



Microsoft Dynamics CRM 2011 – SAP  
Accelerator for BizTalk Server 2010  
**White Paper**



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## Introduction

### Why Accelerator

BizTalk Server is the tool to connect Microsoft Dynamics CRM and SAP.

Most of the projects tend to have the same basic processes; therefore while working on individual projects it is highly possible to be repeating the same process pattern, which leads to the exhaustion of resources and time consumption.

Therefore it is crucial to equip a developer with a toolset to create interfaces in a nearly default way. Such a toolset delivers fast results in a fully modular manner.

Taking into consideration the above approach, a developer's skills and experience in both Microsoft Dynamics CRM and SAP are a beneficial factor, however the high level of expertise in the both applications does not play a significant role in the development process.

The "out-of-the-box" Accelerator installation delivers more than satisfactory outcomes. In fact all most common and relevant fields are transferred from one business object to another in an automated way.

The advantages are straight forward:

#### **Performance**

Customers receive the running interface including standard entities in a matter of hours!

#### **Extension**

Der Accelerator ist aufgrund seines modularen Konzeptes jederzeit einfach erweiterbar.

Due to the modular concept of the Accelerator, the solution allows the continuous extensions to its standard functionality.

#### **Simplicity**

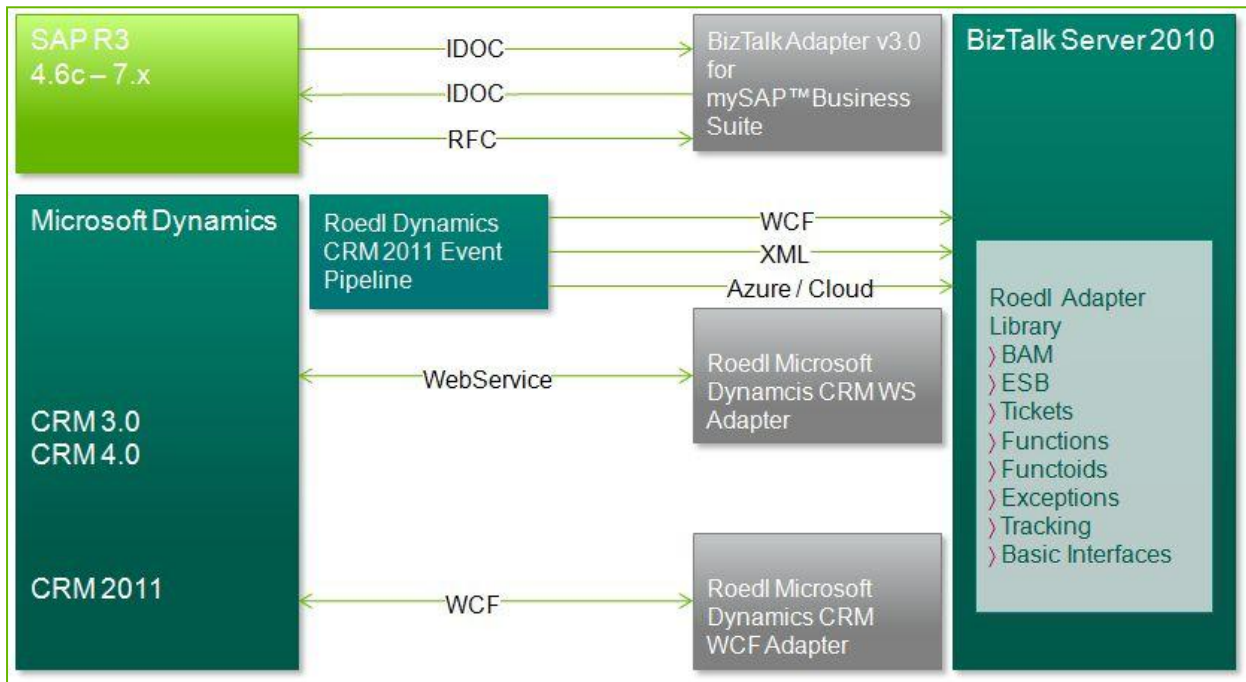
The Microsoft Dynamics CRM and SAP experience and knowledge are the secondary factor.

#### **Optimization**

Accelerator is the basic interface between Microsoft Dynamics CRM and SAP, which can be enhanced and extended upon the individual customer demand.

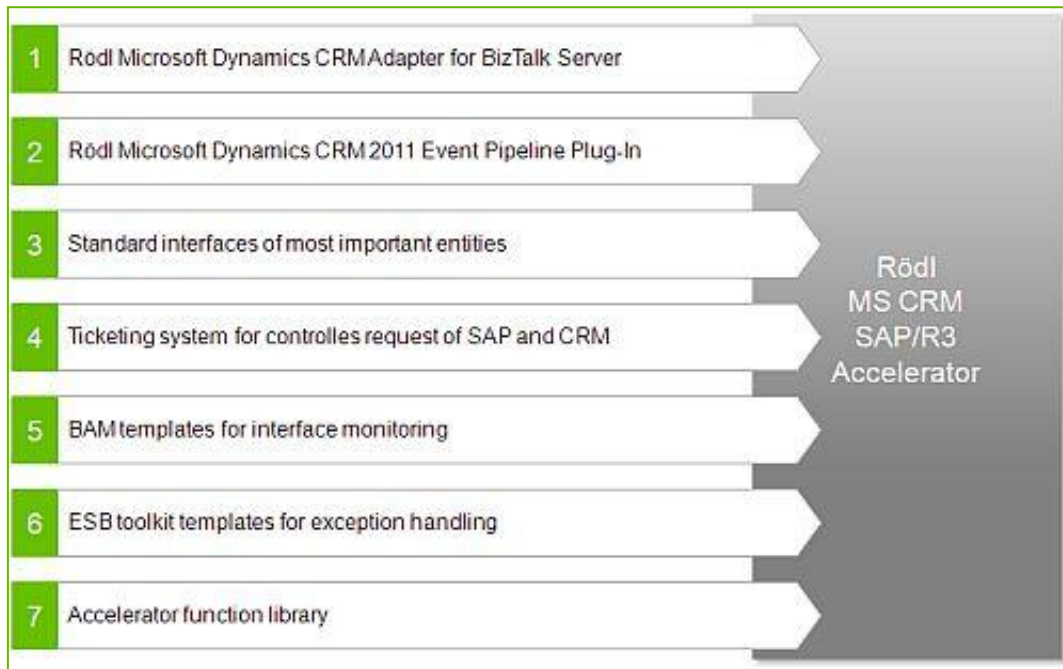
## Components included

### Component Architecture Diagram



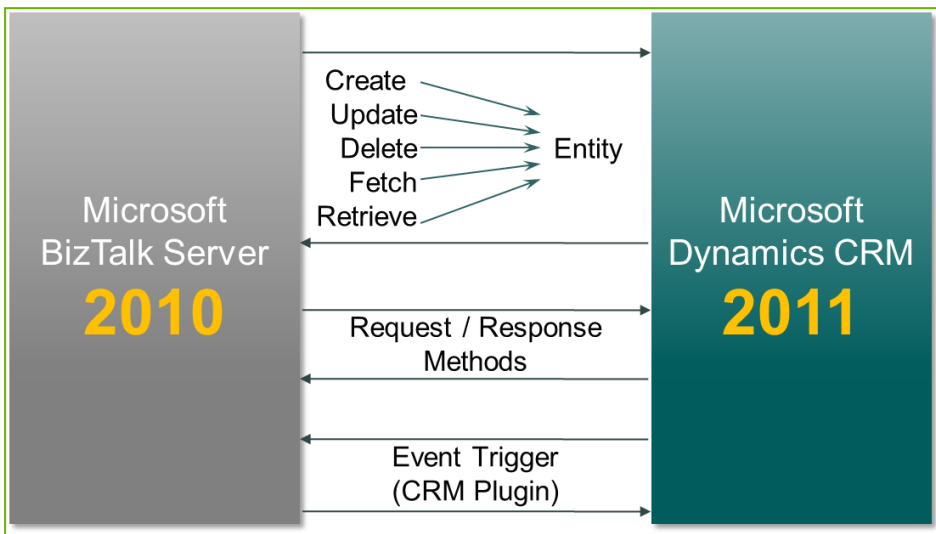
Accelerator complies with the all SAP Systems, starting with SAP 4.6C to the current version SAP 7.X. Roedl Accelerator is available for most of the currently and still used Microsoft Dynamics CRM releases (3.0- 2011). Moreover it is the only and unique solution compatible with Microsoft Dynamics CRM 2011 Online and provides an extraordinary interfaces integration capabilities in cloud, based on the Asure technology.

## Roedl Accelerator Components



The inevitable advantage of Accelerator is that fact the solution is not a one and constant solution. It is a set of flexible but generic based tools for interfaces creation and modification.

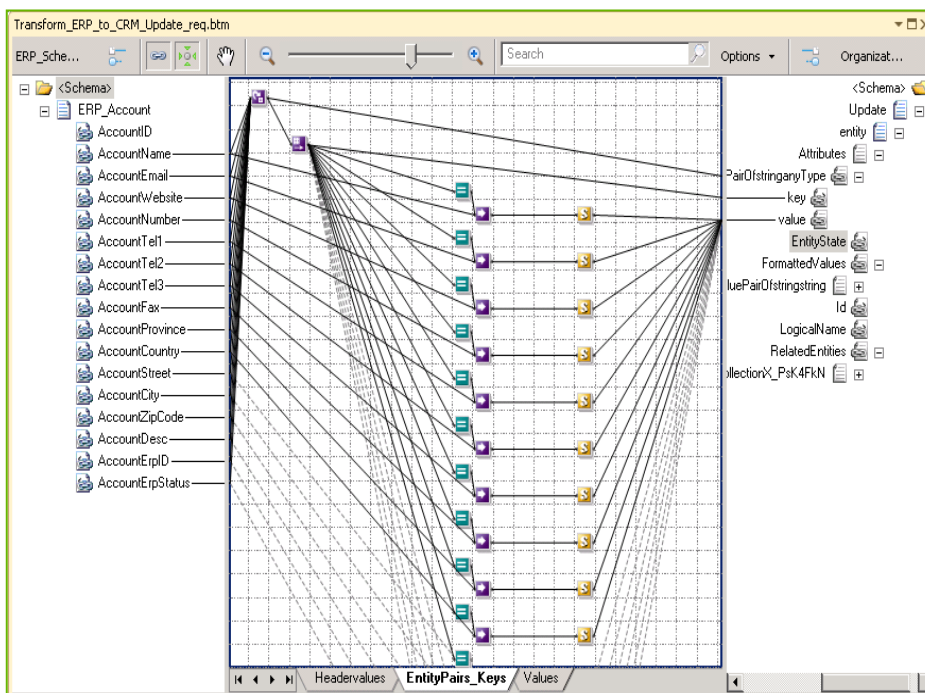
## 1.1 Roedl Microsoft Dynamics CRM Adapter for BizTalk Server



The Roedl Adapter creates interfaces between Microsoft Dynamics CRM 2011 and BizTalk Server 2010. Roedl Adapter supports not only Microsoft Dynamics CRM 2011 standard entities, it is also compatible with the individual custom entities in regards to all the methods (create, update, delete, fetch and retrieve).

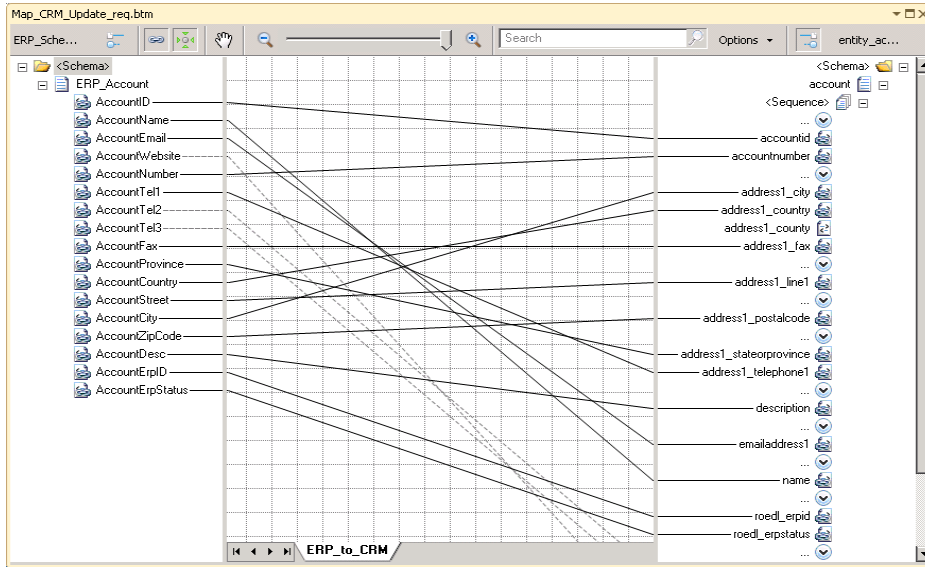
Roedl Adapter also supports all Request/ Response Methods both from the Microsoft Dynamics CRM SDK and XRM SDK e.g lead conversion.

Mapping with the Standard WCF adapter



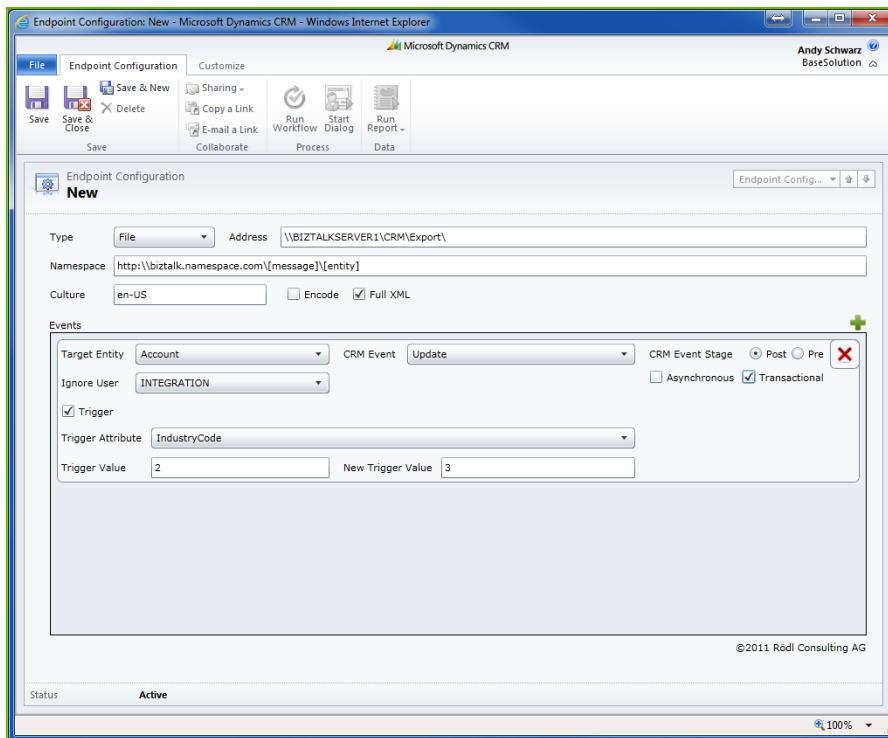
With Standard WCF adapter the integration can be only realized via an original WCF service. The original WCF adapter does not deliver the functionality of the attribute mappings and visual control over the process. Moreover, the original WPC functionality provides only a general schema for all entitie, therefore attributes can be only addressed via key value pairs with the names of specific attributes defined in advance.

## Mapping with Roedl Adapter



The Rödl Adapter for Microsoft BizTalk Server seamlessly integrates BizTalk Server with Microsoft Dynamics CRM 2011 with no installation effort on the CRM system. The Roedl Adapter delivers a handy tool for attributes mapping in a simple manner allowing visual control of the process. The solution defines all entities in the no-ambiguous way on the basis of one, entirely generic request. More information regarding Roedl Adapter is available at [here](#).

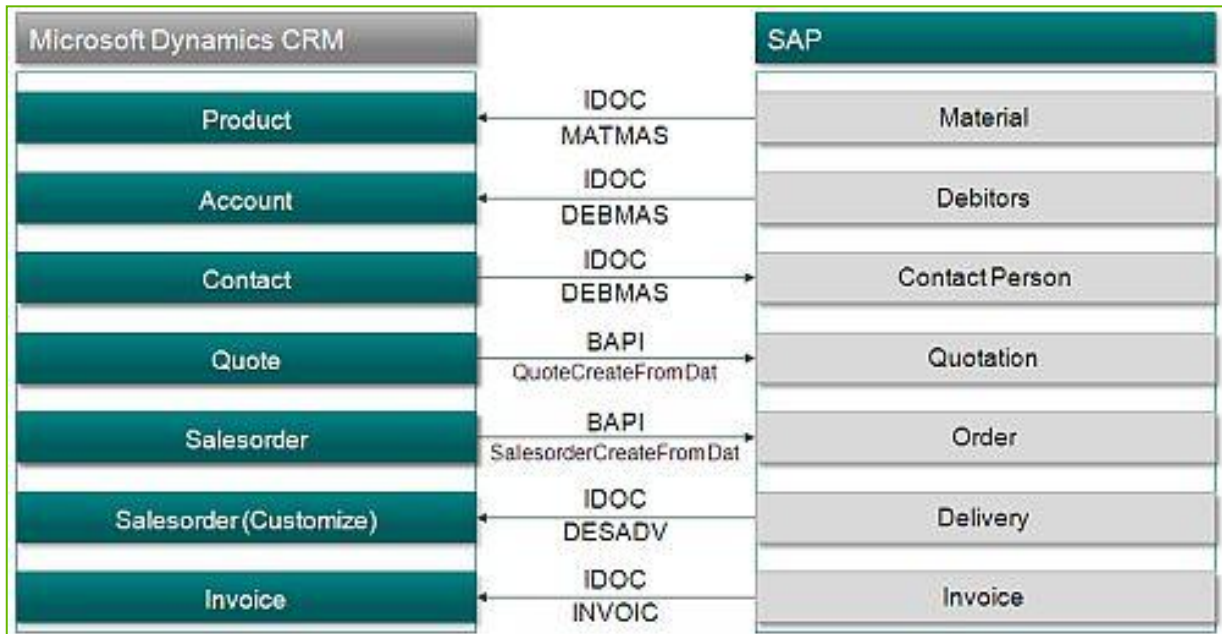
## 1.2 Roedl Microsoft Dynamics CRM 2011 Event Pipeline



Microsoft Dynamics CRM 2011 is not able export events (e.g. create, change, delete etc.) outside the system. Roedl Dynamics CRM 2011 Event Pipeline seamlessly communicates with Microsoft Dynamics CRM 2011 and transmits the events outside the CRM solution e.g. Microsoft Dynamics BizTalk Server. More information regarding Roedl Microsoft Dynamics CRM 2011 Event Pipeline is available at [here](#).

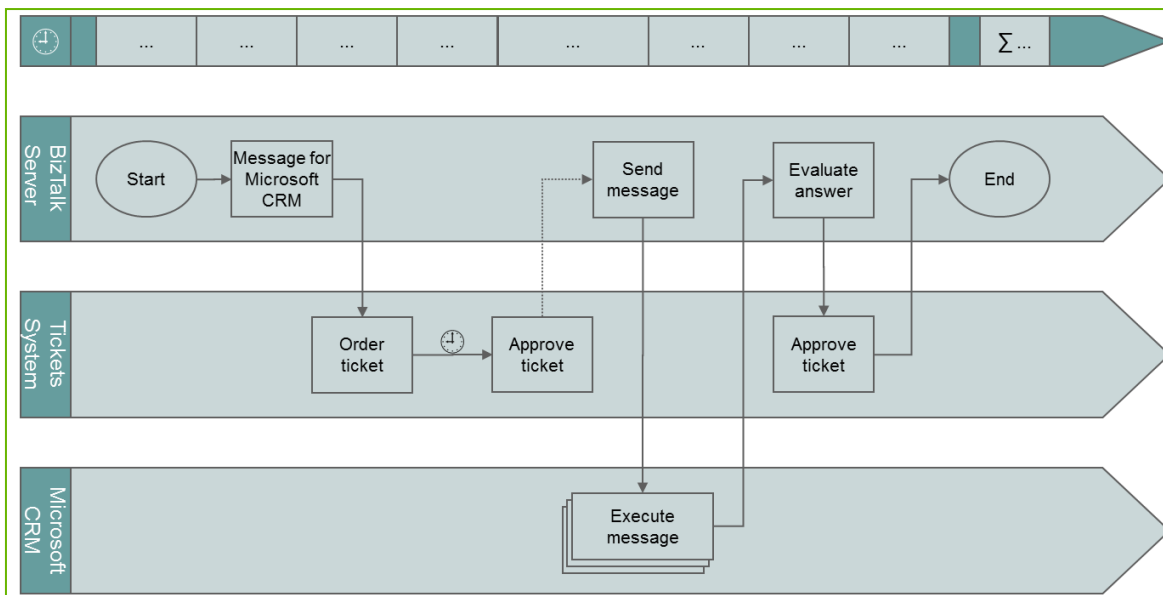


### 1.3 Standard interfaces of most important entities



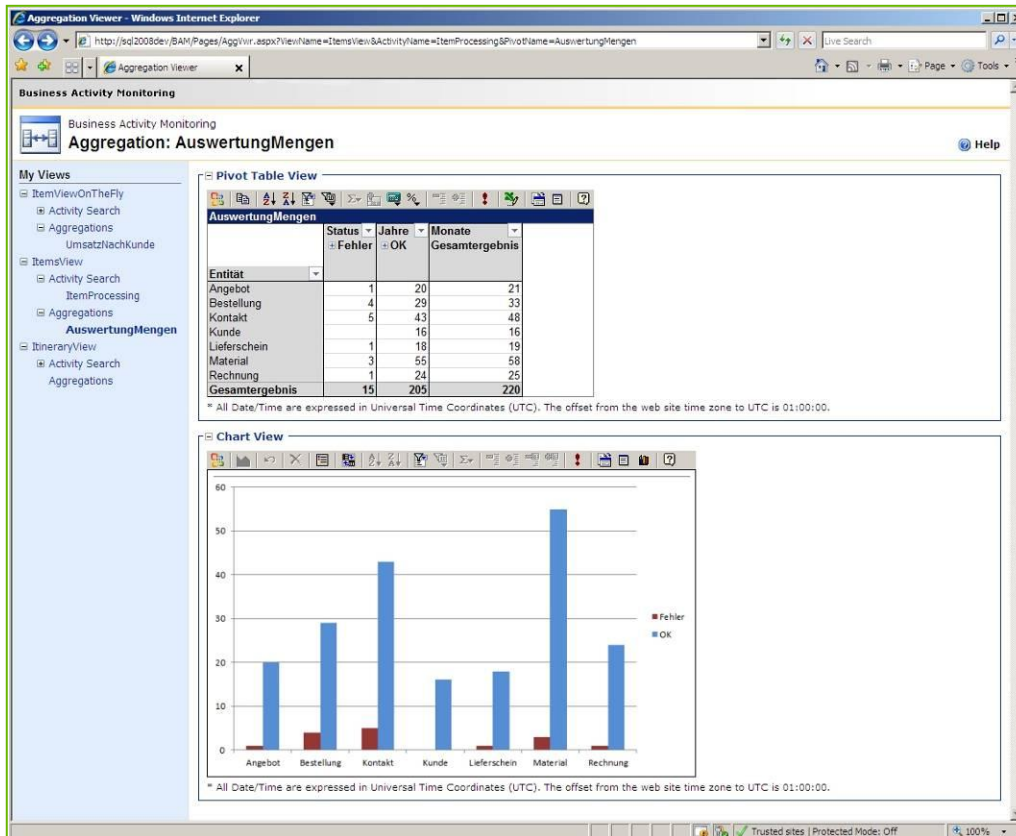
Roedl Accelerator delivers by default the interfaces for the most common CRM/ SAP function entities (e.g. Product, Account, Contact, Quote, Sales Order, and Invoice). Moreover, Roedl Accelerator complies with the SAP system using the standard IDOC and BAPI functions. Therefore, no individual SAP development is required. Due to the modular Roedl Accelerator schema, the integration of additional and/or individual custom interfaces is possible upon the minimum development resources effort and time consumption.

## 1.4 Ticket system for controlled calls of SAP and CRM



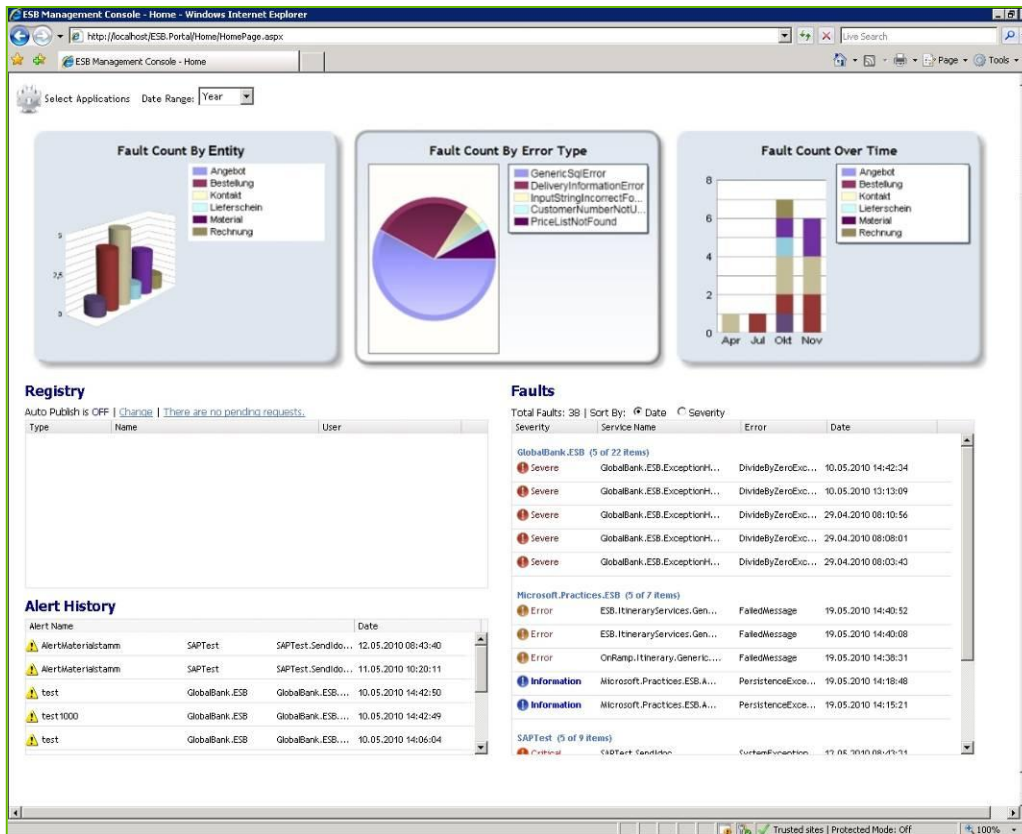
It is commonly known that the Microsoft Biztalk Server is capable of transmitting the large amount of data in a continuous time, which might cause queues and data loss in other systems. Roedl Ricket system facilitates and controls the data transition between the CRM and BizTalk or SAP and BizTalk System (and/ or any other external solution). For each outgoing message in the Biztalk Server a unique ticket can be created. The maximum ticket count of any ticket type can be defined and modified dynamically in the live environment of the Accelerator depending on the requirement (e.g. when the number of outgoing messages changes periodically). The number of ticket types and tickets is unlimited.

## 1.5 BAM Templates for interface monitoring



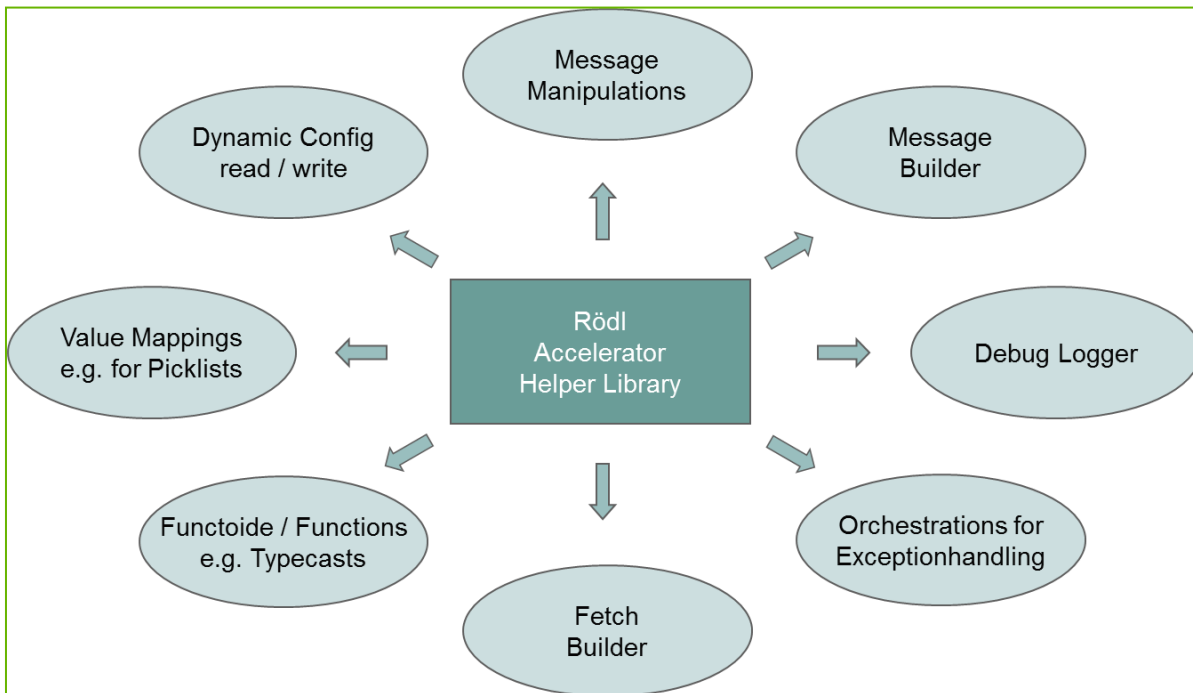
Microsoft BizTalk Server delivers standard interface monitoring by default (BAM- Business Activity Monitoring). Additionally, Roedl Accelerator allows monitoring of the implemented interfaces between Microsoft Dynamics CRM 2011 and SAP. Furthermore, the BAM is possible to be integrated with the independently created custom interfaces.

## 1.6 ESB Toolkit Templates for exception handling



Enterprise Service Bus (ESB) toolkit is a free add-on for BizTalk Server, which delivers, among the others, the exception handling functionality. Accelerator and the ESB are the compatible tools. Once an exception occurs in Accelerator it is going to have a graphical and fully descriptive representation in the ESB. Therefore, all the incidents can be tracked leading to the well-organized and detailed process control.

## 1.7 Rödl Accelerator Helper Library



The Rödl Accelerator Helper Library is a toolset of functionalities, that facilitates a developer's effort. The Library contains the functionalities that are not normally defined in the Microsoft BizTalk Server scope. Therefore, a developer is equipped with code templates and additional functions (e.g. a complete Debug Logger is available in the system).

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