

# Customer

See also the page on [Customer data governance within the Data Governance directory](#)

## Data Object Definition

**Customer** represents all information related to a business partner of Solvay - a company or an organization - with whom a business relationship exists, involving the exchange of goods and/or services. It contains all the information such as the contact's name, email address, billing information, address, Corporate group and others attributes.

## Deployment Status

AVAILABLE

This data is available in the Data Ocean as of Q2 2023.

## Data Model

Customer data in the Data Lake is composed of below views:

1. V\_DIM\_customer
2. V\_DIM\_customer\_corporate\_group - Holds the corporate group (Parent Account) details of the customer
3. V\_DIM\_country - Holds the customer (sold-to,ship-to) country, geo\_zone details.

Project Space: gcp-sqo-data-pricing-d

See how this entity relates to the others in the [pricing data model here](#).

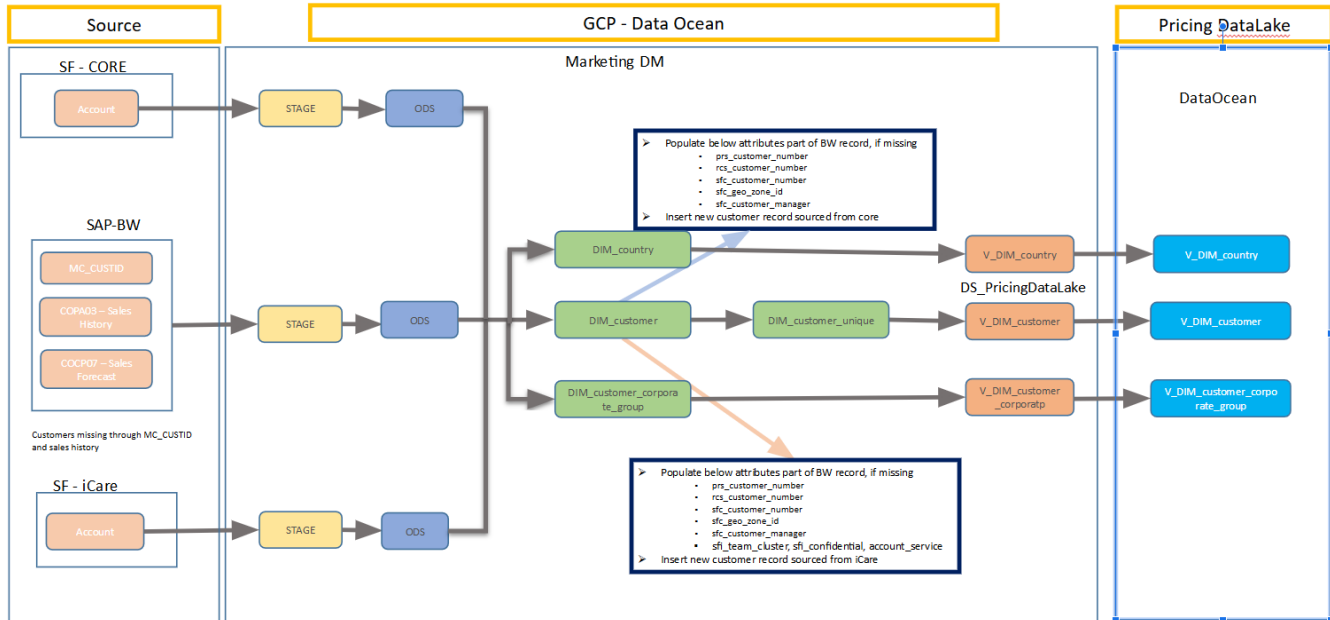
## Additional Info & Comments

- In [Salesforce.com](#), Customers are referred to as **Accounts**, while SAP mostly uses the word Customer. The two terms can be used as synonyms, but in the Data Ocean we generally prefer the term Customer.
- There are different types of customers. One key distinction is **sold-to vs. ship-to** customers. The sold-to customer is the entity that is negotiating the price and placing the order (e.g. a corporate headquarters), while the ship-to partner is the one that is physically receiving the goods (e.g. a warehouse or production site). It is possible for customers to be sold-to and ship-to customer at the same time, or for customers to be the sold-to on one order but the ship-to on another.
- Customer in Solvay systems is Identified with PRS Code, RCS Code, SAP Code or SF Code. [PRS is the code assigned to an account in PF1 and RCS is the code assigned to an account in WP1.](#)
- Salesforce code is a code assigned to an account in Icare or Core
- There is the notion of customer segmentation at group or GBU level (More info here: [Customer Segmentation](#)). The corresponding attribute in the material dimension is the customer segmentation at group level.
- Only the customers related to below source systems will be exposed through view available in Pricing Data Lake
  - PF1\_020
  - PI1\_020
  - WP1\_400
  - NERP001
  - NERP002
  - NERP003
  - NERP004
  - NERP006
  - NERPCYT
  - SFC - Sales Force-Core
  - SFI - Sales Force-iCare
- Customer group: A Corporate Group allows to create an account hierarchy in [Salesforce.com](#). It groups all the accounts which are part of a same 'legal' entity. The Group is based on the nature of the account, not based on GBU/BU criteria, nor on business rationales. It can be built in the system through a 'Parent account' relationship. All the corporate group customer details will be stored into V\_DIM\_customer\_corporate\_group table
- All the customer (Sold-to/Ship-to) country details stored into V\_DIM\_country. This table holds country, geographic zone details of each country. Also the table will be enriched with the geographic zone details derived from iCare which will be used for SPP customers

## Data Flow

- **Extract Type(Snapshot/Delta):** Full data will be extracted from source (SAP-BW, SF-Core, SF-iCare) on a daily basis
- **Schedule:** Jobs will be scheduled to run everyday at 10PM CET
- **Data Mapping Document:**
- Schedule and Dependent job details:

# DIM\_customer



- Data will be processed into DIM\_customer through below sources
  - SAP-BW
  - Salesforce-Core
  - Salesforce-iCare
- If any SOLD-TO/SHIP-TO customers available through transactions (COPA03, COCP07, Budget, Orderbook) but missing these customer through main flow (SAP-BW, SF), those records will be processed and loaded into DIM\_customer through the corresponding transaction process
- SAP-BW customer record will be enriched with the details available through SF core and iCare records. Also a new field "customer\_display\_number" will be enriched based on below rules
  - If the customer number received through SAP PF1 system, it will be populated as PF1/customer\_number
  - If the customer number received through SAP WP1 system, it will be populated as WP1/customer\_number
  - If the customer number received through SF- Core system, it will be populated as SFC/customer\_number
  - If the customer number received through SF-iCare system, it will be populated as SFI/customer\_number
- Process will insert missing corporate\_group details into DIM\_customer\_corporate\_group table
- Post the completion of DIM\_customer process, **DIM\_customer\_unique** process will be executed. This process will reads the same customer number coming from multiple sources and consolidate it into single customer record. As the master source of each field is different the process will use different priority order for each field.
- Below document provide the priority order for each field
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## Data at a Glance

## Tables & Attributes

View ID: [gcp-sqo-data-pricing-d.DataOcean.V\\_DIM\\_customer](#)

View ID: [gcp-sqo-data-pricing-d.DataOcean.V\\_DIM\\_customer\\_corporate\\_group](#)

View ID: [gcp-sqo-data-pricing-d.DataOcean.V\\_DIM\\_country](#)

Refer below google sheet for Table and Attribute details.