

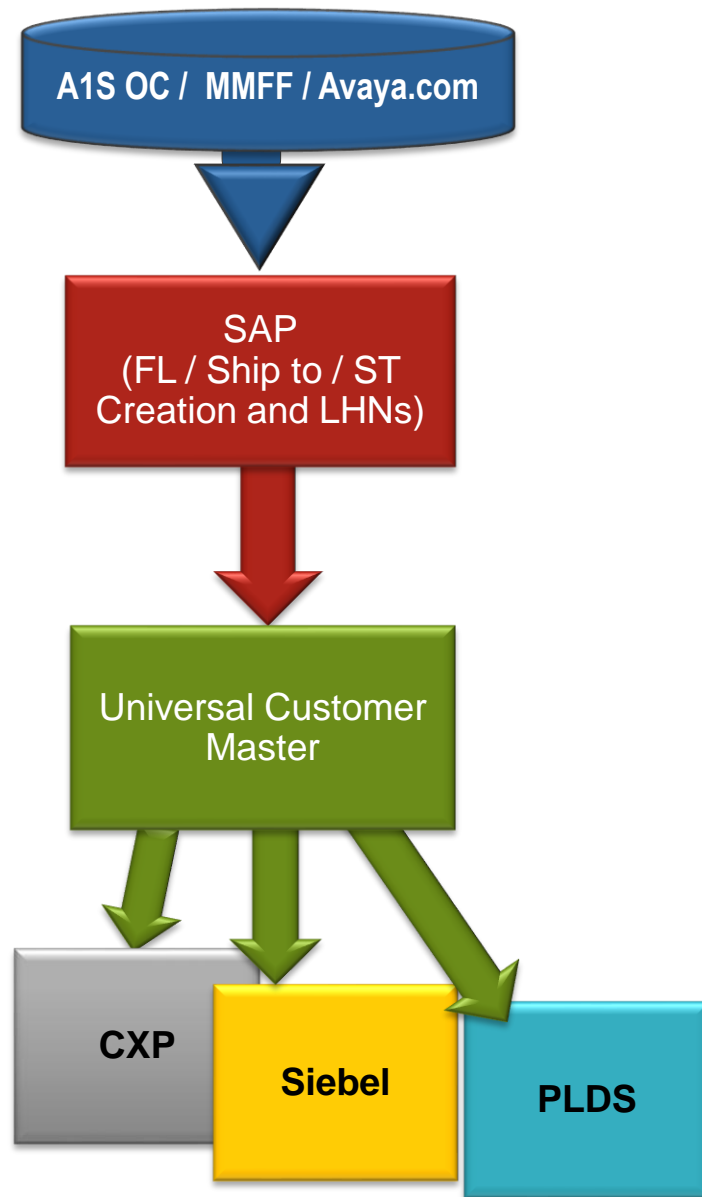


# **AVAYA SERVICES HIERARCHIES**

# SAP Legal Hierarchy Node (LHN) and Avaya Hierarchy Node (AHN)

- Sold To's are created in SAP and are grouped into a SAP Legal Hierarchy Node (LHN) based on how Avaya sells to the account. This is passed to downstream apps and is used to determine how SoldTo's are grouped.
- A1S OC / MMFF / Avaya.com allows Avaya users and Partners to create Customer SoldTos.
- Since Customers do not necessarily want to be limited to servicing and grouping their Sold To's in the same way that Avaya sells to them, **a different parent type**, named **Avaya Hierarchy Node (AHN)** can be requested via a OneCare ticket.
- AHN is also referred to as "Siebel" or "Services" parent, or "**Avaya Customer Network**" (ACN) and is created in the Universal Customer Master.
- AHN allows Customers to group their sites independent of sales / legal criteria. This means that AHNs can 'group together' Sold To's that are under different SAP LHN's, or can be used to 'split' sites that are under a single LHN into smaller groups.

# SAP → UCM → CXP / PLDS / Siebel SoldTo flows

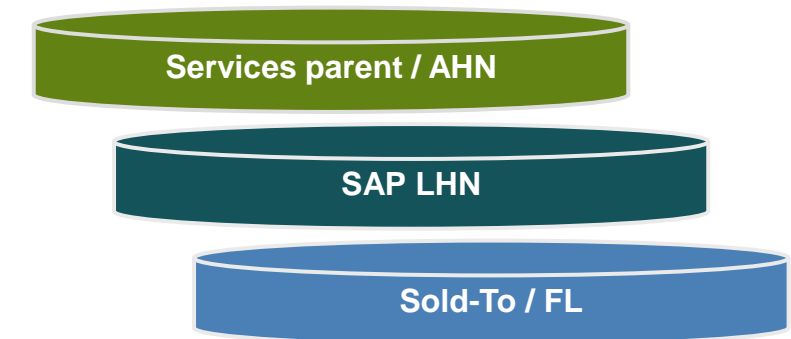


- **Data Flow**

- Various applications and user's requests trigger the manual or automatic creation of SoldTo, ShipTo, Functional Locations.
- SAP pushes into Universal Customer Master (UCM) key information like:
  - ShipTo / SoldTo / Functional Location (10 digit) e.g. 0050155709
  - Account name
  - Address
  - Legal Hierarchy node (LHN)
- UCM distributes this SAP account information to "subscribing" applications like [PLDS](#), Siebel, and [Customer Experience Portal](#) (CXP)
- The Avaya Hierarchy Node (AHN) is created in UCM and is manually maintained. SoldTos /FLs are **not** automatically inserted into existing parents.
- Data flows are not 'real time'. There are specific flows that run several times a day, so data changes can take up to 24 hours to show in downstream databases / applications, depending on multiple different factors.

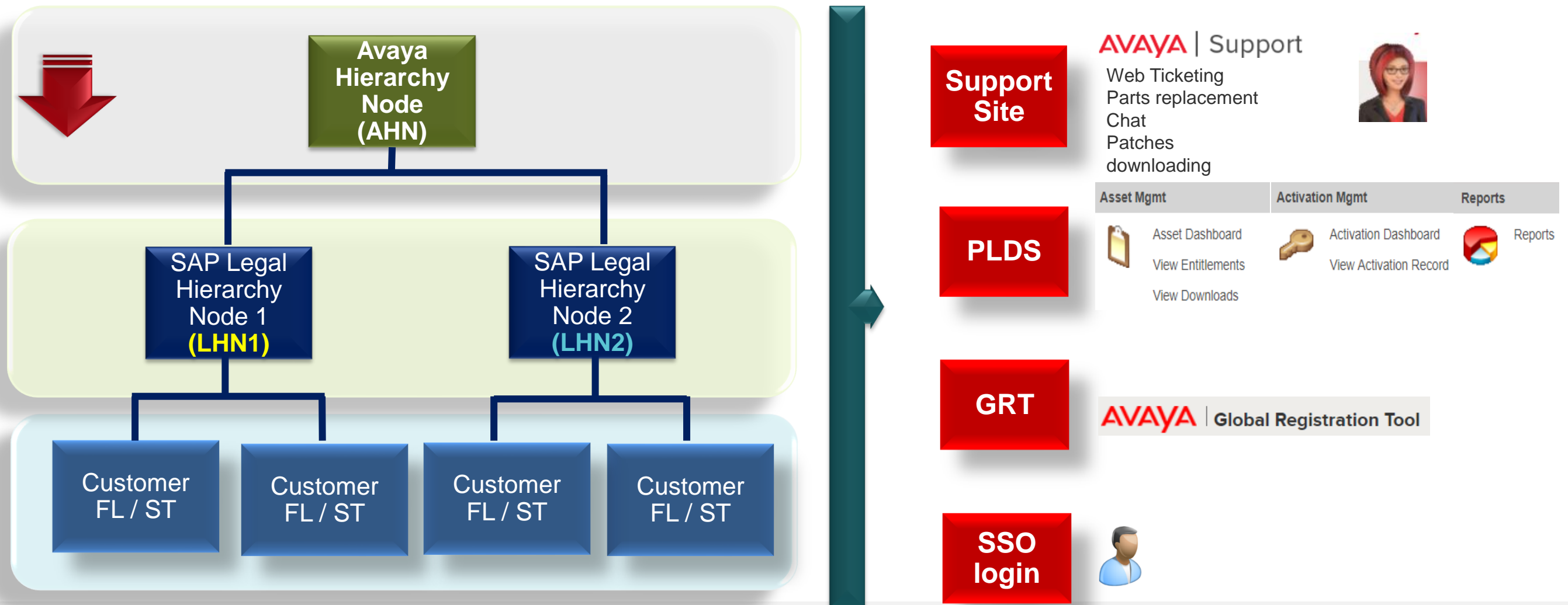
# Precedence logic

- When an AHN exists, it takes precedence over the SAP LHN in terms of access control to sites, in PLDS, for Customer SSO login creation, Avaya Support site, SR creation, patches downloading, parts replacement, and GRT. This is the logic:
  - When a **SoldTo / FL has AHN and SAP LHN** -> the **AHN** prevails and is used as **parent number**.
  - If a **SoldTo / FL has** no AHN and **just SAP LHN** -> the **LHN** is used as the **parent number**.
  - It's also possible that there is neither LHN nor AHN defined for the Sold To/FL. In that case, the SoldTo/FL is considered 'orphan', but it still can be asked to be moved into an AHN.
- PLDS allows moves of licenses between Sold Tos/FLs within the same parent number being that an AHN, or an LHN, if there is no AHN. The parent number is known as 'Company ID' in PLDS.



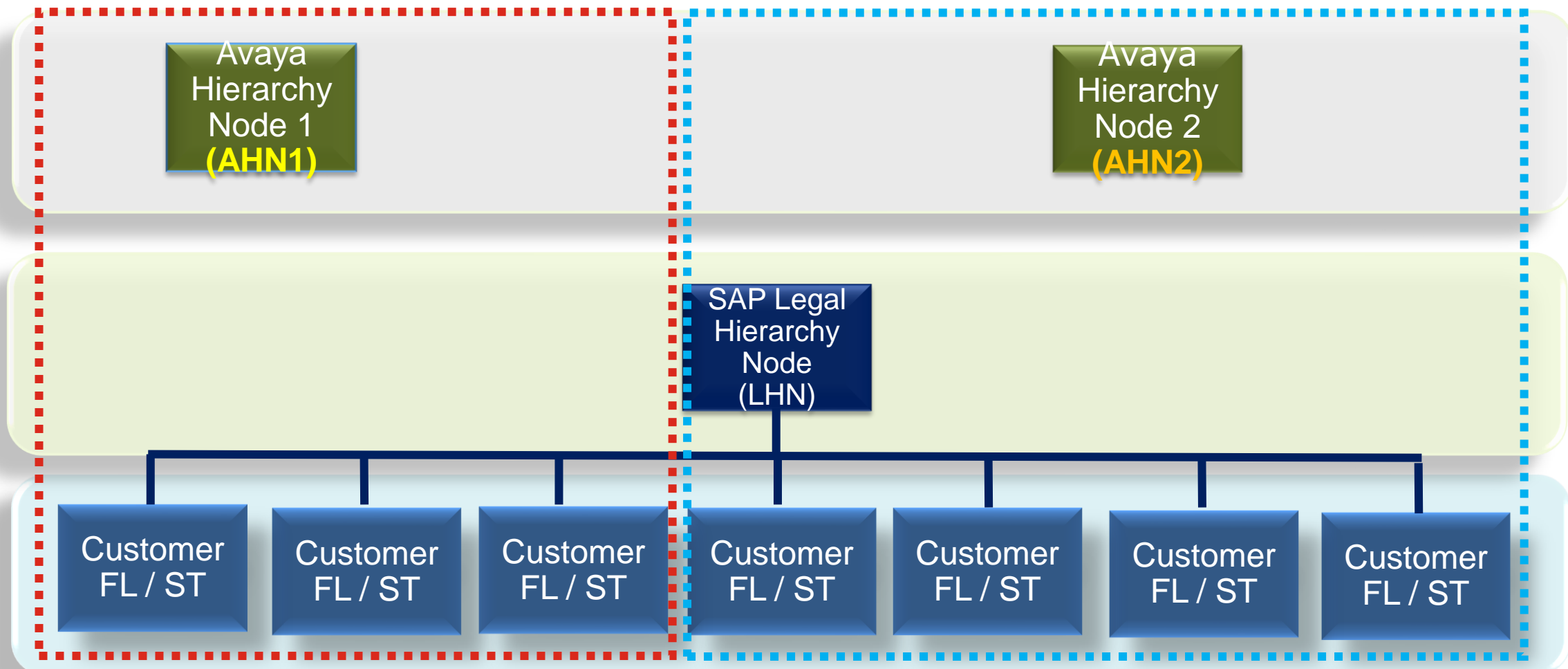
# Precedence logic: graphical 'Grouping' example

- On this example, there are sites grouped under two different SAP LHNs, but all are grouped together into a single AHN.
- The grouping in SAP under two different SAP LHNs remains in place, but for services purposes, as explained, the **AHN prevails** and dictates the grouping.



# Precedence logic: graphical 'Split' example

- This example shows sites under the **same LHN**, but they were split some under '**AHN1**', while others under '**AHN2**'.
- The grouping in SAP under a unique SAP LHN remains in place. However, for services purposes, the **AHN** **prevails**, and these sites are in two different groups.



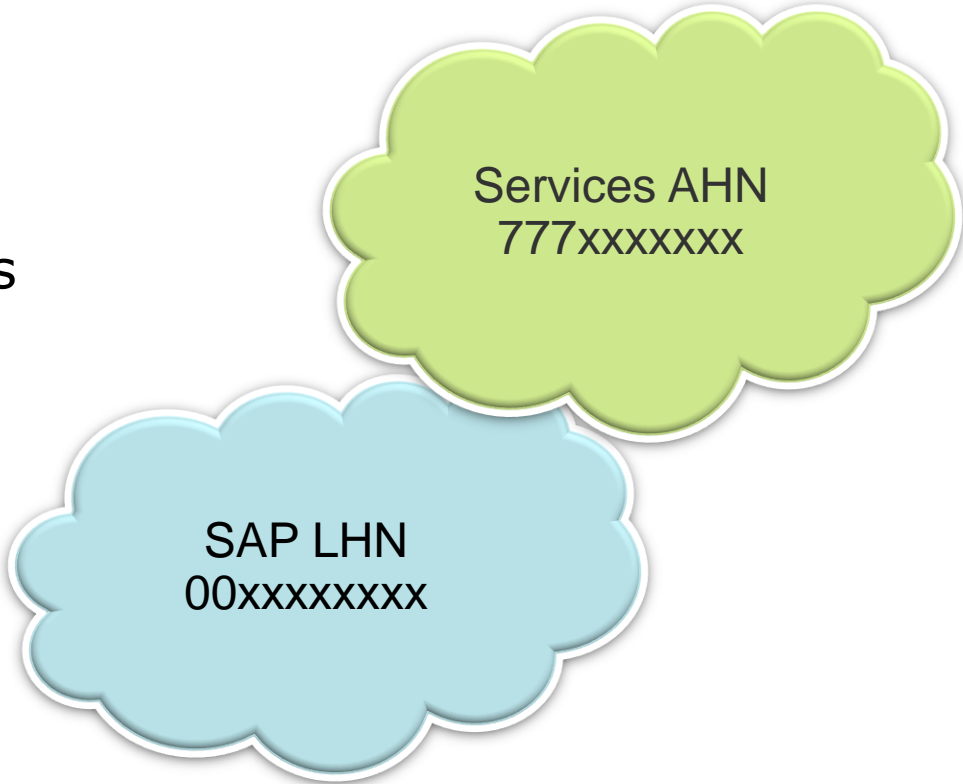
# Avaya Hierarchy Node – Additional information



- AHN is not required; not all Customers have AHNs. When the Customer has no AHN, the Sold To's are grouped based upon the SAP LHN.
- **Customers own the right to decide how to group their Sold To's as this also dictates how their users are grouped; not the BP.**
- A Customer SoldTo can only belong to **ONE** AHN. However, a Customer Sold To can be 'associated' to multiple BP Link IDs which is dictated by CAT permissions. CAT permissions are not affected by LHN's or AHN's, as CAT permissions are granted and applies at SoldTo level.
- Avaya Access Team reviews and evaluates all Sold To/FL move requests into AHN's to ensure that the request doesn't affect already registered users or any other grouping logic or rules.
- If Customer-registered users will become affected by a re-grouping request, Avaya Access Team will contact the requester and inform about the impact and available options, ***before*** executing any changes.
- Adding SoldTos into a new or existing AHN, does **NOT** affect existing sales data, neither contracts, warranty, billing, commissions, installed base, subscriptions, etc. All that data resides in their source systems and is not touched.

# Parent number formats – How to identify them

- **AHN / ACNs – Avaya Hierarchy Node / Avaya Customer Network.** Its format always starts with '777' and it's ten digits long (i.e. 777nnnnnnnn)
- **LHN - Legal Hierarchy Node a.k.a. SAP hierarchy.** Its format always starts with one or two leading zeros '00/ 000' and it's also always ten digits long (i.e. 00nnnnnnnnnn, 000nnnnnnnnn).
- **AHN and LHN** are different and separate entities, created in different source systems. SAP does not know what an AHN is.



Services AHN  
777xxxxxx

SAP LHN  
00xxxxxxx



Movement of a SoldTo from one AHN to another can impact Customer user access.

At the time of SSO login creation the SoldTo used, defines under which parent the user is set.

The user has visibility only of SoldTos, and other users, under their same parent number.

AHN contain sites from the SAME Company.

**How to request** SoldTo moves into an existing AHN, or ask for AHN creation:

**Avaya users**, please visit [OneCare portal](#)

Tile '**Corporate Applications**' -> Top App3 – MyProfile (former CXP) -> SoldTo Number Hierarchy (Changes and Associations)

**Customers and Partners**, please visit [OneCare portal](#)

Tile '**Systems Help**' -> Single Sign On (SSO) Profile -> SoldTo Number Hierarchy (Changes and Associations)



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