

Customizing SAP: An Internship Journey in SAP Development and Customization of SAP ABAP And HCM Module at Eitekh ERP LTD

by

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An internship report submitted to the Department of Computer Science and
Engineering in partial fulfillment of the requirements for the degree of B.Sc. in
Computer Science and Engineering

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Declaration

It is hereby declared that

1. The thesis submitted is my own original work while completing degree at Brac University.
2. The thesis does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The thesis does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I have acknowledged all main sources of help.

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Abstract

Enterprise resource planning systems are progressing rapidly which changes how businesses handle their operations including Human Capital Management processes. As the world's top ERP provider SAP helps organizations run their human capital functions by providing complete solutions to enhance recruitment processes and employee life cycles through SuccessFactors and HCM modules. Businesses now need technical experts who combine ABAP programming and XML configuration skills with functional knowledge to properly customize ERP systems according to organizational needs. This internship account demonstrates how to develop and put into practice SAP's Human Capital Management toolpair.

The research tested whether combining SuccessFactors RCM and Onboarding could make hiring happen quicker. Finally, My research demonstrates what businesses gain when they work through SAP modification hurdles. Using ABAP to develop a whole solution brings better HR and talent management. The research demonstrates effective talent management implementation across multiple business types.

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Nomenclature

The next list describes several symbols & abbreviation that will be later used within the body of the document

ABAP Advanced Busieness Application Process

EC Employee Central

ERP Enterprise Resource Planning

HCM Human Capital Management

RCM Recruiting Management

SAP Systems, Applications Products in Data Processing

Chapter 1

Introduction

1.1 Contextual Background

Today's businesses need to make operations both faster and more adaptable as market requirements change. Companies use ERP systems like SAP to achieve business efficiency through interconnected solutions for their entire operating landscape. SAP SuccessFactors includes RCM and Onboarding modules created to enhance HR department performance. Business-specific requirements often need more adaptive features than what basic ERP product modules offer. Custom workflow changes in recruiting activities meet reporting expectations that exceed SAP system limits. Organizations need to tailor their systems modules to match business needs and produce better user engagement. Through ABAP development and XML setup I improved SAP HCM features during my internship to help companies create tailored enterprise tools for their unique business needs.

1.2 Organization Overview

Through SAP expertise, Eitekh ERP Ltd leads as a consultancy firm by helping companies implement and adjust SAP software products. Businesses trust Eitekh ERP Ltd to help them use ERP systems for better operational performance. Through its expertise and focus on customer needs Eitekh ERP Ltd provides customized ERP solutions that solve industry-specific business problems across various companies. At Eitekh ERP Ltd I worked on HCM module customization for a major client project. My job required us to modify SuccessFactors RCM and Onboarding modules so hiring and onboarding could run better. The team created a specialized ABAP report to show employment duration data which SAP did not include in their regular service. During the internship I worked with difficult ERP systems and helped design useful HR operational improvements for the client.

1.3 Purpose of the Report

This project documents the activities I completed at Eitekh ERP Ltd during my internship period. Our work at Eitekh ERP redirected SAP SuccessFactors features and built an ABAP-built report with our solutions to SAP capability limitations. This report explains all aspects of the methods that produced project success. This report talks about ERP customizations and business process enhancements through step-by-step technical updates and functional achievements. Through this case study we explore how ABAP programmers and XML configurators work with ERP consultants to develop customized solutions that meet client business needs.

1.4 Outline of Content

This report follows an organized plan to explain thoroughly my internship activities. It starts with the Introduction that explains our project work and shows how the organization functions while defining what this report needs to do. The Project Description explains the particular functions SAP HCM needs customization plus details the creation of a tailored ABAP report. The Methodology area explains how our team built the project through ABAP programming and XML setups. The Challenges and Solutions part examines all difficulties evident during project execution with detailed info on how these issues were solved successfully. The Outcomes and Implications section explains how project results let HR improve its daily work processes and reporting tools.

Chapter 2

Company Background

2.1 Overview of Eitekh ERP Ltd.

Eitekh ERP Ltd. works as a major provider of technology implementation services. Our company delivers ERP technological implementation services especially for SAP products. Eitekh ERP Ltd. excels at We customize and expand SAP systems to make them work better for our clients. Our team builds custom solutions that meet unique requirements of every client.

2.2 Core Services

Eitekh ERP Ltd. serves various clients by offering specialized technology support. Our team helps organizations unlock all benefits of SAP technology. As a recognized organization Eitekh ERP Ltd. delivers basic services

2.2.1 SAP Advisory

SAP represents a challenging system made up of many parts with precise procedures. Eitekh ERP Ltd. helps top executives make important decisions through joint work with the CIO CFO and COO teams. The CIO and their teams work under Eitekh ERP Ltd. to navigate through SAP's complete system. These services include deep project analysis and development of strategic goals for SAP technology implementation. Eitekh ERP Ltd. helps organizations develop plans and strategies before launching new SAP projects through diagnostic evaluation and design assistance. Our services help teams make good decisions and reach SAP go-live successfully.

2.2.2 SAP Implementation Services

Eitekh ERP Ltd. implements SAP ERP projects throughout complete lifecycle methods. Our experienced team of consultants comes from successful projects which were implemented on both small and large business scales. At their North American clients Eitekh ERP Ltd. knows they can solve any configuration challenge. We solve SAP configuration testing and development problems.

2.2.3 Maintenance and Support

SAP systems reach maturity while staying stable so customers seek efficient application care procedures. tenance and support. Our team supports clients through ERP system upgrades and support services. Our team handles general inquiries as well as modification implementation and system support tasks.

2.3 Paradigm Shift in SAP

SAP changes the way companies use ERP systems through HANA technology. The company now utilizes HANA's state-of-the-art memory database technology and provides cloud-based solutions. lutions. Eitekh ERP Ltd. leads IT progress by assisting organizations with advanced SAP technology. clients benefit from modern expertise offered by Eitekh to use advanced tech solutions The company uses advanced tech tools to help customers gain market advantage.

2.4 Geographic Presence

Eitekh ERP Ltd. started its operations in Toronto Canada and now leads the regional industry. Our team operates as the leading SAP consulting expert in North America. The company also has Our sister company in Dhaka Bangladesh now serves clients worldwide. We provide global client support from our location around the world.

Chapter 3

Internship Objectives and Expectations

3.1 Objectives

As I started my internship with Eitekh ERP Ltd. I established several objectives to enhance my learning experience and contribute effectively to the organization's projects:

1. Mastering SuccessFactors Customization: I aimed to become proficient in XML-based setups across SuccessFactors' Recruiting Management and Onboarding systems. Our team optimized recruitment and onboarding business practices to help the client run their HR operations better.
2. Gaining Expertise in SAP ABAP Development: I wanted to fully master SAP's Advanced Business Application Programming (ABAP) language during my internship. By making customized SAP reports for clients this engagement helped solve their needs beyond basic system functions.
3. Understanding ERP System Integration: My objective was to understand both SAP HCM and SuccessFactors integration with current corporate systems. Through my work I learned to build smooth computer connections and keep information consistent between more than one platform.
4. Contributing to Client Projects: During my time at Eitekh ERP Ltd I joined real-world projects to prove my technical expertise as I worked with professional mentors to deliver effective solutions for their clients.
5. Developing Problem-Solving and Analytical Skills: To build better skills I chose to handle challenging client demands through SAP system improvements while finding system errors then tailoring SAP software results.
6. Improving Soft Skills: Alongside building new technical abilities I dedicated myself to better my professional communication teamworking and collaboration skills through my interactions with colleagues clients and stakeholders at work.

3.2 Expectations

At Eitekh ERP LTD I completed an internship experience. I had specific expectations to support my objectives and ensure a valuable professional experience:

1. Hands-On Learning Opportunities: At Eitekh ERP Ltd I expected to learn ABAP programming and SuccessFactors development while receiving organized training plus guidance and resources.
2. Involvement in Challenging Projects: During my internship I wanted projects that weren't easy so I could put my classroom knowledge to work and develop new technical skills.
3. Collaborative Work Culture: I wanted to join a team that supports collaboration and open discussion while appreciating others and helps me improve professionally and personally.
4. Constructive Feedback and Guidance: I wanted my supervisors and mentors to provide continuous feedback and teaching sessions to show me where I needed development and guide me toward becoming better at technology work.
5. Networking and Career Insights: I wanted to create relationships with business experts and learn what they know about working with ERP systems and SAP software.

I established my internship objectives to create new knowledge and deliver useful results for Eitekh ERP Ltd projects.

Chapter 4

Overview of HCM and ABAP Development

4.1 Understanding the HCM Module and ABAP Development

The SAP system features Human Capital Management (HCM) as its primary tool for managing HR functions including recruitment and employee upkeep and payroll processing and time management and appraisal operations. The system incorporates HR functions under one centralized platform to perform automated workflow tasks and generates better decision outputs. Employee records and activities stay efficient through four main submodules of Recruitment and Personnel Administration and Payroll and Time Management.

Standard HCM functionality prevails in SAP but numerous organizations demand bespoke solutions which adapt to their specific requirements. Organizations can utilize the Advanced Business Application Programming (ABAP) system to customize their SAP HCM features through report generation and process automation and system integration capabilities. The ABAP programming language enables developers to make detailed employee reports and create automated payroll systems as well as modify standard features to comply with organizational requirements.

When utilized together HCM joins forces with ABAP to enable organizations to develop individualized HR systems which both manage intricate workflow requirements and improve operational effectiveness as well as adapt to modifications in company management objectives. SAP consultants need full knowledge of both HCM and ABAP to build flexible customized solutions for HR management.

4.2 Role of HCM Development in ERP Consulting

ERP consulting services depend heavily on HCM development because businesses need SAP's integrated solutions for optimizing their human resources management processes. The modern enterprise needs HCM systems to manage workforce activities including recruitment along with onboarding and payroll handling and benefits delivery while providing performance management tools. ERP consulting projects

include system development and customization of HR operations through which companies establish optimized and compliant procedures while following industry best practices.

Through my work with Eitekh ERP Ltd., During my time I observed firsthand how HCM development enabled organizations to transform SAP's capabilities into solutions that met their organizational requirements. As a member of the SuccessFactors project team I helped customize this cloud-based administration suite designed for workforce management with functions specifically targeting talent acquisition and recruiting processes and new staff onboarding. The implementation of XML modifications enabled improved business process integration which increased recruitment team effectiveness and delivered enhanced employee interactive capabilities. The customized solutions we developed directly enhanced the clients' ability to manage employee data alongside their operations through streamlined efficiency and reduced time usage.

4.3 Key Components of HCM and ABAP Development

SAP systems require essential development integration through HCM (Human Capital Management) together with ABAP (Advanced Business Application Programming). Through perfect harmony these two components enable organizations to adapt SAP solutions precisely to their specific requirements. Seamless work in HCM and ABAP development requires developers to understand existing SAP HCM modules and perform customizations while developing enhanced functionalities using ABAP technology that serves business requirements.

1. Custom ABAP Report Development : Developing custom ABAP reports stood as the main activity in my internship work. Standard reporting tools within SAP offer multiple default solutions however they commonly fall short of meeting particular client requirements that include HR data analysis needs. Standard employee service length reports present fixed date information but the client demands additional capabilities. The development of exclusive ABAP applications produces personalized reporting capabilities to extract essential data while performing analytics calculations and generating improved visualizations. My internship task included developing a report that displayed employee service duration spanning from fixed dates through dynamic time units which included days and months and years together with supporting master data. The enhanced customization delivered refined analytical information to help HR professionals make enhanced decision-making possible.

2. XML Modifications in SuccessFactors: SuccessFactors' SAP RCM and Onboarding modules experience significant customization through the implementation of XML (Extensible Markup Language). Successful management of these modules requires business-specific configurations where XML serves as the file format for template amendments and workflow definition and integration points integration. I spent much time during my internship developing XML templates which served to establish data processing routes while connecting recruiting data to the HCM system. Improved candidate data synchronization and decreased manual entry and enhanced recruitment-to-onboarding transition became possible through this implementation. The ability to customize XML templates enabled better interface compatibility with unique client requirements thus enhancing platform usability.

3. Integration of Custom ABAP and XML with Core HCM Systems: Successful nesting of custom HCM and ABAP developments within core SAP HCM remains an essential part of HCM development tasks. Through their coordination ABAP and XML create a data transfer system which links every SAP module. The information gathered from recruitment processes must migrate precisely to core HCM employee profiles following new hires through Onboarding and RCM stages. The integration process was steered towards success through my modifications of ABAP reports alongside XML templates thus eliminating data problems with workflows running correctly. HR components require proper merging because it creates an essential foundation for trouble-free operation throughout every stage of HR management starting from recruitment to performance monitoring.

4. Automation and Streamlining of HR Processes: ABAP development enables HCM customization to provide valuable automation features which simplify complex HR tasks. Custom ABAP development coupled with XML template changes minimizes the amount of time needed to complete operations which include employee data handling and report preparation and data connection tasks. As part of my internship work I helped create workflow automation systems that produced faster detailed error-free HR processes. HR teams benefited from accelerated workflows and elevated their focus on core activities such as talent management employee engagement and strategic planning because of this time savings.

4.4 Importance of HCM and ABAP Development Skills

The mastery of ABAP development together with HCM customization abilities remains essential for successful work in ERP consulting services. The pursuit of operational excellence in businesses creates an expanding market need for consultants having the specific technical skills to adapt SAP systems to organizational requirements. The ABAP programming tools provide developers with valuable skills for creating company-specific SAP applications that let organizations adapt SAP systems for operational target objectives.

Within ERP consulting HCM development skills remain vital to achieving project success. An effective HCM module customization feature in SAP enables organizations to enhance their HR process efficiency while engaging employees better and making data-based business choices. The ability to configure cloud platforms such as SAP SuccessFactors proves especially important due to their need to connect specifically with established SAP frameworks and corporate workflows.

My internship provided hands-on exposure to these two focal areas to allow effective client project contributions. The integration of ABAP development and HCM expertise created powerful solutions for clients because it allowed development of customized HR solutions that maximized their HR operational efficiency.

Chapter 5

Role and Responsibilities

5.1 Role within the HCM Development Team

At Eitekh ERP Ltd. I worked directly with the HCM team to enhance the Recruiting and Onboarding (RCM) modules in SAP SuccessFactors as the main intern. The primary responsibility I had was to modify these modules so they would adapt to the unique HR processing requirements of the client ensuring that recruitments processes and candidate tracking and employee onboarding suite ran efficiently and correctly.

I joined forces with the ABAP team to create and put into practice special reports for our client. I fashioned customized ABAP programming solutions to generate specialized reports to fulfill the client's particular information requirements for both employee data management and payroll and attendance automation. I conducted work to guarantee that the custom-made reports functioned together with our company's existing SAP HCM platform.

Collaborating between HCM and ABAP teams provided me essential knowledge of SAP customization practices including the complete stages from requirement analysis through solution development to system testing and report and configuration delivery. My work in this collaborative setting taught me to master both business management and technical system skills for ERP consulting while developing solid competency in SAP HCM and ABAP development.

5.2 Key Responsibilities

- Customizing SAP HCM Modules: Using SAP HCM I helped implement customized configurations for recruitment together with payroll and personnel administration modules to fulfill clients' particular requirements. The translation process combined corporate HR specifications with SAP configuration implementation to match each company's needs.
- ABAP Programming for Custom Reports: I programmed custom ABAP reports to address client needs through improvements of existing SAP reports coupled with procedural automation and output customization for employee and payroll and attendance functions.

- Client Requirement Gathering and Analysis: I joined client meetings to discover how their business procedures worked and collect their particular requirements. I documented customer requirements to enable our technical team to create necessary modifications through collaborative work.
- Testing and Quality Assurance: Testing of newly developed solutions consumed my time to verify performance and precision levels. Unit testing became my responsibility alongside bug detection to help senior developers solve issues prior to the system deployment.
- Integration of SAP HCM with Other Systems: The integration of the HCM module with SAP modules including SuccessFactors received my support to guarantee smooth data exchanges and system synchronization which enhanced system capability.
- Documentation and Knowledge Sharing: I recorded every modification we made to the system by documenting ABAP code together with configuration changes and integration steps. The database required for future understanding served as the foundation of team information sharing.
- Client Support and Issue Resolution: What I did was continuously support our clients through resolving SAP HCM module internal glitches and by answering their system questions and finding solutions for their technical system challenges.

Chapter 6

Project Highlights

6.1 Project Overview

During my tenure at Eitekh ERP Ltd., I was fortunate to be involved in several projects that showcased the diverse range of challenges and opportunities within the realm of ABAP development. Each project presented unique requirements, ranging from custom report generation to interface development and workflow enhancements. Here are some of the notable project highlights.

6.2 Project A: Implementation of HCM and SuccessFactors Recruiting Modules

Client Industry

Banking Services

Objective

This project served to elevate HR functions at UCB Bank through implementation of SAP SuccessFactors HCM module and Recruiting Management (RCM) module systems. The project sought to achieve both efficient digital HR operations and systematic integrated candidate hiring through digital platforms.

Key Contributions

- **Analyzed Existing HR Processes:** An examination of UCB Bank's existing HR platform helped identify optimization opportunities for both SAP HCM and RCM modules to resolve operational issues and increase operational efficiency.
- **Configured the HCM Module:** Our team customized the HCM module to handle essential HR capabilities for employee management combined with salary processing integration and workplace hierarchy control.
- **Customized the Recruiting Module:** The team integrated SuccessFactors RCM to automate candidate hiring from initial job placements through tracking and employee onboarding functions.

- **XML Template Customization:** The implementation added customized XML templates inside RCM to duplicate UCB Bank's unique recruitment workflow methods along with data integration between different software modules.
- **End-User Training and Support:** The team participated in delivering educational sessions to HR personnel for an effective transition of new modules and maintained support activities for enhancement and troubleshooting requirements.

Outcome

UBC Bank achieved enhanced human resource processes after implementing its HCM and RCM modules which developed automated workflows while decreasing manual errors while boosting recruiting and staff onboarding efficiency. The specialized reports Cleared the way for users to acquire valuable employee data to make more effective choices. The bank's HR team felt content with both improved system functionality and enhanced scalability potential which created possibilities for future HR digital transformation projects.

6.3 Project B: Custom Financial Analysis Report

Client Industry

Financial Services

Objective

Developing a special financial analysis report made up a key goal which brought together revenue patterns together with cost evaluations and profitability performance indicators for the monetary services business area of the client.

Key Contributions

- I worked intensively with client's finance and procurement colleagues to determine exactly what financial data they required.
- I utilized ABAP programming language inside the SAP environment to build a unique report solution.
- The implementation of complex computational procedures combined with data aggregation methods resulted in accurate financial analysis metrics regulation.
- Special tests and validation procedures were performed to ensure complete functionality and performance excellence of the customized report.

Outcome

The specific analysis report enabled the client to achieve strategic planning as well as information-based decision-making from their financial performance data. The client evaluated the report positively because it maintained high accuracy rates while providing easy use and delivered data at the expected time span which enabled business growth through profitability increases.

Chapter 7

Skills Development and Learning Outcomes

7.1 Skill Enhancement

Eitekh ERP Ltd. internship provided substantial chances for technical expertise development together with necessary professional readiness through theoretical instruction combined with actual execution. One of the internship's main highlights included learning extensive SAP development practices through customizations and SuccessFactors system optimizations that modern enterprise resource planning requires.

7.1.1 Technical Skills

XML Customization in SuccessFactors

Throughout SuccessFactors Recruiting Management (RCM) tasks I became proficient at XML-based customization approaches. I implemented modifications to candidate profile templates and workflow configurations which optimized recruitment tracking between candidate applications and onboard steps. I developed ability to structure and optimize XML data configurations in SAP systems because of this experience.

ABAP Programming Skills

As part of my internship I devoted time to enhance my proficiency in Advanced Business Application Programming (ABAP) from SAP. The projects demanded the development of customized reports enabled me to calculate employee tenure at each interval of days months and years alongside necessary master data. Through hands-on field application I developed proficiency with modular programming along with code productivity and scalability which forms the core requirement for enterprise system maintenance and evolution.

SAP HCM Module Enhancement

The internship allowed extensive opportunities to configure and improve functions of the HCM module. The features of organizational structuring and payroll management and recruitment optimization were my focus to adapt to UCB Bank requirements. Beyond this firsthand experience I grasped how the HCM module enhances operational speed and organizational efficiency with HR functions.

7.1.2 Analytical and Problem-Solving Abilities

Client-Centric Analysis

I performed an extensive examination of UCB Bank's HR functions to determine system limitations across their operations so that I could develop custom SAP adaptations.

Customized Reporting

I teamed up with the ABAP team to build customized reports for the client's needs which included employee service length evaluations and compliance system tracking capabilities. The outcome improved my ability to match technical tasks directly to organization-wide business objectives.

Critical Thinking

When debugging complex code combined with integration problems I learned to improve my analytical problem-solving abilities.

7.1.3 Soft Skills

Effective Communication

My communication skills progressed for presenting complex technical details to stakeholders allowing project alignment between client expectations and team objectives. I developed stronger communication abilities through my routine presentations together with team discussions.

Team Collaboration

The combined effort with both HCM and ABAP teams built a workplace that focused on united learning experiences alongside collective problem-solving strategies.

Project Management

The fast-working environment required me to succeed at multiple responsibilities through deliverable scheduling and prompt deadline achievement.

7.2 Learning Outcomes

Optimization of the HCM Module

Through work with the UCB Bank HR team I obtained comprehensive understanding of the SAP HCM module operations. Through my practical experience I learned about employee lifecycle management and payroll execution and workforce analysis techniques. My understanding of HR team-specific obstacles enabled me to develop system configurations which improved their operational efficiency. SuccessFactors modules when connected to an HCM system demonstrated how to build seamless and efficient enterprise systems in the real world.

Mastery of SAP ABAP Development

Ultimately the most notable accomplishment from this internship became my deep understanding of SAP's Advanced Business Application Programming (ABAP). I practice developing unique reports which included elaborate employee service tenure reports that covered extra functionality beyond the existing system. My knowledge development included mastery of both SAP system optimization through modular programming techniques and sophisticated code writing alongside complex system troubleshooting skills. Both activities strengthened my comprehension of system design structures and improved my ability to create computer programs.

Customization of SuccessFactors RCM Module

During my work with SuccessFactors Recruiting Management (RCM) I mastered XML-based configuration capabilities. My role combined profile modification alongside workflow optimization to support recruiting procedures that adapted to particular client specifications. Through XML-based system customization I learned about the data structure interactions and logical behavior that exist in enterprise software solutions. The customized configurations produced positive impacts on recruitment efficiency while improving user interactions with the system.

Professional Skill Development

The internship arranged various chances for participants to enhance their professional competencies while developing specialized technical skills. By working with multiple teams and meeting clients I improved my ability to communicate effectively. My learning focused on clarifying sophisticated technological understanding for non-specialist colleagues and making sure technical achievements matched customer business targets. My experiences at the internship closed the distance between technical improvements and organizational requirements thus positioning me well for position roles in ERP consulting work.

Problem-Solving and Analytical Skills

The internship featured special circumstances which demanded both critical thought and systematic problem-solving strategies. I built up my process by working through existing workflow problems while resolving system integration difficulties before developing structured strategies for advanced technical challenges. Enhancing solution design capabilities taught me about professional environments through demonstrating how essential precision maintenance is along with flexible adaptation approaches are for success.

Comprehensive Understanding of ERP Systems

My understanding of ERP systems expanded through the combination of ABAP development and module customization and practical collaborative engagements. My holistic knowledge gained me the ability to tackle major challenges in the field while enabling effective contributions to enterprise solutions and innovation development.

Chapter 8

Challenges and Solutions

8.1 Challenges

Complex Client Requirements

Eitekh ERP Ltd. internship required me to tackle complex client requirements as a main obstacle. Complex clients required in-depth analysis and specific SAP environment adaptations to fulfill their customized business operations' requirements. Technical implementation of complex client requirements demanded careful testing and adaptation. The process created several hurdles from time to time.

XML Configuration and Template Customization

Our team faced major challenges when designing complicated XML templates for SuccessFactors modules Candidate Profile and Candidate Application. The successful implementation of the XML files demanded perfect arrangement while any minor mistake could result in breakdowns of module operational functions. Conversion of client specifications into technical implementation protocols compounded the overall technical difficulty of the work.

Integration Between Modules

Mixed process integration problems developed between Recruiting Management (RCM) framework and its Onboarding framework. Workflows which were not properly aligned created many inconsistencies while different data fields generated more problems. Data consistency needed precise combinations with testing to create proper integration between modules.

ABAP Custom Report Development

Creating an ABAP custom report that identified service length by years months and days demanded extensive effort. SAP users faced difficulties in generating dynamic accurate reports because the standard SAP format had limited flexibility. The report development required individuals to combine deep knowledge of ABAP programming with understanding client-specific requirements.

Time Management

Task management that combined learning activities and implementation tasks and solution delivery while meeting deadlines emerged as a fundamental challenge throughout my internship.

Client-Specific Customizations

Each business client operated using distinctive processes which called for tailored SuccessFactors adjustments beyond core functionality. Daily maintenance of client-requiring requirements while working within system boundaries proved difficult.

8.2 Solutions Implemented

Technical Solutions

When facing technical problems including XML customization and ABAP report development I utilized both SAP documentation and accessible internal assets. I do practice a lot and took advice from my seniors that how they solve their problem and read the documentation from them. I also raise ticket and seek solution from SAP and do practice a lot. Continuous iterative work streams helped fix problems then delivered stable end-products according to what clients asked for.

Integration Strategies

I resolved integration problems between SuccessFactors Recruiting and Onboarding modules by performing strict data mapping and alignment procedures. We used insights from our close collaboration with UCB Bank's HR team to develop workflows that enabled perfect system integration. Despite potential recruitment and onboarding interruptions several testing procedures verified the compatibility between modules.

Time Management and Task Prioritization

Achieving results with numerous deadlines required a specific timing management system to handle multiple tasks. Through detailed planning and responsible task prioritization I managed to control different ongoing responsibilities smoothly. Mentor feedback sessions served to improve how I worked while keeping my tasks consistent with project goals.

Collaboration and Communication

The development of transparent communication with both colleagues and clients built an environment that combined teamwork with support systems. The team benefited from both knowledge exchange among members and practice sharing that resolved problems while driving innovative solutions to deliver premium-quality work.

Continuous Learning and Adaptation

I took a persistent learning approach during my internship to face the shifting obstacles of the program. To maintain constant knowledge growth I explored the SuccessFactors documentation libraries actively alongside attending platform instruction sessions in addition to networking in various discussion areas for updated best practices and new feature updates. Through testing within safe contexts such as sandbox systems I learned much more about the matter.

Chapter 9

Contributions to the Organization

During my internship at Eitekh ERP Ltd., Through utilizing my technical expertise I delivered key organizational support by completing ongoing client requirements and existing project work. I dedicated my time to improve SAP system functionality through focused work in SuccessFactors RCM and Onboarding modules and custom ABAP-based reporting implementation.

9.1 Understanding the workflow

Different departments and locations use separate procedures as well as different documentation types for their onboarding processes. Each new employee experiences different onboard protocols depending on their work purpose and assigned department. The inconsistent application of onboarding methods generates uncertain environments affecting both early applicants and newly hired staff members negatively. A poor onboarding procedure increases the complexity of new hire team integration leading to declining employee engagement along with lowered productivity and decreased workplace happiness. Such onboarding challenges tend to lead companies to lose new employees early on resulting in expensive personnel changes.

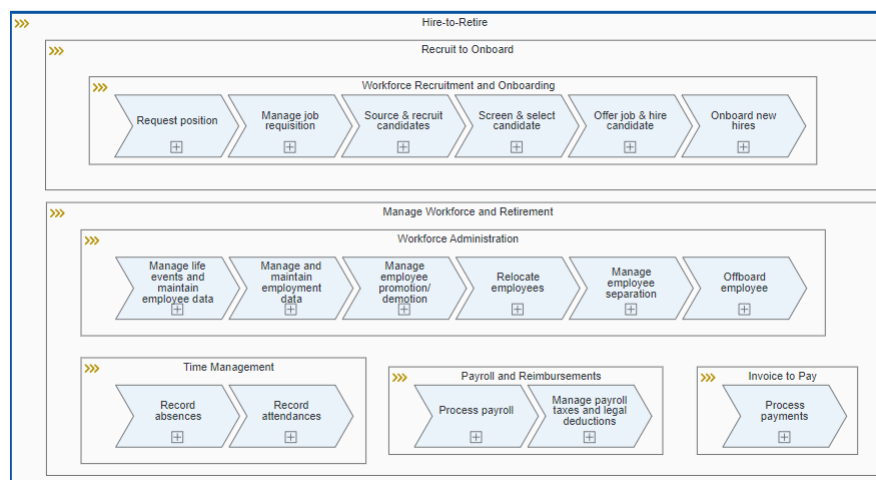


Figure 9.1: Workflow

9.2 Implementation

A functional consultant starts through working with clients to gather requirements before developing a WRICEF(Workflow, Reports, Interfaces, Conversions, Enhancements, and Forms) document. This is provided to the technical consultant.

1. Understanding the Recruitment Process

Organizational recruitment processes must become crystal clear to all team members before launching the configuration phase.

Job requisition approvals:Who controls the job requisition development process from production to assessment and final consent? **Candidate management:** The process starts with candidate acquisition followed by procedure-driven evaluation before interview selection.

Integration with other HR processes: Does recruitment information transfer automatically to onboard new employees and create employee records and process payroll functions?

2. Downloading Standard XML Templates SAP SuccessFactors provides standard XML templates for the various components of the RCM module, such as: Standard job requisition templates serve to outline how job postings get created and handled in the system. Candidate profile templates enable the system to collect information about each job candidate. Application templates help organizations control application activities and approval workflows.

9.3 Modifying XML Templates

After getting the XML templates organizations need to modify them by aligning them to their particular needs. Customizations are done in the following areas: The organization must obtain provisioning access to modify the template before carrying out an export process.

Adding custom fields:UCB Bank may add three extra fields called "Job Grade" and "Department Budget" alongside custom compliance-oriented questions to their template.

Configuring dropdown lists: Dates and geographical information in the document must become dropdown selections with established categories.

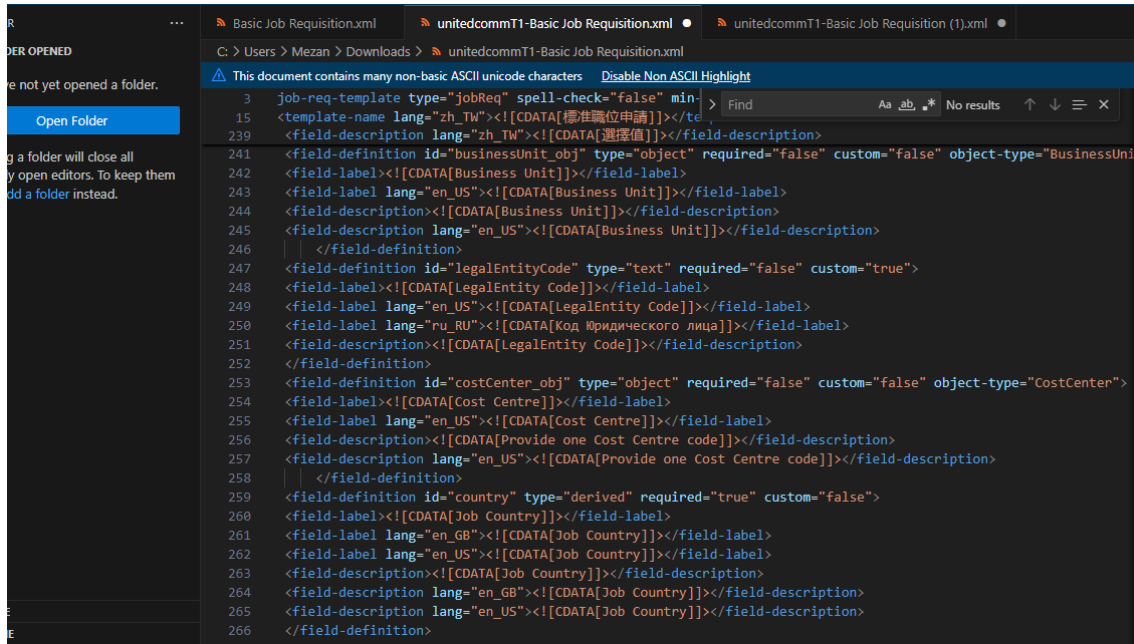


Figure 9.2: Candidate Template

Setting field visibility and requirements: Different access rules apply across the platform such that HR admins view specific fields which normal users need to complete altogether.

set button permission from job requisition template

Users need read and write permission for these fields after setting up access rights in the permission section.

The system requires unique permission settings based on user position within the company structure.

Once the job requisition template finishes we need to configure the candidate template which becomes active whenever job applicants submit requests.


```

<field-permission type="read">

<description><![CDATA[(Auto Generated) Super User Default Read
Access]]></description>

<role-name><![CDATA[J]]></role-name>

<status><![CDATA[pre-approved]]></status>

<field refid="hiringManagerName"

<field refid="positionNumber"/>

```

Figure 9.3: Approval Permission

After the job requisition we will define two different template.They are:

9.4 Candidate Profile Template

Crucial Elements of the Customizable Fields Candidate Profile Template:

Fields that correspond with an organization's unique hiring needs can be added to the CPT. Basic data like name and contact information can be included in these fields, as well as more specific information like work history, certifications, and talents.

Improved Data Consistency: The CPT makes sure that all candidate profiles have the same format and structure by standardizing it, which makes data analysis and reporting easier.

Integration with Job Requisitions: By integrating the CPT with job requisitions, candidates can have their applications automatically fill in the necessary information. This lessens the amount of work that recruiters and candidates must do twice.

Setting Up and Customizing XML: XML configurations are used to control the Candidate Profile Template's layout and design. Using XML, recruiters and system administrators can specify particular fields, sections, and validation guidelines. Because of its adaptability, businesses can modify the CPT to fit their particular procedures.

```

3  andidate-profile-data-model>
14  template-name lang="zh_TW"><![CDATA[NXGEN 候選人簡檔模板]]></template-name>
90  <field-definition id="custFatherName" type="text" required="true" custom="true" anonymize="true" sensitive="false">
91  <field-label><![CDATA[Father's Name]]></field-label>
92  <field-label lang="en_US"><![CDATA[Father's Name]]></field-label>
93  <field-description><![CDATA[Father's Name]]></field-description>
94  <field-description lang="en_US"><![CDATA[Father's Name]]></field-description>
95  </field-definition>
96  <field-definition id="custMotherName" type="text" required="true" custom="true" anonymize="false" sensitive="false">
97  <field-label><![CDATA[Mother's Name]]></field-label>
98  <field-label lang="en_US"><![CDATA[Mother's Name]]></field-label>
99  <field-description><![CDATA[]]></field-description>
100 <field-description lang="en_US"><![CDATA[]]></field-description>
101 </field-definition>
102 <field-definition id="PlaceofBirth" type="text" required="false" custom="true" anonymize="true" sensitive="false">
103 <field-label mime-type="text-plain"><![CDATA[Place of Birth]]></field-label>
104 <field-label mime-type="text-plain" lang="en_GB"><![CDATA[Place of Birth]]></field-label>
105 <field-label mime-type="text-plain" lang="en_US"><![CDATA[Place of Birth]]></field-label>
106 <field-description><![CDATA[Place of Birth]]></field-description>
107 <field-description lang="en_GB"><![CDATA[Place of Birth]]></field-description>
108 <field-description lang="en_US"><![CDATA[Place of Birth]]></field-description>
109 </field-definition>
110 <field-definition id="Religion" type="picklist" required="true" custom="true" anonymize="true" sensitive="false">
111 <field-label mime-type="text-plain"><![CDATA[Religion]]></field-label>
112 <field-label mime-type="text-plain" lang="en_GB"><![CDATA[Religion]]></field-label>
113 <field-label mime-type="text-plain" lang="en_US"><![CDATA[Religion]]></field-label>
114 <field-description><![CDATA[Religion]]></field-description>
115 <field-description lang="en_GB"><![CDATA[Religion]]></field-description>
116 <field-description lang="en_US"><![CDATA[Religion]]></field-description>

```

Figure 9.4: Field Definition

```

C:\Users\Mezan\Downloads> unitedcommT1-Basic Job Requisition (1).xml
This document contains many non-basic ASCII unicode characters  Disable Non ASCII Highlight
1117  <ul></ul></label>
1120  <li><span style="color:#2980b9"><em>For <b>experienced
1121  <ul></ul></label>
1122  instruction>
1123  <data-field id="Name" field-name="vfld2" required="true" max-length="4000" anonymize="false">
1124  <label><![CDATA[Name]]></label>
1125  <label xml:lang="en_US"><![CDATA[Name]]></label>
1126  </data-field>
1127  <data-field id="Designation" field-name="vfld3" required="true" max-length="4000" anonymize="false">
1128  <label><![CDATA[Designation]]></label>
1129  <label xml:lang="en_US"><![CDATA[Designation]]></label>
1130  </data-field>
1131  <data-field id="Organization" field-name="vfld4" required="true" max-length="4000" anonymize="false">
1132  <label><![CDATA[Organization]]></label>
1133  <label xml:lang="en_US"><![CDATA[Organization]]></label>
1134  </data-field>
1135  <data-field id="FullAddress" field-name="vfld5" required="true" max-length="4000" anonymize="false">
1136  <label><![CDATA[Full Address]]></label>
1137  <label xml:lang="en_US"><![CDATA[Full Address]]></label>
1138  </data-field>
1139  <data-field id="Phone" field-name="ifld1" required="true" max-length="999" anonymize="false">
1140  <label><![CDATA[Phone]]></label>
1141  <label xml:lang="en_US"><![CDATA[Phone]]></label>
1142  </data-field>
1143  <data-field id="mail" field-name="vfld7" max-length="4000" anonymize="false">
1144  <label><![CDATA[E-mail]]></label>
1145  <label xml:lang="en_US"><![CDATA[E-mail]]></label>
1146  </data-field>
1147  <data-field id="Relation" field-name="vfld8" required="true" max-length="4000" anonymize="false">
1148  <label><![CDATA[Relation]]></label>
1149  <label xml:lang="en_US"><![CDATA[Relation]]></label>
1150  </data-field>

```

Figure 9.5: Read-Write permission

9.5 Candidate Application Template

An additional component of the RCM module is the candidate application. A specific candidate template is available for the candidate. A form that allows candidates to apply by creating various customization based on client requirements must be created.

It will then be transferred to the application profile. Therefore, it must be connected to the application profile, and in this case, we are utilizing an additional template known as the application template.

Create a custom field based on the needs of the client. To configure it, several field types, such as num, text, and picklist, must be configured. Various rules must be set up based on the needs of the client.

Additionally, rules for validation in fields and some constraints must be configured. Additionally, the same field id and type must be mapped in the application template for data to flow from the candidate template to the application template; otherwise, the mapping will display an error.

9.5.1 Setting Up the Candidate Application Template in XML:

XML configuration defines the structure and architecture of the CAT. The template can be altered by administrators to add several kinds of fields, like date pickers, dropdown menus, and text boxes. Among the crucial elements of XML configuration are:

defining fields that are required and optional. setting up subsections and sections for logical arrangement. To assist candidates, include personalized instructions or tooltips. establishing permissions for particular fields to manage editing or visibility.

9.5.2 Application template-

The stages a candidate takes during the hiring process, including submitting an application, setting up an interview, and making the final decision, are managed using this template. This template can be customized

```

1233 <try level positions of fresh graduates, adding informa
1235 <u>mandatory</u><b>. You also have to upload your <b>
1236 <try level positions of fresh graduates, adding information in this section is not mandatory.</em></span></p>]]
1237 instruction>
1238 <data-field id="PRESENTSALARY" field-name="vfld2" required="true" max-length="4000" anonymize="false">
1239   <label><![CDATA[PRESENT GROSS SALARY (PER MONTH)]]></label>
1240   <label xml:lang="en_US"><![CDATA[PRESENT GROSS SALARY (PER MONTH)]]></label>
1241 </data-field>
1242 <data-field id="PRESENTPOSITIONDATE" field-name="startDate" required="true" max-length="999" anonymize="false">
1243   <label><![CDATA[PRESENT POSITION (WITH EFFECTIVE DATE)]]></label>
1244   <label xml:lang="en_US"><![CDATA[PRESENT POSITION (WITH EFFECTIVE DATE)]]></label>
1245 </data-field>
1246 <data-field id="PRESENTPOSITION" field-name="vfld5" required="true" max-length="4000" anonymize="false">
1247   <label><![CDATA[PRESENT POSITION]]></label>
1248   <label xml:lang="en_US"><![CDATA[PRESENT POSITION]]></label>
1249 </data-field>
1250 <data-field id="PRESENTORGANISATIONNAME" field-name="vfld7" max-length="4000" anonymize="false">
1251   <label><![CDATA[PRESENT ORGANISATION NAME]]></label>
1252   <label xml:lang="en_US"><![CDATA[PRESENT ORGANISATION NAME]]></label>
1253 </data-field>
1254 <data-field id="EXPECTEDSALARY" field-name="vfld4" required="true" max-length="4000" anonymize="false">
1255   <label><![CDATA[EXPECTED GROSS SALARY (PER MONTH)]]></label>
1256   <label xml:lang="en_US"><![CDATA[EXPECTED GROSS SALARY (PER MONTH)]]></label>
1257 </data-field>
1258 <data-field id="EXPECTEDPOSITION" field-name="vfld6" required="true" max-length="4000" anonymize="false">
1259   <label><![CDATA[EXPECTED POSITION]]></label>
1260   <label xml:lang="en_US"><![CDATA[EXPECTED POSITION]]></label>
1261   <picklist id="Expected position"/>
1262 </data-field>

```

Figure 9.6: Candidate Application Template

9.5.3 Defining Approval:

For example, department heads may need to approve specific steps of the hiring process before they can move further.

```

1311 instruction>
1324 <data-field id="TaxZone" field-name="vfld4" required="
1327 </data-field>
1328 <data-field id="TaxZoneLocation" field-name="vfld5" required="true" max-length="4000" anonymize="false">
1329   <label><![CDATA[Tax Zone Location]]></label>
1330   <label xml:lang="en_US"><![CDATA[Tax Zone Location]]></label>
1331 </data-field>
1332 background-element>
1333 m-mapping field-id="SSC" map-to="SSC" />
1334 m-mapping field-id="FAMILYINFORMATION" map-to="FAMILYINFORMATION" />
1335 m-mapping field-id="IncomeTax" map-to="IncomeTax" />
1336 m-mapping field-id="Onereferences" map-to="Onereferences" />
1337 m-mapping field-id="EMPLOYMENTHISTORY" map-to="EMPLOYMENTHISTORY" />
1338 m-mapping field-id="ComputerSkills" map-to="ComputerSkills" />
1339 m-mapping field-id="PROFESSIONALCERTIFICATION" map-to="PROFESSIONALCERTIFICATION" />
1340 m-mapping field-id="Tworeferences" map-to="Tworeferences" />
1341 m-mapping field-id="languages1" map-to="language1" />
1342 m-mapping field-id="TRAININGINFORMATION" map-to="TRAININGINFORMATION" />
1343 m-mapping field-id="relative" map-to="relative" />
1344 field-permission type="write">
1345 <role-name><![CDATA[candidate]]></role-name>
1346 <country><![CDATA[PR]]></country>
1347 <country><![CDATA[PS]]></country>
1348 <country><![CDATA[PT]]></country>
1349 <country><![CDATA[PW]]></country>
1350 <country><![CDATA[PV]]></country>
1351 <country><![CDATA[QA]]></country>
1352 <country><![CDATA[AD]]></country>
1353 <country><![CDATA[AET]]></country>

```

Figure 9.7: Approvalpermission

9.6 ABAP Custom Report

9.6.1 System Analysis:

Examine the typical S/4HANA reporting structure to comprehend the limits that exist today, particularly with regard to the calculation and display of service length.

Examine the tables and data sources used in the standard report, paying special attention to those that contain personnel master data, service length, and other pertinent information.

9.6.2 Data Model Design:

To expand the standard report, create a custom data model with the goal of extracting the required fields (service start date, end date, and their division into days, months, and years).

Make sure the model includes all extra master data that the company needs, such as organizational units and employee roles. Define selection criteria for filtering data (e.g., date range, employee status, department) to make the report flexible and user-friendly.

9.6.3 ABAP Development:

Custom-written ABAP code serves to build the report. This involves: SAP Tables PA0001 for personnel details together with PA0002 for organizational assignments serve as data sources for the query.

The software computes total employment duration by subtracting hire date from present date and shows results in days, months and years.

Language optimization must be applied to ABAP coding to enhance the speed execution of data set processes.

Users should be able to customize output presentations to enhance interpretation while choosing display fields and defining sorting parameters (such as employee tenure).

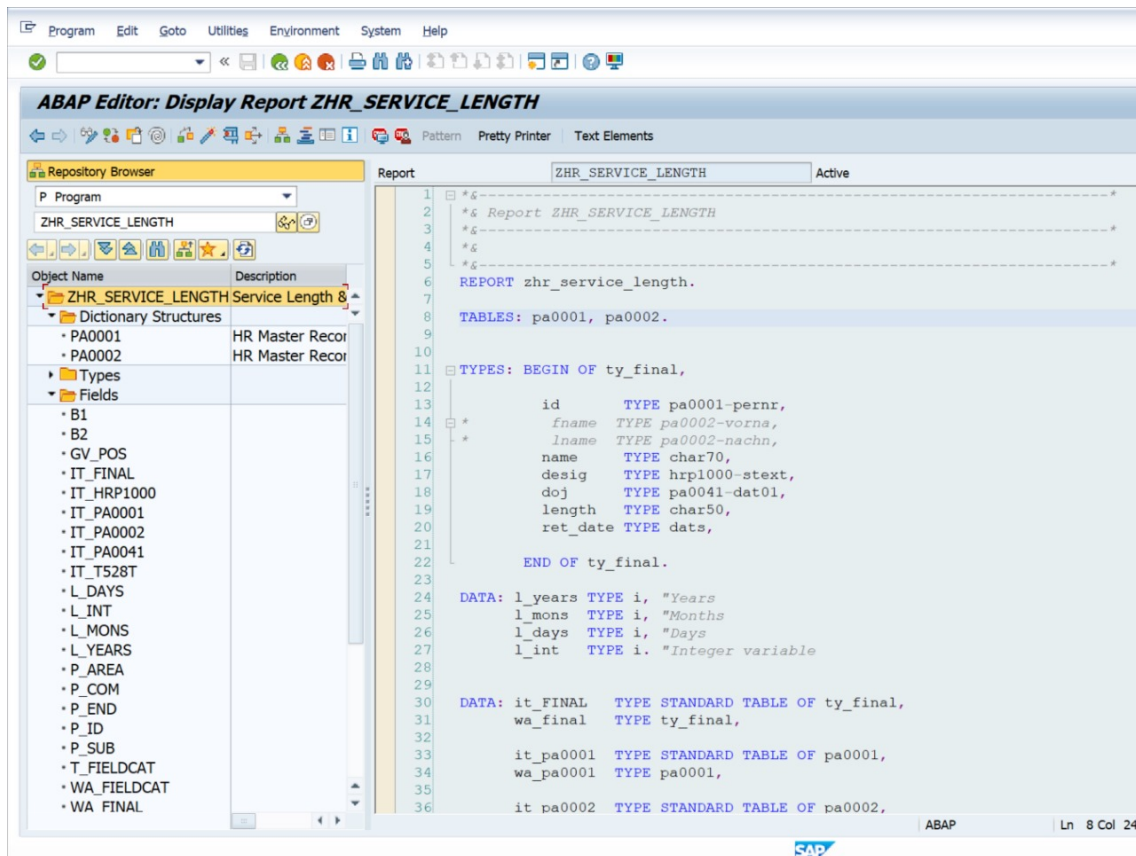


Figure 9.8: Table no-1

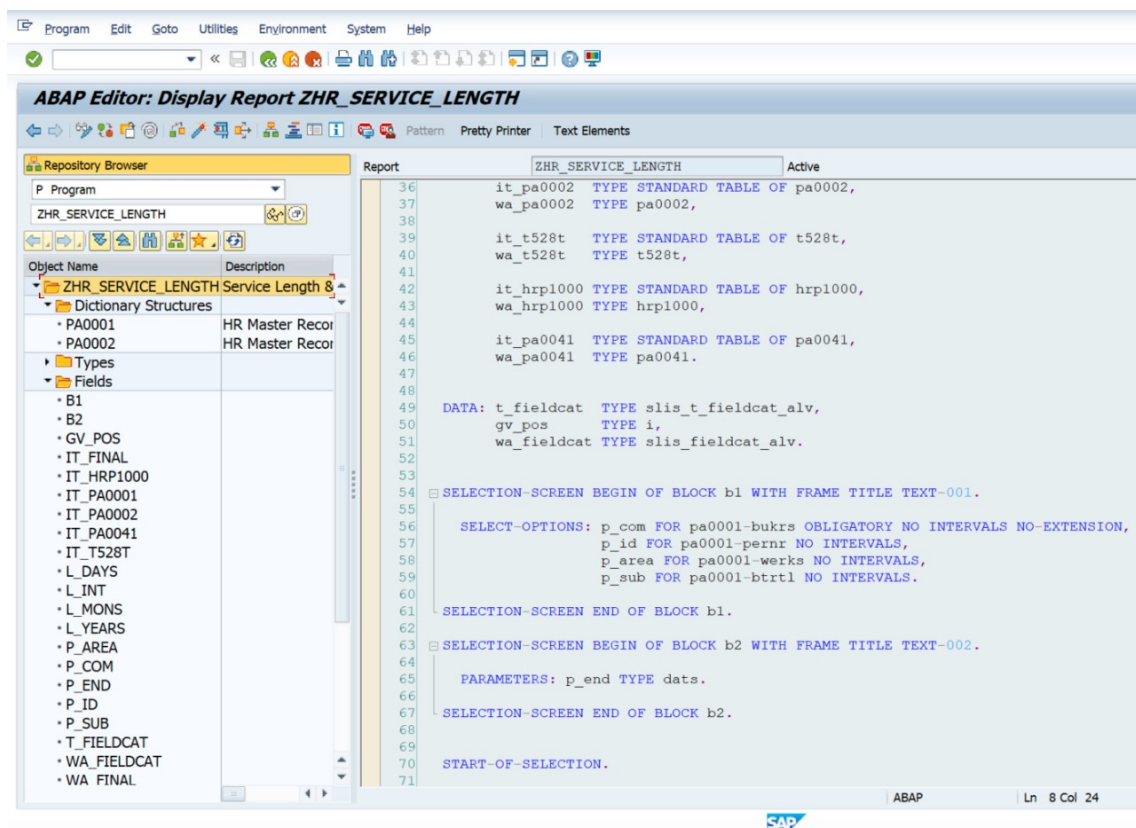


Figure 9.9: Table no-2

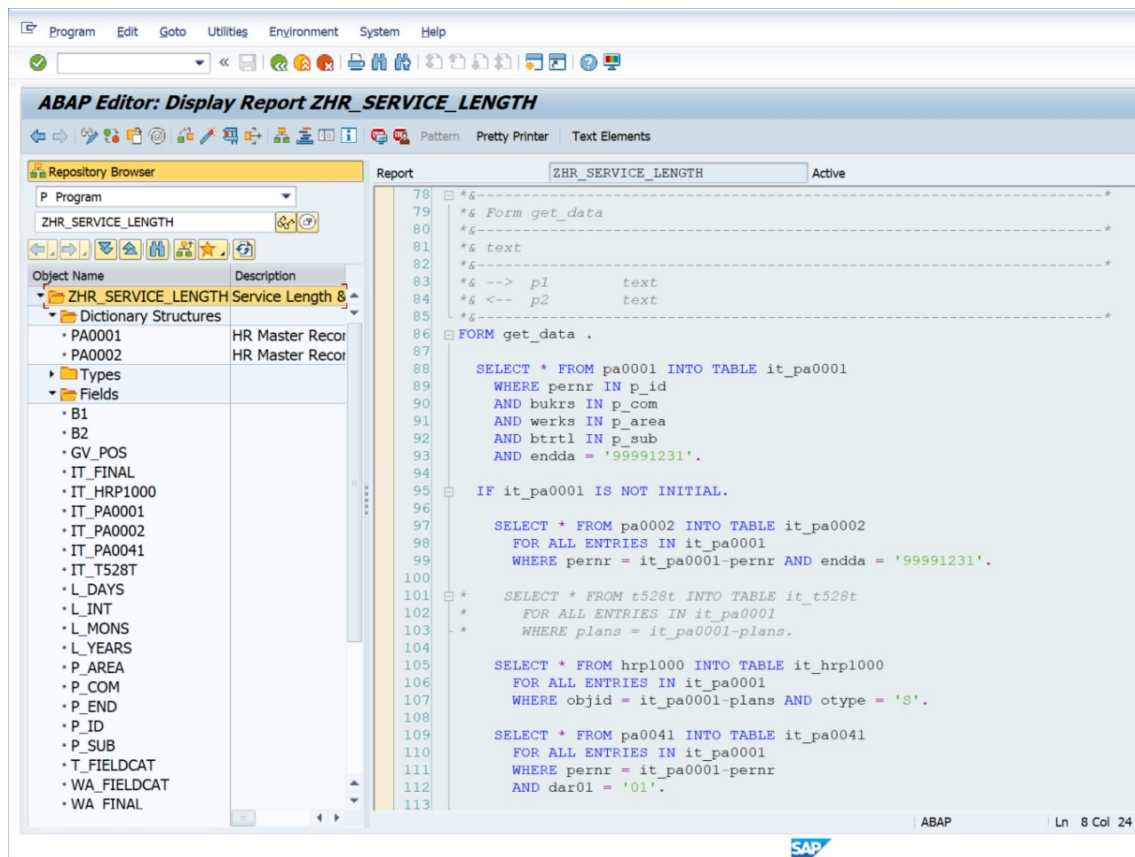


Figure 9.10: Table no-3

Chapter 10

Professional Development and Future Goals

10.1 Continuous Learning and Skill Enhancement

I gained professional development at Eitekh ERP Ltd. through my internship experience which gave me important insights and opportunities while providing useful learning experiences. I swear to carry forward my dedication for continuous learning and skill development to perfect my SAP ABAP development abilities and ERP consultancy competencies. To achieve this, I plan to

- Engage in Ongoing Training

Advanced training programs together with workshops and certification courses will enable me to strengthen my knowledge of SAP technologies and development methodologies and industry best practices. Regularly studying emerging field developments combined with advancements will enable me to build both advanced personal knowledge and technical skills.

- Explore Specialized Areas

My goal is to specialize in SAP S/4HANA along with SAP Fiori and SAP Cloud Platform technologies because I want to advance my skills to meet marketplace changes. My objective is to establish myself through expertise development in various areas which will make me an adaptable professional delivering creative solutions to different industry clients.

- Seek Mentorship and Guidance

The professional advancement of my career depends heavily on mentorship and guidance. I aim to work with veteran professionals from the organization and industry so I can gain their professional knowledge which will help me address career hurdles and achieve progress towards future success.

10.2 Career Advancement and Leadership

My career advancement will lead me to pursue leadership positions and contribute substantial value both inside the organization and throughout the SAP community. My future goals include

- Leadership Development

I dedicate myself to develop my leadership competence through strategic thinking practice along with decision-making abilities and team management skills. Through my participation in leadership positions I plan to spark others for success while advancing positive organizational changes while creating an environment of innovation and excellence.

- Thought Leadership

I aim to lead industry discussions about SAP ABAP development together with ERP consulting through publications and speaking events and industry conferences. My objective is to use my expertise to communicate knowledge with the industry to improve discussions while driving new ideas that direct industry development.

- Career Advancement

My ultimate objective is to develop professionally until I reach senior-level positions which provide me opportunities to positively transform systems and reshape industries. I will pursue my SAP consulting career objectives by dedicating myself to permanent growth while acquiring new skills and becoming an outstanding professional regardless of my career level.

Chapter 11

Conclusion

My internship at Eitekh ERP Ltd. has been a life-changing experience that has given me the chance to combine my academic background with real-world experience in the ever-evolving field of enterprise resource planning. I have a thorough understanding of how ERP systems improve business operations and support organizational objectives thanks to my substantial work on SAP's HCM module, SuccessFactors Recruiting and Onboarding modules, and ABAP programming.

The main achievement of my internship emerged from developing the HCM system to suit UCB Bank's HR team requirements through optimized recruitment and onboarding process improvements. I modified XML configurations to customize candidate profile templates and applications while ensuring module integration and creating custom reports using ABAP technology for individual client needs. Data accuracy along with workflow mapping and standard compliance challenges demanded thorough SAP architectural knowledge while requiring extensive testing procedures.

My internship marks an important milestone that developed management capabilities and analytical skills together with professional work competencies. Real-world projects at this company alongside industry expert collaboration and meaningful solution development has created a strong foundation for future challenge success. Through this internship I both reached all its targets as well as strengthened my devotion to using technology to enhance business operations and this experience now stands as a vital foundation for both my academic path and my professional life.

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