# Contents at a Glance

## PART I  SAP and Enterprise Computing – The Basics
1. SAP: The Company ................................................................. 25
2. The SAP Approach to Enterprise Software ............................. 37
3. Business Suite 7 Overview .................................................... 61

## PART II  SAP Products
4. SAP ERP Financials ............................................................... 73
5. SAP ERP Human Capital Management .................................... 91
6. SAP ERP Operations ............................................................ 107
7. SAP Customer Relationship Management ............................. 125
8. SAP Supplier Relationship Management ............................... 147
9. SAP Product Lifecycle Management ....................................... 163
10. SAP Supply Chain Management .......................................... 177
11. The SAP Strategy for Small to Midsize Enterprises ............... 195
12. The SAP BusinessObjects Portfolio ..................................... 225

## PART III  Essential SAP Tools
13. Understanding SAP Composite Applications ....................... 255
14. User-Friendly SAP — Duet™, Alloy™, and Adobe® Interactive Forms .......................................................... 265
15. Sustainability ................................................................. 283
16. User Productivity Tools for Information Workers .................. 293

## PART IV  Technology Overview
17. Service-Oriented Architecture ........................................... 307
18. SAP NetWeaver as a Technology Platform ......................... 317

## PART V  The Solution in Place
19. Preparing for an SAP Implementation .................................. 343
20. SAP Solution Manager ...................................................... 365
21. Conclusion ......................................................................... 375

## Appendices
A. Glossary ........................................................................... 379
B. SAP Resources ............................................................... 387
C. SAP Solution Maps .......................................................... 395
D. Bibliography ..................................................................... 429
Contents

Preface .................................................................................................................. 13
Acknowledgments ................................................................................................. 21

PART I  SAP and Enterprise Computing – The Basics

1 SAP: The Company ............................................................................................ 25
   The Beginnings of SAP ..................................................................................... 25
   Examining the Growth of SAP ....................................................................... 26
   SAP Today ........................................................................................................ 30
   Conclusion ........................................................................................................ 36

2 The SAP Approach to Enterprise Software ...................................................... 37
   Enterprise Resource Planning (ERP) ............................................................... 37
   Information Makes the World Go Round ...................................................... 38
   The Origins of Standard Business Software ................................................. 40
   The Challenge of Integration ........................................................................ 41
   Overview of SAP NetWeaver ......................................................................... 42
   Service-Oriented Architectures ...................................................................... 46
   SAP Support for Business Processes ............................................................. 48
   Where Is SAP Headed? ................................................................................... 51
   Benefits Offered by SAP ............................................................................... 57
   Conclusion ........................................................................................................ 59

3 Business Suite 7 Overview ................................................................................ 61
   Overview of Business Suite Solutions ........................................................... 62
   Business Suite 7 Benefits .............................................................................. 67
   Conclusion ........................................................................................................ 69
PART II SAP Products

4 SAP ERP Financials .......................................................... 73
   How SAP ERP Financials Fits in an Enterprise ............. 73
   A Closer Look at SAP ERP Financials ..................... 79
   SAP ERP Financials Case Study 1 ......................... 83
   SAP ERP Financials Case Study 2 ......................... 87
   Conclusion ................................................................. 88

5 SAP ERP Human Capital Management .................. 91
   How SAP ERP HCM Fits in an Enterprise ................. 92
   A Closer Look at SAP ERP HCM ............................ 95
   SAP ERP HCM Case Study 1 .................................. 101
   SAP ERP HCM Case Study 2 .................................. 103
   Conclusion ................................................................. 105

6 SAP ERP Operations .................................................. 107
   SAP ERP Operations Overview ............................... 108
   A Closer Look at SAP ERP Operations .................. 112
   SAP ERP Operations Case Study 1 ....................... 121
   SAP ERP Operations Case Study 2 ....................... 122
   Conclusion ................................................................. 124

7 SAP Customer Relationship Management ........... 125
   How SAP CRM Fits in an Enterprise ...................... 126
   A Closer Look at SAP CRM ..................................... 128
   SAP CRM Case Study 1 .......................................... 141
   SAP CRM Case Study 2 .......................................... 143
   Conclusion ................................................................. 145

8 SAP Supplier Relationship Management ............ 147
   How SAP SRM Fits into an Enterprise ..................... 147
   A Closer Look at SAP SRM ..................................... 151
SAP for Public Sector Solutions to Manage Stimulus Funds .................................................. 233
SAP BusinessObjects Information Management Solutions ... 234
Understanding Enterprise Performance Management .... 237
The Current Need for GRC ......................................................... 239
The Role of GRC in an Enterprise ........................................ 240
SAP BusinessObjects Solutions for GRC ..................... 242
SAP BusinessObjects Case Study 1 ............................... 247
SAP BusinessObjects GRC Case Study 2 ..................... 248
Conclusion ................................................................. 250

**PART III  Essential SAP Tools**

<table>
<thead>
<tr>
<th>13</th>
<th>Understanding SAP Composite Applications .......... 255</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Understanding Composite Applications .................. 255</td>
</tr>
<tr>
<td></td>
<td>SAP Composite Applications .................................. 258</td>
</tr>
<tr>
<td></td>
<td>Conclusion .............................................................. 263</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>14</th>
<th>User-Friendly SAP — Duet™, Alloy™, and Adobe® Interactive Forms .......... 265</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Duet: Providing Information Workers with What They Need .......... 266</td>
</tr>
<tr>
<td></td>
<td>Alloy: Joining SAP and Lotus® Notes® .................................... 272</td>
</tr>
<tr>
<td></td>
<td>The Paperless Office: Adobe Forms ..................................... 276</td>
</tr>
<tr>
<td></td>
<td>Conclusion .............................................................. 281</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>15</th>
<th>Sustainability .......................................................... 283</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>SAP’s Dedication to Sustainability .......................... 284</td>
</tr>
<tr>
<td></td>
<td>How Sustainability Improves Profitability ................ 289</td>
</tr>
<tr>
<td></td>
<td>Taking Advantage of Industry-Specific Solutions ........ 290</td>
</tr>
<tr>
<td></td>
<td>Sustainability Case Study ....................................... 291</td>
</tr>
<tr>
<td></td>
<td>Conclusion .............................................................. 292</td>
</tr>
<tr>
<td>16 User Productivity Tools for Information Workers</td>
<td>293</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>-----</td>
</tr>
<tr>
<td>Portals and Roles</td>
<td>293</td>
</tr>
<tr>
<td>Collaborative Tools</td>
<td>298</td>
</tr>
<tr>
<td>Self-Service</td>
<td>299</td>
</tr>
<tr>
<td>Mobile Productivity</td>
<td>303</td>
</tr>
<tr>
<td>Conclusion</td>
<td>304</td>
</tr>
</tbody>
</table>

**PART IV  Technology Overview**

<table>
<thead>
<tr>
<th>17 Service-Oriented Architecture</th>
<th>307</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Computing Challenges</td>
<td>307</td>
</tr>
<tr>
<td>Understanding Web Services</td>
<td>308</td>
</tr>
<tr>
<td>Service-Oriented Architecture in SAP</td>
<td>309</td>
</tr>
<tr>
<td>Conclusion</td>
<td>314</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>18 SAP NetWeaver as a Technology Platform</th>
<th>317</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Role of SAP NetWeaver in Your Enterprise</td>
<td>318</td>
</tr>
<tr>
<td>The SAP NetWeaver Solution Map</td>
<td>321</td>
</tr>
<tr>
<td>SAP NetWeaver Components</td>
<td>323</td>
</tr>
<tr>
<td>SAP Tools for Developers</td>
<td>331</td>
</tr>
<tr>
<td>SAP Solution Manager</td>
<td>335</td>
</tr>
<tr>
<td>SAP NetWeaver Case Study 1</td>
<td>336</td>
</tr>
<tr>
<td>SAP NetWeaver Case Study 2</td>
<td>338</td>
</tr>
<tr>
<td>Conclusion</td>
<td>340</td>
</tr>
</tbody>
</table>

**PART V  The Solution in Place**

<table>
<thead>
<tr>
<th>19 Preparing for an SAP Implementation</th>
<th>343</th>
</tr>
</thead>
<tbody>
<tr>
<td>Important Considerations</td>
<td>343</td>
</tr>
<tr>
<td>Planning for Success</td>
<td>347</td>
</tr>
<tr>
<td>Who Can Help You Implement?</td>
<td>351</td>
</tr>
<tr>
<td>Getting Information</td>
<td>361</td>
</tr>
</tbody>
</table>
Support in Action: A Case Study ........................................... 362
Conclusion ........................................................................ 364

20 SAP Solution Manager .................................................... 365

What Is SAP Solution Manager? ............................................ 365
SAP Solution Manager Contents ......................................... 368
Solution Manager Case Study ............................................ 371
Conclusion ........................................................................ 372
The Next Step .................................................................... 373

21 Conclusion ...................................................................... 375

Helpful Resources .............................................................. 375
Going Forward .................................................................... 376

Appendices ......................................................................... 377

A  Glossary ........................................................................ 379
B  SAP Resources .............................................................. 387
C  SAP Solution Maps ....................................................... 395
D  Bibliography ................................................................ 429

Index .................................................................................. 431
Business Suite 7 Overview

Technology and its link to the global economy shows us just how quickly consumers’ want and need change, and how that rapid change can have an impact on your company’s ability to meet these needs in a timely fashion. To stay competitive, enter a new market niche, or maintain your current market share, you must be able to drive and direct how quickly your company adapts to new changes or meets current customer demands.

Keeping IT applications and business processes up-to-date and tuned to quickly respond to these needs is a challenge facing many organizations. Large enterprises today have to undergo three major phases before they are up and running with the latest and greatest software applications. First, there is the technical upgrade to ensure your hardware can handle the new applications. Next, many new software packages make you look at your current business processes and tweak them, add new processes, or retire old ones.

Lastly, you add the new software to get the desired new changes in functionality and then spend time training your employees on how to use the new package. What does this mean to you? Extensive time and money will be spent on what turns out to be a full-fledged upgrade, which also includes a lot of features and functions that have nothing
to do with the enhancements you wanted to make. When IT budgets are already under scrutiny, and you are doing more with less, this becomes a tough business case to make. To help you reduce your total cost of ownership (TCO) and provide your organization with the ability to implement only those functions you need at the time you need them, SAP has developed the Business Suite 7 package.

SAP’s new Business Suite 7 helps lead the trend away from costly and time-consuming upgrades. Released in 2009, Business Suite 7 helps larger enterprises adapt a modular approach to enhancing their technical functionality, while also reducing the costs and time associated with software implementations.

Business Suite 7 is an integrated suite of products consisting of SAP ERP, SAP Customer Relationship Management (SAP CRM), SAP Supplier Relationship Management (SAP SRM), SAP Product Lifecycle Management (SAP PLM), and SAP Supply Chain Management (SAP SCM). This integrated lifecycle set of applications provides you with built-in business expertise, as well as tools and best practices that reduce efforts directed toward testing and customization. This allows you to more quickly deploy new innovations and products, which improves your response to changing market conditions and allows you to better meet your customers’ needs. We’ll take a look at each of these applications next.

Overview of Business Suite Solutions

As we’ve mentioned, one of the biggest draws to using the Business Suite 7 solutions is their ability to be implemented in modular fashion. This allows you to focus on the critical areas of your business while keeping IT costs in line. So let’s look at SAP ERP, the core product in the Business Suite package.

SAP ERP

The SAP ERP application lets you hone your company’s financial, human capital, operations, and corporate services practices to ensure they are aligned with the overall corporate strategy.

SAP ERP Financials

Includes tools for core accounting and reporting capabilities, financial links to supply chain processes, functions to keep you in com-
pliance with government and global financial regulations, and help to monitor your incoming and outgoing cash flow while minimizing financial risks to your organization.

› **SAP ERP Human Capital Management**

Empowers your employees to manage their personal information, such as marriage, birth of a child, and benefits coverage, as well as work events such as time recording and signing up for training (Figure 3.1). Likewise, supervisors participate in the employee development and compensation processes, and collaborate with other departments during the development of a corporate budget.

![Employee Self-Service Portal for Benefits Management](image)

**Figure 3.1** Employee Self-Service Portal for Benefits Management

› **SAP ERP Operations**

Tools that help you manage and streamline the day-to-day activities within your organization. With SAP ERP Operations features, you can automate processes to reduce costs and waste, manage your production cycle, and provide self-service opportunities for your customers.

› **SAP ERP Corporate Services**

Functions in the SAP ERP Corporate Services segment manage external activities associated with real estate, corporate travel, corpo-
rate assets, and environmental health and safety issues. If you have an international organization, the Global Trade Services portion of SAP ERP Corporate Services keeps you in compliance with trade, tariff, and documentation requirements.

The SAP ERP tools keep your organization running smoothly for your employees and management staff.

**SAP Customer Relationship Management**

The SAP Customer Relationship Management (SAP CRM) tools focus on one of your most important assets, your customers. To stay competitive, you need to find a way to maintain your current clientele and attract new customers by differentiating yourself from others in your industry. See how SAP’s CRM tools can help you achieve your long-term goals in this area.

› **Marketing**

Features in the marketing area help you with brand and loyalty management, market segmentation, managing your market campaigns, and finding new ways to reach out to customers through e-marketing campaigns.

› **Sales**

These tools promote collaboration between your marketing and sales forces so that customer needs are met. Functions in the sales portion of SAP CRM help you determine what sales areas are profitable, and how to deliver the most positive customer experience to build brand loyalty and return sales.

› **Service**

With service tools, you take a proactive stance to servicing your customers by providing your staff with all of the information they need to know at just the right time. Other features allow you to manage your service agreements and contracts, and set up alerts to notify the customers when their contracts are about to expire. Inventory management tools allow you to keep track of the parts and materials on hand, which enables you to quickly address customer issues as soon as they arise. SAP CRM service tools also let you establish secure web portals to provide an additional means of interaction between you and your customers.
› **Contact Center**  
Customers like to feel they have received personalized service from you. With the Contact Center tools, you can deliver your sales, marketing, and service message to your customers over a variety of channels to meet their individual needs.

› **E-Commerce**  
Take advantage of today’s Internet technology to reach your customers with SAP CRM’s e-commerce features (see Figure 3.2). These tools provide a means for you to analyze trends resulting from your e-commerce business, as well as a way for your customers to order your products and report service issues online.

![Figure 3.2 Ordering Your Products Online](image)

SAP CRM products help bring your business to the forefront for your customers and let your business prosper even during tough economic times.
SAP Supplier Relationship Management

Having streamlined your daily operations and developed prosperous customer relationships, SAP Supplier Relationship Management (SAP SRM) helps you focus your efforts on your relationship with your suppliers and vendors. Here, you examine your procurement process to maximize efficiency from the initial contract bidding through the receipt of final payment. To help your staff have materials and supplies on hand when they need them, other features in SAP SRM help you evaluate your suppliers’ performance and provide a portal for collaboration between your purchasing group and your vendors.

1.1.4 SAP Product Lifecycle Management

Stay ahead of your competition by delivering innovative products with the help of SAP Product Lifecycle Management (SAP PLM).

- **Portfolio planning**
  Lets you monitor, manage, and control projects in your organization from inception through implementation. These tools also help you rank and prioritize your projects through collaboration efforts between various department members to ensure your projects align with strategic corporate initiatives.

- **Development and manufacturing**
  Allows you to accelerate the development of new products by helping you with the design and manufacturing processes, as well as the creation of technical specification documents.

- **Service**
  Allows the service, warranty, and maintenance processes to be introduced during the product development stage, providing a view of the complete product lifecycle.

SAP Supply Chain Management

SAP Supply Chain Management (SAP SCM) has features to help your supply chain respond faster to market and economic changes while keeping the focus on the customer.

- **Planning**
  Lets you optimize planning activities involving safety stock, the supply network, supply distribution, and supply chain design.
Business Suite 7 Benefits

SAP Business Suite 7 covers all aspects of your business and brings you tools to help you reduce costs, be more efficient, and bring new innovations to fruition faster. SAP also worked with its customers and partners to develop value scenarios, which are industry-specific processes that take you end-to-end to achieve desired outcomes. For example, if you are in the retail industry, customers’ buying habits can determine how your business operates. With the “inspired shopping experience” value scenario, retail management learns how their business must change or adapt to maintain customer and brand loyalty (see Figure 3.3).

Table 3.3 Value Scenarios Transcend Corporate Boundaries

<table>
<thead>
<tr>
<th>Overarching Goals</th>
<th>Value Scenarios</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Excellence</td>
<td>Integrated Sourcing and Procurement</td>
</tr>
<tr>
<td>Responsive Supply Networks</td>
<td>Collaborative Demand and Supply Planning</td>
</tr>
<tr>
<td>Product and Service Leadership</td>
<td>Integrated Product Development</td>
</tr>
<tr>
<td>High Performing Assets</td>
<td>Asset Visibility and Performance</td>
</tr>
<tr>
<td>Superior Customer Value</td>
<td>Optimizing Sales and Marketing Investments</td>
</tr>
</tbody>
</table>

Figure 3.3 Value Scenarios Transcend Corporate Boundaries
Business Suite 7 has incorporated the analytics features from its BusinessObjects portfolio (see Chapter 11, SAP’s Strategy for Small to Midsize Enterprises) to provide you with better insight into how well your organization is performing and meeting its strategic goals. The ability to monitor all aspects of your business provides you with the information and flexibility you need to make decisions or alter your strategy to meet your business objectives.

The modules of the Business Suite 7 package are built with SOA architecture (see Chapter 17, Service-Oriented Architecture) and SAP NetWeaver technology (see Chapter 18, SAP NetWeaver as a Technology Platform). What this means is that the suite integrates with existing SAP applications as well as your non-SAP applications. You can access data from all sources to help you in decision making, strategy execution, and product development.

In addition to helping you reduce costs and streamline processes through value scenarios, you can also reduce the need for extra training each time you add on another Business Suite application. All Business Suite applications are designed with the same user interface, which means they all have the same look and feel. Your employees will spend more time using the applications than trying to understand how they operate.

Perhaps one of the biggest benefits of SAP’s Business Suite 7 is that it is less expensive to deploy. Your company purchases only the application for the area it wants to improve, instead of purchasing an entire software application package. Your deployment is then a matter of switching on only those features within the module that contain the enhancements or functionality you need. When the enhancements are turned on, they are immediately incorporated into your current business processes. Enhancement packages then provide the opportunity for you to add additional industry-specific features to your system on an as-needed basis. Again, by turning on only the features you want, your company avoids the time and expense associated with a major system upgrade.

Regardless of which Business Suite 7 applications you have purchased, SAP has synchronized the release of its upgrades for all applications. For example, if you purchased the SAP SCM application, and then two years later purchased the SAP CRM application, when the next soft-
ware release comes out from SAP, you can upgrade your two modules simultaneously. This ensures your software always has the most current features and functionality, and that only one upgrade is necessary for all parts of the Business Suite.

Being able to add software in an on-demand fashion helps your business react more quickly to market changes, pushes new products through the pipeline faster, and keeps your business prosperous even during rough economic periods. In the next chapters, we’ll examine the individual applications in more detail.

**Conclusion**

SAP Business Suite 7 applications connect all facets of your operation and provide you with greater insight and access to the information you need to analyze your business, make better informed decisions, and strategically position yourself for growth. With the ability to upgrade via enhancement packs and the inclusion of more than 24 industry-specific best practices, you’ll be able to reduce your TCO and more quickly realize the benefits to your company, and at the same time reduce inefficiencies and streamline your processes.

In the next chapter, we’ll begin our review of the SAP products, beginning with SAP ERP Financials.
Index

A
ABAP, 332, 334
ABAP Editor, 332
ABAP Workbench, 324, 332
Abstraction
Definition, 29, 314
Accountability, 286
Accounting Postings, 203
Adaptive supply chain, 178
Adobe, 52
Adobe Interactive Forms, 265
Advanced OLAP (online analytical processing) tool, 229
Aftermarket processing, 109
After-sales service, 125
Alloy, 265, 272, 274, 275
And Data mining, 322
Analysis, 326
Analytical applications, 321
Analytics in SAP ERP Operations, 122
Application Server, 122
ASAP Focus methodology, 357, 358
ASAP project management, 158
Audit, 325
Audit information system, 79
Authorization concept, 55
Automated Clearing House, 86
Automatic workflows, 105
Automating production processes, 110
Available to promise, 181

B
Back-office and front-office best practices, 197
Banking, 203
Best Practices
Definition, 49
Biller Direct, 80
Bills of material, 109
Built-in templates and workflows, 259
Business All-in-One, 211
Business application, 40
Business ByDesign, 216
Business Communication Management, 126
Business content, 312
Business Intelligence, 226, 238
Business objects, 225
Business Intelligence tools, 227
Crystal Reports, 231
Edge, 200
Enterprise Performance Management, 238
Explorer, 228
Governance, Risk, and Compliance, 239
Information Management Solutions, 234
Public Sector Solutions, 234
Web Intelligence, 229
Xcelsius, 232
BusinessObjects Planning and Consolidation, 74
Business One, 200
Business planning, 326
Business process, 44
Business Process Expert community, 349
Business Process Management, 322
Business warehousing, 227
Calculate your total cost of ownership (TCO), 353
Carbon reduction targets, 284
Cash and Liquidity Management, 80
Cash management solution, 84
Catalog Content Management, 155
Catalog management, 330
Centralization of account reconciliation, 85
Centralize customer data, 127
Centralized ERP system, 176
Centralized online data, 76
Centralized User Administration (CUA), 325
Centralize, track, access, and audit data, 277
Central master data management, 322
Change and change configuration management, 171, 347
Class Builder, 332
Client/server architecture, 28
Collaboration, 322, 328, 333
Collaboration Folders, 167
Collaboration tools, 298
  Workspaces, 298
Collaborative Capabilities, 189
Compensation management, 97
Compliance, 58, 240
Compliance with foreign regulations, 120
Compliance management, 153
Complying with regulations, taxes, and currencies, 197
Composite application, 45, 255
  Benefits of, 258
  Definition, 255
Composite applications, 333
Composition and Application Development, 323
Composition Environment, 46
Computer-aided design model, 109
Configurable and extensible, 216
Configuration Management, 171
Consolidated and accurate data, 174
Consolidation of Business Planning, 260
Consultant certification levels, 350
Contact Center, 65
Contract Management, 117, 153
Conversion, Migration, and Landscape Optimization services, 359
Corporate governance initiatives, 285
Corporate Services, 171
Cost and Profitability Management, 81
Crystal Reports, 231
CUA, 325
Customer contact centers, 141
Customer order, 180
Customer Receipts, 85
Customer Service, 137
Customer service capabilities, 216
Customizing, 50

D
Data access, 178
Data broadcasting, 235
Data collection technologies, 111
Data integration, 41
Data mining, 326
Data warehousing, 321, 326
Demand Planning scenario, 269
Designing the process and application landscape, 352
Developing small business networks, 286
Development and manufacturing, 66
Development platform, 319
Differentiation, 58
Digital signature, 325
Direct/Plan-Driven Procurement, 154
Discrete industry, 164
Distributing from central warehouses, 122
Document Management, 114, 172
Duet, 52, 182, 266
  Components, 270
  Configuration, 271
  Definition, 266
  Deployment, 270
  How it works, 270
  Scenario, 267
Dynamic bursting, 231

E
Eclipse, 333
E-commerce, 65, 135, 208
E-commerce functionality, 202
Electronic data interchange, 85, 193
Electronic document, 150
Electronic transaction, 150
E-Marketing, 134
Employee Interaction Center (EIC), 100
Employee performance management, 97
Employee roles, 296
Employee Self-Services (ESS), 56, 100
Enable collaboration across departments, countries, or enterprises, 41
Enablement and Assessment of Support and Operations, 353
End User Service Delivery
   Employee Interaction Center, 101
   Employee Self-Services, 100
   Manager Self-Services, 101
Energy and Carbon, 288
Energy-efficient hardware setups and efficient software applications, 290
Ensure the quality and reliability of the information, 227, 250
Enterprise, 37
Enterprise computing, 265
   Challenges, 308
Enterprise Resource Planning (ERP), 37
Enterprise service, 309
Enterprise service-oriented architecture, 30
Enterprise services, 46, 47, 319
Enterprise Services Repository, 319, 320
Enterprise software, 37, 39
Environment, Health, and Safety, 288
E-Recruiting, 97, 298
E-Service, 136
Established quality standards, 170
Extensible Markup Language (XML), 319

Financial settlement areas, 109
Financial Supply Chain Management, 74, 75
Flexibility, 58
Flexible resource scheduling, 104
Focused social engagements, 285
Focus on gaining a larger presence in the SME market, 196
Form process, 279
Framework for Business Planning, 326
Functions in SAP ERP Financials, 80

G

Global Bank Account Information Management, 85
Global consistencies and regional flexibility, 159
Global economy, 148, 226
Global Support Backbone, 360
Governance
   Definition, 239
Governance, risk, and compliance (GRC)
   SAP solutions, 242
Governance, Risk, and Compliance (GRC)
   Role in enterprise, 240
Guided procedure, 55, 57, 257, 296
Guided procedures, 334

H

HTML forms, 277
HTTPS, 325
Human capital, 91

I

IC functions, 138
Identifying problems, 347
Identify integration issues and risks, 355
Implementation costs, 346
Improve access to important HR data, 102
Improve timeliness and quality of reporting, 263
Inbound and Outbound Logistics, 120
Incentives and commissions, 109
Industry scenarios, 311
Industry-specific requirements, 48
Industry Value Networks, 349
Information age, 38
Information broadcasting, 327
Integrated suite of products, 62
Integration, 41, 328
Application, 43
Information, 42
Microsoft Office, 52
People, 42
Processes, 42
SAP Solution Manager, 368
Integration platform, 318
Interaction center capabilities, 138, 171
Interactive forms technology, 281
Internal transaction, 122
Inventory Management, 120
Invoice Management, 117
IT infrastructure, 288
IT practice, 44
IT practices, 321
IT scenarios, 321
iView, 298, 334
Eventing, 295

J

J2EE, 333
Java, 333
Java Development Infrastructure, 333
Just-in-time tracking and analysis, 292

K

Knowledge management, 321

L

LDAP, 325
Leave Management and Travel Management feature, 272
Leave Management scenario, 267
Legislation and regulations continue to change rapidly, 234
Life-cycle Management, 323
Lifecycle of customer relations, 129
Lightweight Directory Access Protocol (LDAP), 325

M

Maintain security for your system and data, 275
Manage data about online sales, 136
Management Accounting, 75
Management of internal controls, 79
Manage purchasing contracts, 149
Manager Self-Services (MSS), 57, 100
Manage vendor contracts, 205
Manufacturing Execution, 119
Mapping, 328
Market conditions, 130
Mashup, 218
Master data, 329
Master Data Management, 329
Meeting customer needs more efficiently, 191
Microsoft, 52
Microsoft Excel, 52, 326
Microsoft Office, 317
Microsoft Office environment, 267
Microsoft Outlook, 52, 267
Contact list, 205
Microsoft Windows, 317
Microsoft Word, 52
Mobile data collection technologies, 111
Mobile sales features, 371
Monitor, analyze, and report on your data, 235
Monitoring and tracking sustainability progress, 289
Monitoring segregation of duties, 247
Monthly forecast, 194
Multiple projects, 120
N
New data collection technologies, 187

O
Obtaining data from multiple sources, 291
Office 2003, 268
Office 2007, 268
OLAP, 326
Online analytical processing (OLAP), 326
Online transaction, 158
Open hub services, 235, 327
Open interface, 217
Open solution, 83
Open standard, 45
Open standards, 310, 325
Operational Sourcing, 117
Optimize transportation dollars, 187
Order cycle time reduction, 221
Outbound Logistics, 120
Outsourcing, 58

P
Planning, Budgeting, and Forecasting, 80
PLM, 167
Portal Development Kit, 297
Portals
A window to the functionality of software, 295
Connect employees with systems outside of your walls, 294
Precision reporting of information from your data cubes, 231
Process automation, 58
Process industry, 164
Procurement, 115, 186
Procurement execution, 108
Procurement management, 108
Procurement tool, 150
Product Change Management, 170
Product Costing, 172
Product Data Management, 114
Product Development, 114
Product Development and Collaboration, 170
Product development costs, 165
Product Intelligence, 114, 172
Production planning, 110
Productivity, 58
Product lifecycle process, 163
Product Safety and Stewardship, 288
Project and Resource Management, 172
Project Builder, 168
Project Management tools, 168
Provide real-time inventory updates, 206
Public for accountability, 234
Purchase Order Management, 117
Purchase Requisition Management, 117
Purchasing Governance, 151
Purchasing Management scenario, 269

R
Radio Frequency Identification (RFID), 111, 189, 331
Rate of return, 142
React, monitor, and report on changing conditions and regulations, 251
Receiving, 109
Reduction in number of bank accounts, 85
Reliable data, 52
Report and comply with REACH (Registration, Evaluation, Authorization, and Restriction of Chemicals) regulations, 291
Reporting and Analytics scenario, 269
Repository of services, 43
Requisition, 150
Retrieve information from unstructured sources, 237
Return on investment (ROI), 58, 246
Reuse services in existing business processes, 315
RFID, 111, 331
  Saves money, 190
Risk management, 78, 240
  Definition, 240
  Issues, 244
Roadmap, 336
ROI definition, 53
Role-based access, 54
Role-based approach, 327
Role concept, 54
Rollout tools, 370
Routing data, 109

S
Sales, 64
Sales and Service, 118
Sales features in SAP CRM, 131
Sales Management scenario, 268
Sales Order Management, 118
SAP account representatives, 349
SAP Active Global Support, 361
SAP analytic tools, 94
SAP Application Management services, 354
SAP Auto-ID Infrastructure, 331
SAP Best Practices
  Features, 358
  Prototypes, 346
  SAP implementation, 344
SAP Best Practices for Business Intelligence, 345
SAP Best Practices for Customer Relationship Management, 345
SAP Best Practices for Human Capital Management, 345
SAP Best Practices for Supply Chain Management, 345
SAP Business All-in-One fast-start program, 51, 221
SAP Business ByDesign, 215
SAP BusinessObjects Access Control, 244, 245, 248
SAP BusinessObjects business intelligence tools, 228
SAP BusinessObjects Data Federator, 235
SAP BusinessObjects Data Quality Management, 236
SAP BusinessObjects Edge BI, 197
SAP BusinessObjects Edge BI, 197
SAP BusinessObjects Explorer, 228
SAP BusinessObjects Metadata Management, 237
SAP Business One, 51, 195, 198
  Areas of functionality, 201
  Case study, 220
  Drag and Relate feature, 207
  Operations and Distribution, 205
  Overview, 201
  Solution map, 201
SAP Business Process Outsourcing, 361
SAP Business Suite, 49
  Definition, 38
  Parts of, 125
SAP community, 349
SAP Composite Application Framework (CAF), 257, 334
SAP Configuration, 357
SAP Console, 124
SAP consultants, 350
SAP CRM marketing
  Capabilities, 311, 130
SAP CRM on-demand solution, 140
SAP CRM Sales
  Capabilities, 131
SAP CRM Web Channel
  Capabilities, 134
SAP Custom Development, 361
SAP Customer Relationship Management, 114
SAP Developer Network, 362
SAP Easy Document Management, 174
SAP Education, 361
SAP Employee Self-Service, 103
SAP Environment, Health, and Safety Management, 246, 290
SAP E-Recruiting, 97
SAP ERP, 107
  Data management functions, 107
  Operations, 110
SAP ERP Analytics, 107
SAP ERP Corporate Services, 63
SAP ERP Financials, 62, 73, 76
  Interface with Duet, 267
  Treasury and Risk Management application, 83
SAP ERP Human Capital Management, 63
SAP ERP Operations, 63, 107, 108
SAP ERP Web Channel, 134
SAP E-Sourcing On-Demand, 149
SAP for Public Sector solutions, 234
SAP Global Trade Services, 245
SAP GRC, 245, 246
  Four levels, 243
  Horizontal and vertical solutions, 244
SAP implementation, 346
SAP Integration and Certification Centers, 350
SAP Interactive Forms, 277, 279
SAP Interactive Forms by Adobe, 52
SAP Interactive Forms software by Adobe, 277
SAP’s approach to SOA, 309
SAP leads by example, 283
SAP Manager Self-Service, 103
SAP Manufacturing, 111
SAP MaxAttention, 360
SAP NetWeaver, 42, 317, 318, 339
  componenten, 323
  composition platform, 319
  functions, 318
  Implementation with Solution Manager, 366
  integration, 318
  Mobile function, 45
  Process Integration, 298
  solution map, 321
SAP NetWeaver Application Server, 324, 339
SAP NetWeaver BW, 326
SAP NetWeaver BW Accelerator, 327
SAP NetWeaver Business Warehouse, 325, 336, 337, 339
SAP NetWeaver Business Process Management, 335
SAP NetWeaver Business Rules Management, 335
SAP NetWeaver CE, 335
SAP NetWeaver Composition Environment, 46, 335
SAP NetWeaver Developer Studio, 297, 324, 333
SAP NetWeaver Exchange Infrastructure, 328
SAP NetWeaver Master Data Management, 329
SAP NetWeaver Mobile, 303, 330
SAP NetWeaver Portal, 45, 53, 327, 336, 337, 339
SAP NetWeaver Process Integration, 329
SAP NetWeaver Visual Composer, 334
SAP Operations Support, 359
SAP PLM
  Corporate Services, 171
  Integrated with SAP CRM, 167
  Support from SAP NetWeaver, 167
SAP Product Lifecycle Management, 111
SAP products overview, 33
SAP R/3, 337
SAP Ramp-Up, 361
SAP Safeguarding, 360, 371
SAP Service Marketplace, 362
SAP Service Portfolio, 351
  Building phase, 353
SAP Services, 158
SAP Services Portfolio
  Phases, 351
SAP SME Portfolio
  Definition, 198
SAP Solution Expert Consulting, 357
SAP Solution Implementation Consulting, 357
SAP Solution Manager, 335
  Definition, 365
  Foundation, 367
Index

Functionality, 369
Implementation, 365
Roles, 367
SAP Solution Manager documentation repository, 367
SAP Solution Manager scenarios, 369
SAP Solutions for GRC, 242
SAP SRM, 147, 148
Financial settlement, 151
Solution map, 151
Strategic planning, 151
SAP Standard Support, 360
SAP Supply Chain Management, 177, 179
Collaborative tools, 182
Velocity of response, 180
SAP Technical Implementation, 356
SAP Test Management, 357
SAP user groups, 362
SAP xApp, 258
SAP xApp Analytics, 335
SAP xApp Product Definition, 261
SAP xApps for Mobile Business, 262
Sarbanes-Oxley Act, 241
Saving, reusing, modifying queries, 229
Scenario, 47
Secure Sockets Layer (SSL), 325
Security and Identity Management, 323
Self-service, 55, 98, 299
Employee self-service (ESS), 299
Manager self-service (MSS), 299
Self-service activity, 299
Self-service approach, 229
Self-Service Procurement, 154
Self-service requisitioning, 108
Service, 46, 64, 66
Service and Maintenance Structure Management, 171
Service area of CRM, 133
Service order management, 133
Service-oriented architecture, 43, 255, 256
Definition, 255, 309
Service-oriented architecture (SOA), 46
Service Parts Planning, 185
Services
Planning phase, 352
Services Procurement, 154
Services that correspond to business process parameters, 310
Setting targets for sustainability, 289
Shared responsibility, 182
Shrinkage effect, 178
Single Sign-On, 337
Single Sign-On (SSO), 325
Small and midsize business (SME), 196
Small and midsize enterprises, 57
Small and midsize enterprises (SMEs), 57
SME, 51
SOA, 256, 311
Adoption program, 314
SAP NetWeaver support, 318
SOA adoption program, 347
Features, 348
Phases, 348
SOA Middleware, 323
Solution landscape, 343
Sources of information about SAP, 361
Sourcing, 148
Definition, 148
Strategic process, 153
Specification and Recipe Management, 171
Specifications and recipes, 169
SSL, 325
SSO, 325
Standard software, 40
Straight-through processing (STP), 86
Strategic sourcing, 169
Strategic sourcing process, 152
Streamline and automate operations-related processes, 108
Succession management, 97
Summary display of the leave time, 275
Supplier collaboration, 153
Supplier relationship management, 150
Supplier self-registration, 156
Supply Base Management, 151
Supply chain, 177
  Adaptive, 178
  Network, 183
  Traditional versus adaptive, 179
  Visibility, 180
Supply Chain Execution, 187
Supply Chain Management, 178
Supply Chain Planning, 185
  Features, 185
Supply Chain Visibility, 183
Supply Network Collaboration, 183
Support desk functionality, 370
Support teams collaborating on quotations, 262
Sustainability, 39
Sustainability roadmap, 287
Sustainable Supply Chain, 288
Sustainable Workforce, 288
System access, 52

T

Talent management analytics, 94
Taxes, 203
Team Management scenario, 267
Technical support for deploying solutions, 368
Technology tools for your installation, 356
Telemarketing, 137
Telesales, 137
Third-party system, 45
Tighter integration, 174
Time to market, 58
Tool and Workgroup Integration, 115, 172
Tools that enable collaboration, 303
Total cost of ownership (TCO), 58, 62, 192
Trade Promotion Management, 126
Transparency to comply with financial regulations, 79
Travel Management scenario, 268
Treasury, 75

U

UDDI , 319
Universal Description, Discovery and Integration (UDDI), 319
User interface, 52
User productivity , 322
User Productivity Enablement, 44

V

Value assessment services, 352
Value chain partners, 110
Vendor master files, 86
Vendor Payments, 84
Vertical mandates
  Specific to a wide variety of industries, 243
Viable and quantifiable long-term results, 234
Visibility, 177, 180
Visibility into procurement data, 160
Visualization and Publications, 171
Visual representation of information or query, 232

W

Warehouse and quality control processes, 191
Warehouse Management, 120
Warranty claim processing, 134
Web-based planning and budgeting, 326
Web vDynpro ABAP, 333
Web Dynpro Java, 325, 334
Web Intelligence, 231
Web service, 46
Web Service Description Language (WSDL), 319
Web Service Framework, 332
Index

Web services, 307, 319, 328
  ABAP, 332
  Origin, 308
Web Services Description Language (WSDL), 256
Web service technology, 324
Whistleblower complaints, 79
Work center, 301
Workflow-based alerts, 208
Workforce deployment, 93
Workforce Process Management, 99
Working Capital and Cash Flow Management, 81

Workplace, 53
Work trigger, 53, 54
WSDL, 319

Xcelsius
  Dashboards integrated securely, 232
  Holistic view of key metrics, 232
XML, 319
XML messaging, 328