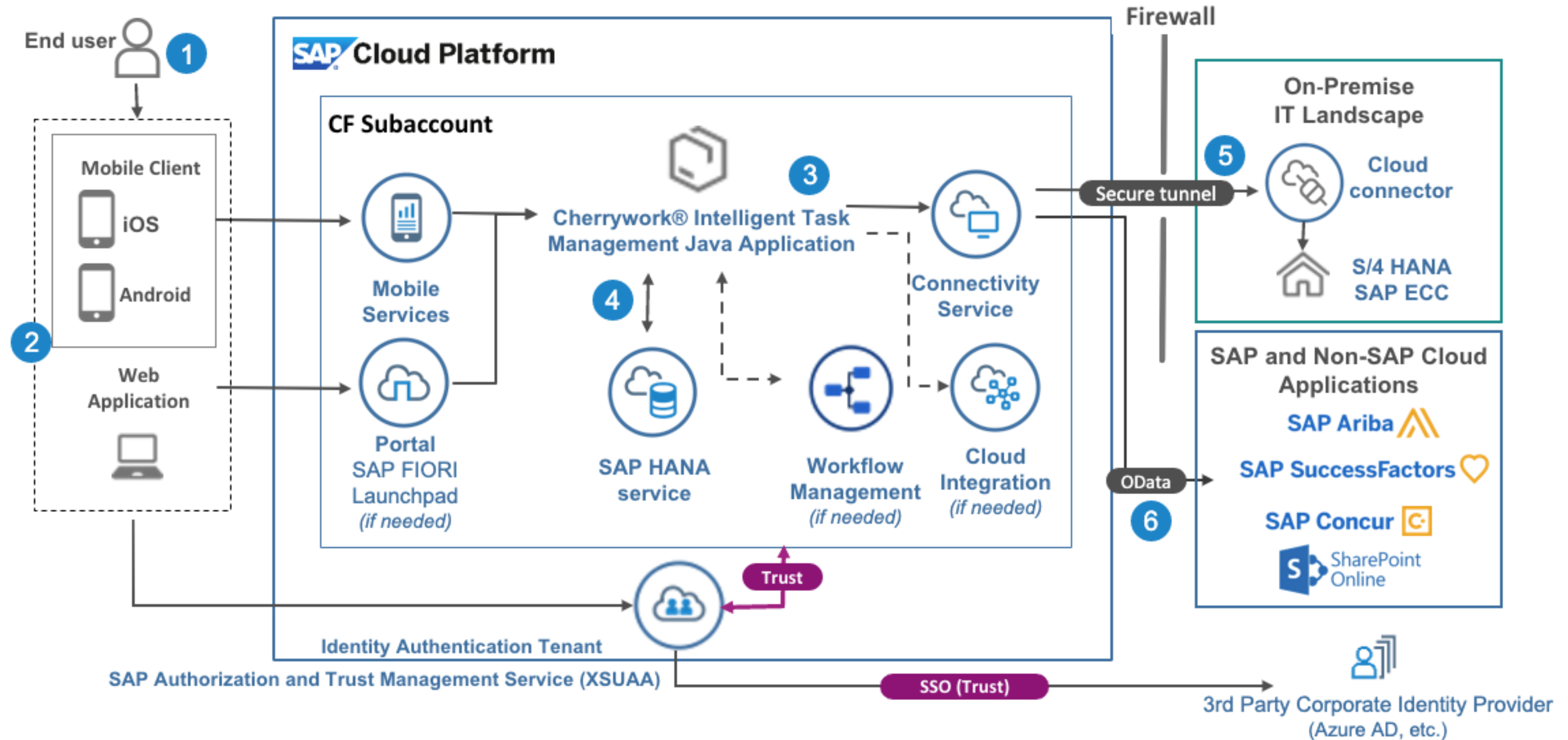


Technical Architecture (SAP) - Cherrywork® Intelligent Work Management (IWM)



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|---|--|---|---|---|---|
| 1 | User login via phone or desktop/laptop | 3 | ITM application talks to multiple systems to get all the work items of the logged-in user | 5 | If required, ITM will pull the work items from on-premise SAP ECC / S/4 HANA via the cloud connector and stores in staging DB |
| 2 | ITM Unified Inbox can be seen once the user is authenticated | 4 | ITM fetches data from the staging DB to show the latest data | 6 | If required, ITM can pull in work items from SAP and Non-SAP cloud applications |