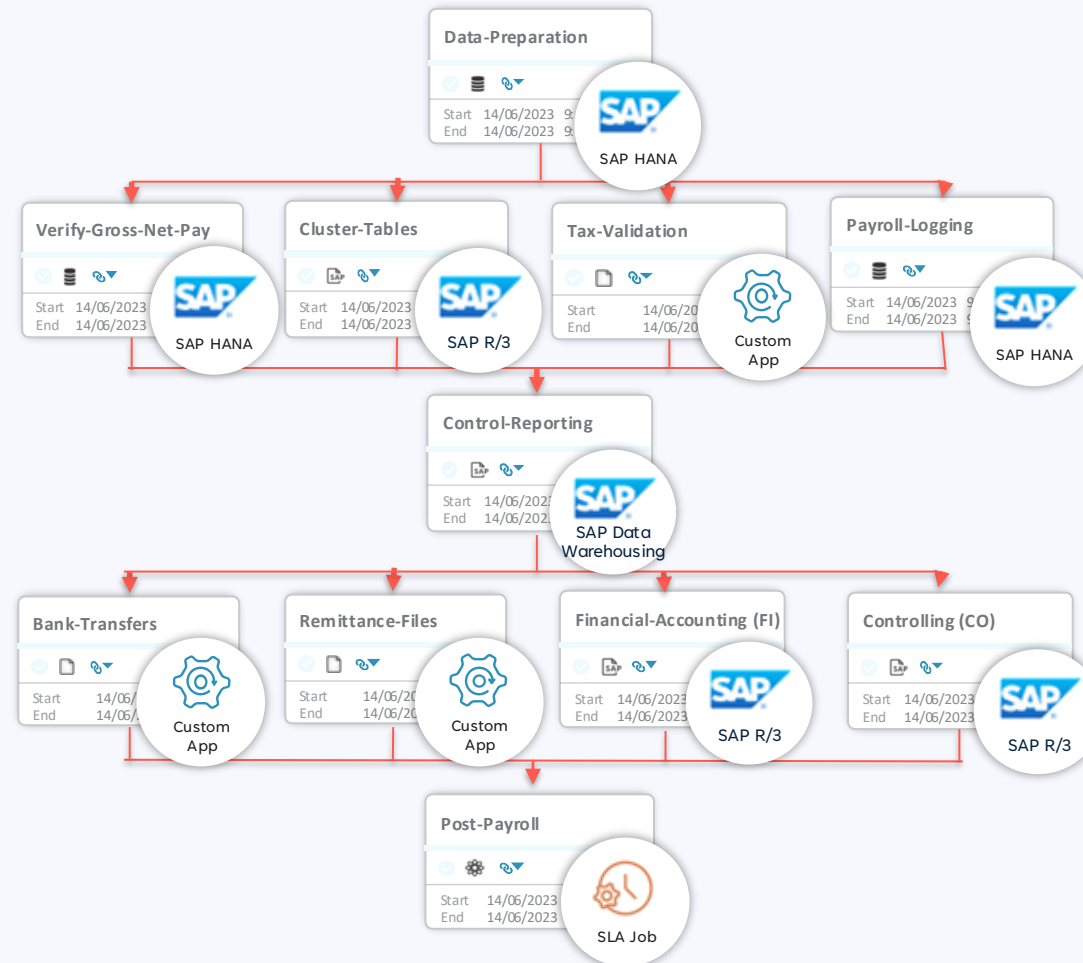
DATA PROCESSING

Reporting & Auditing



DATA CONSUMPTION

Period End Activities



- Update employee details, time, and pay information before running payroll.
- Calculate salaries (gross to net) and verify results through test and live runs.
- Maintain detailed payroll run logs for traceability and compliance checks.

- Check payroll reports and logs to ensure accuracy before payments.
- Generate bank files to transfer salaries and handle statutory payments (tax, benefits, etc.).

- Send payroll costs to accounting, issue payslips, and generate compliance reports.
- Monitor timelines and performance metrics to ensure payroll is processed accurately and on schedule.

Simplified representation of SAP workflows, the workflow may contain more and/or different jobs in a production.

Disclaimer: All product names, logos, and brands are property of their respective owners.



Source to Pay (S/2P)

SAP Source-to-Pay (S2P) 2

S2P Steps

1. Supplier Onboarding & Master Data Orchestration
2. Purchase Requisition to Purchase Order Orchestration
3. Goods Receipt & Service Entry Orchestration
4. Invoice & Matching Orchestration
5. Payment Execution & Reconciliation Orchestration.

Supplier Onboarding & Master Data Orchestration

1

Description: Orchestration begins with supplier data ingestion from platforms like Ariba or Coupa, flowing via CPI/IFlow, BAPIs, or IDocs into the SAP S/4 HANA BP/MDG layer. Automated validations (duplicates, tax checks) ensure data accuracy before activation, and the process synchronizes vendor data across downstream systems like SRM, ECC, and BW for enterprise-wide consistency.

Example: Control-M orchestrates Ariba vendor onboarding; detects failure in IDoc inbound; triggers corrective job and resumes flow, ensuring full vendor sync before purchase activity starts.

Due at 5pm

Purchase Requisition to Purchase Order Orchestration

Description: Orchestration automates the flow from **MRP-run requisitions to PO creation and approval**, managing dependencies across each stage and integrating with **Ariba, CPI, or email gateways** for seamless PO distribution.

3

Example: Control-M orchestrates the entire **MRP-to-PO workflow**, ensuring **on-time PO approval and supplier dispatch** within **SLAs**, while providing **automated error recovery and alerts** for issues like spool or RFC failures. Control-M orchestrates MRP to PO output chain — when RFC to Ariba fails, it auto-switches to secondary route and notifies procurement, maintaining the sourcing SLA.

Error Handling: Control-M monitors the S2P process, triggers alerts for failures or anomalies, and automates retries to ensure seamless procurement operations, timely invoice processing, and error-free supplier payments, minimizing disruptions and maintaining SLA compliance.

1 HR SLA

Goods Receipt & Service Entry Orchestration

Description: Orchestration manages inbound delivery confirmations from logistics systems such as EWM or 3PL into SAP Core using IDocs (WMMBID02) or BAPIs for goods movement. It coordinates dependencies across shipment confirmation → goods receipt (MIGO) → stock update → FI posting, ensuring transactional consistency and data integrity. Service entry sheets (ML81N) follow the same orchestrated flow, integrating with logistics and finance modules for synchronized operational and accounting updates.

Example: Control-M provides cross-system orchestration across EWM, 3PL, and SAP Core for seamless goods receipt processing, ensuring SLA adherence to inventory and accounting timelines. It enables automated recovery by detecting issues like missing batches or lock errors, triggering data refresh and reprocessing while logging root causes for audit and optimization.

Due at 11:50PM

Invoice & Matching Orchestration

4

Description: Orchestration governs invoice processing across multiple inbound channels such as Ariba Network, OpenText VIM, EDI, or OCR-based systems, integrating them into SAP FI/MM through IDocs (INVOIC01) or BAPIs (BAPL_INCOMINGINVOICE_CREATE). It manages dependencies from invoice ingestion → validation → 3-way PO-GR-Invoice matching → posting → exception handling → clearing, often using background jobs, workflow engines, and custom rule-based validation frameworks to ensure accurate posting and financial compliance within SAP.

Example: Control-M orchestrates the full invoice lifecycle — from VIM import and validation to posting and GR reconciliation — automatically reprocessing failed matches through correction scripts. It provides end-to-end visibility across Ariba, SAP, and VIM, ensuring financial close SLAs are met, while offering predictive monitoring, automated exception routing, and error recovery to prevent month-end processing delays.

1HR SLA

Payment Execution & Reconciliation Orchestration

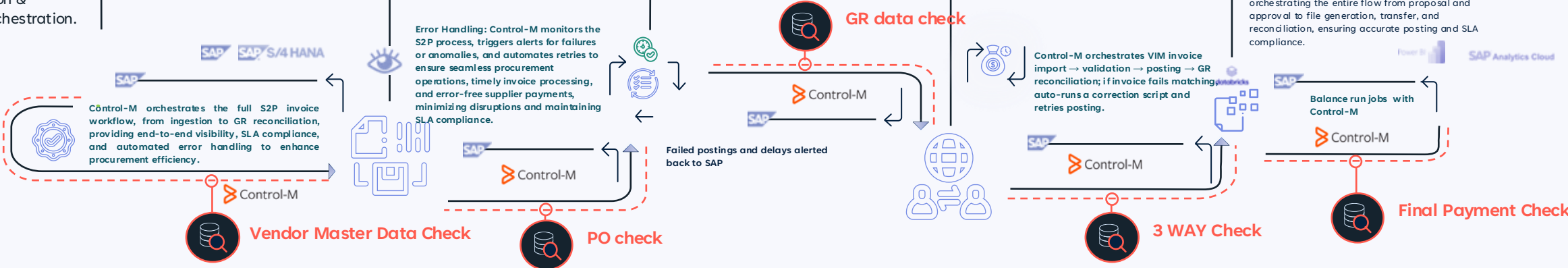
5

Description: Payment batches (F110/PMW) are executed, formatted, and transmitted to banks via CPI or SFTP, with orchestration covering proposal, approval, file generation, transfer, and confirmation reconciliation, ensuring accurate FI posting and reporting.

Example: Payment batches are executed and transmitted to banks, with Control-M orchestrating the entire flow from proposal and approval to file generation, transfer, and reconciliation, ensuring accurate posting and SLA compliance.

Quarterly SLA

SAP Source-to-Pay (S2P)



S2P DESCRIPTION

Source-to-Pay (S2P) in SAP is the end-to-end procurement process covering all activities from sourcing suppliers to making payments. It ensures organizations acquire goods and services efficiently while maintaining compliance and financial control. However, S2P depends on multiple interdependent SAP modules and external systems, where delays, errors, or missed dependencies can disrupt procurement, payments, and downstream reporting. Control-M simplifies and strengthens this process by orchestrating, monitoring, and validating all jobs across S2P workflows.

KEY RISKS

- Supplier Master Data Errors Duplicate or inaccurate vendor records can lead to payment errors, compliance issues, and reporting inaccuracies.
- Procurement Delays Delays in purchase requisition approval, PO creation, or supplier dispatch can disrupt production or service timelines.
- Goods Receipt & Inventory Issues Missing or incorrect GR postings can cause stock inconsistencies, overpayments, or blocked invoices.
- Invoice & Payment Errors Incorrect, duplicate, or unmatched invoices can lead to financial misstatements, late payments, and SLA breaches.
- Integration Failures Failures in IDocs, BAPIs, or middleware between SAP and external systems (Ariba, EWM, VIM) can halt the S2P flow.

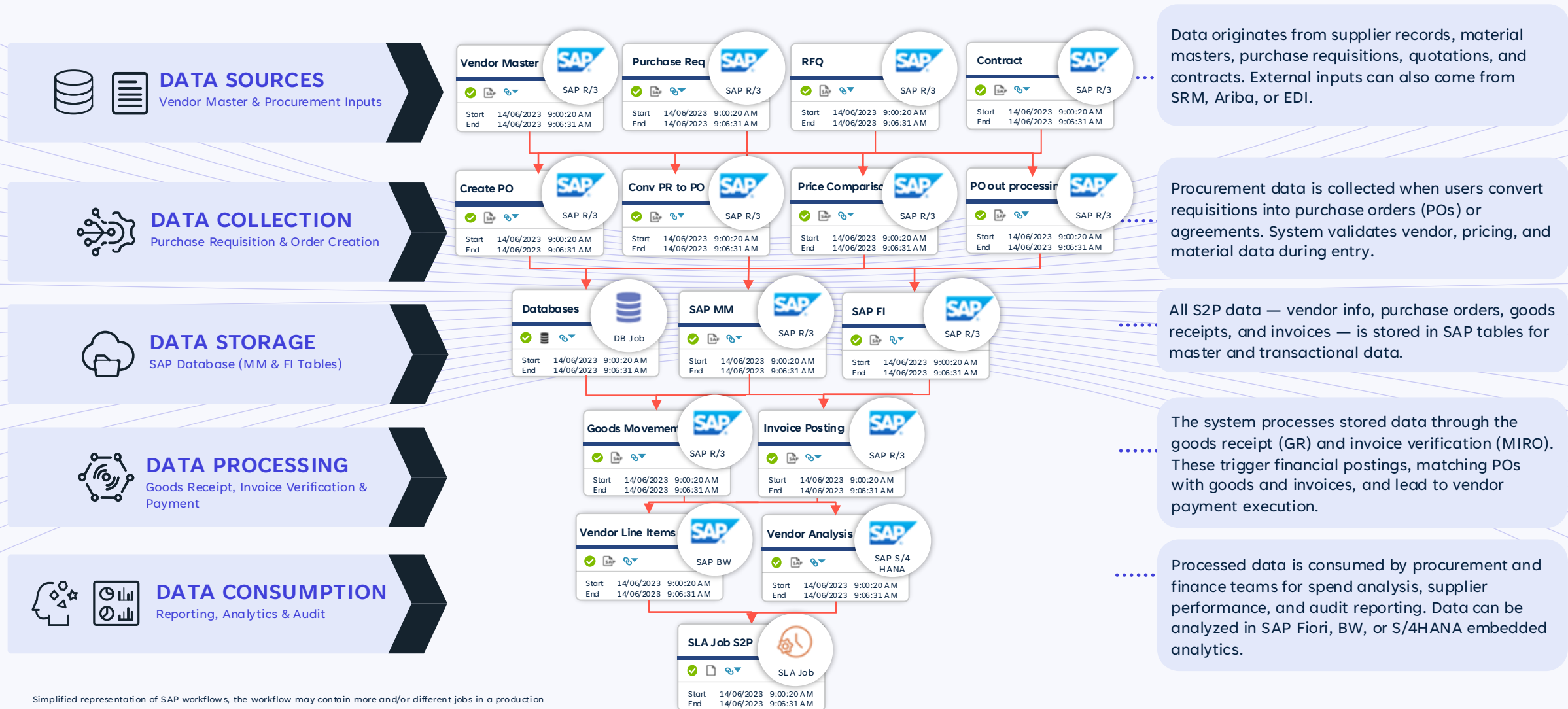
KEY CHALLENGES

- Cross-System Dependency Management Coordinating multiple systems (SAP Core, Ariba, EWM, VIM) with interdependent processes is complex.
- Error Detection & Automated Recovery Identifying failures (IDocs, BAPIs, RFCs) in real-time and automatically triggering corrective actions can be difficult.
- SLA Compliance Across Workflows Ensuring all steps—from requisition to payment—complete within SLA windows, especially during month-end or high-volume periods.
- Data Consistency & Synchronization Maintaining accurate and synchronized master data, inventory, and financial postings across systems.
- Monitoring & End-to-End Visibility Achieving unified monitoring of multi-step processes to detect bottlenecks or delays proactively.

KEY FOCUS AREAS FOR INNOVATION

- End-to-End Orchestration Seamlessly coordinates workflows across SAP Core, Ariba, EWM, VIM, and other systems, reducing manual handoffs and process delays.
- SLA Compliance Monitors each step of the S2P lifecycle to ensure on-time PR approvals, PO dispatch, GR postings, invoice processing, and payments.
- Automated Error Handling Detects failures in real-time (IDoc, BAPI, RFC errors) and triggers automatic retries or corrective workflows, minimizing disruptions.
- Cross-System Visibility Provides unified dashboards for procurement, finance, and logistics, enabling proactive monitoring of bottlenecks and exceptions.
- Reduced Manual Intervention Automates repetitive and high-volume tasks, lowering human errors and freeing teams for higher-value activities.
- Predictive Monitoring & Alerts Sends early alerts for potential SLA breaches or job failures, enabling preemptive action before critical delays.
- Audit & Compliance Readiness Tracks all workflow steps, error resolutions, and approvals, supporting regulatory and internal audit requirements.

Source to Pay



Simplified representation of SAP workflows, the workflow may contain more and/or different jobs in a production

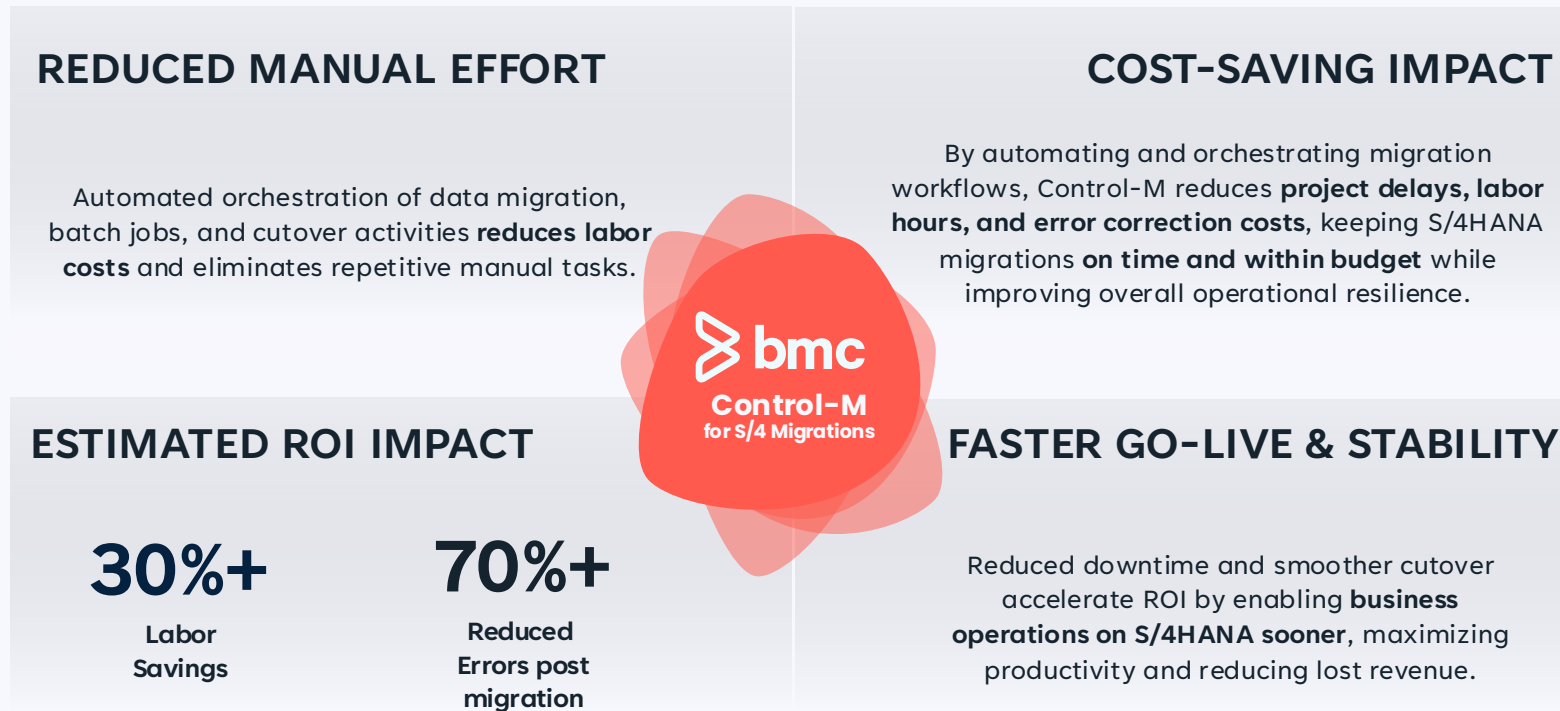


S4/HANA Migrations

Benefits, Challenges, Control-M ROI

Failed/Delayed projects

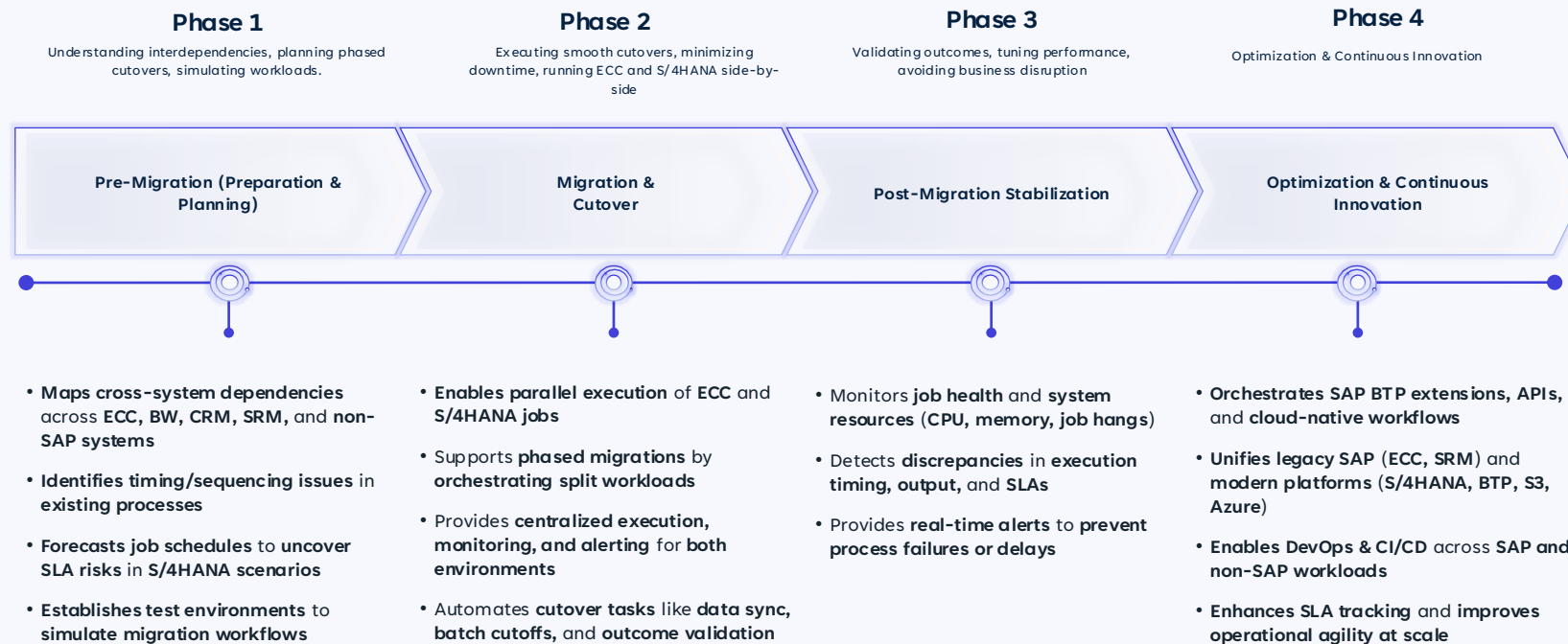
Control-M helps in SAP S/4HANA migrations by providing **orchestration, automation, and monitoring** across the entire migration lifecycle, which reduces project delays, manual effort, and cost overruns:



Empowering Migrations to SAP Cloud

S/4HANA/RISE

Eliminate or drastically reduce the scope and cost of follow-on “automation enhancement” projects.

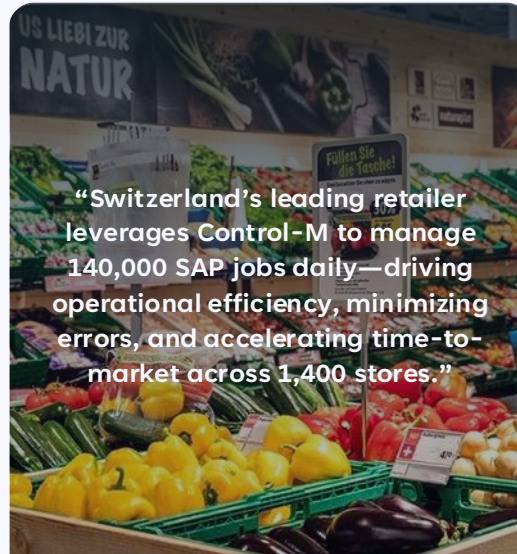


The Impact of Control-M for SAP Clients



REWE

100% **7500+**
Uptime Stores



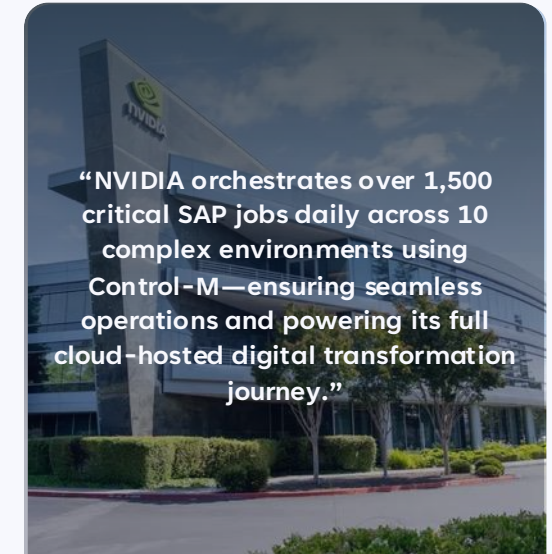
coop

140_k **1,400+**
Job runs/day Locations



C O T Y

97% Replaced
Failed job Redwood
reduction



nvidia

1,500+
Critical SAP Jobs

Thank You!