

EXECUTIVE BRIEF

Enabling efficient and fully digitized business processes between SAP and the external ecosystem

How OpenText Business Network extends integration capabilities for SAP



Single gateway for integrating your SAP ecosystem with external systems



Flexible integration capabilities enable 100% digitization of business processes



Managed Service lowers integration costs and is easy to manage

SAP offers a portfolio of best-in-class applications to support various business processes in organizations. Many processes – such as Order-to-Cash and Procure-to-Pay – rely on exchanging data between SAP applications and external systems. Portal solutions, such as SAP Ariba, and other manual data capture mechanisms can play an important role in facilitating information exchange with suppliers and other business partners, but organizations also need comprehensive system integration capabilities to achieve full digitization and automation of their business processes.

Many supply chain, procurement, finance, and other processes involve close collaboration and information exchange with a large variety of suppliers, customers, and partners. This often requires direct system integrations between the company's SAP applications and a diverse set of partner systems. Connecting these external systems typically adds significant complexity and high amount of work for enterprise integration teams, and for this reason can even result in some information flows being left unaddressed by digital solutions.

To solve this challenge, OpenText Business Network offers an integration solution that acts as a single gateway between a company’s SAP ecosystem and its external trading partners. Delivered as a fully managed service, OpenText’s solution enables high cost-efficiency for managing integrations with external and non-SAP systems, improves visibility into integrated data flows and is easy to manage.

Efficient process automation in SAP requires system integrations to complement others forms of data exchange

Managing business processes that span two or more organizations in SAP requires capturing all relevant information in the system. This can be done in two ways: The data can either be generated by users in the SAP applications, or it can be integrated into them from other systems. User-generated information is typically straight-forward to manage, as the SAP applications offer good support for easing data entry and enable process controls for managing data quality. System integrations, however, can be much more challenging since they involve establishing connectivity and reconciling diverse data structures between applications to enable automated communication. These connections also need to be maintained and monitored on an ongoing basis.

The optimal way to exchange information with partners depends on the nature and scale of the related business activity. Individual and ad-hoc activities, such as purchases of many indirect goods are usually best managed by users, whereas direct integration makes managing repeated and high-volume business transactions much more efficient. The organization’s ability to guide and motivate adoption of specific channels also plays a major role in choosing the right approach, and partner capabilities and preferences should not be overlooked either.

Best way to exchange data with partners depends on characteristics of the relationship

| Portal-based / manual data exchange in SAP (e.g with SAP Ariba) | Automated data exchange via system integration |
|---|--|
| • Partners with low transaction volumes | • Partners with high transaction volumes |
| • Partners with high turnover rate | • Strategic partner relationships |
| • Partners that lack integration capabilities | • Partners requesting direct integration |
| | • Data managed in other (non-SAP) systems |

Key use cases for extending business value of SAP applications with OpenText Business Network

Direct procurement integration

OpenText Business Network provides efficient system integrations that automate connectivity on the supplier’s side on their terms. These direct connections complement the portal-based integration option provided by SAP Ariba and ensure that your most important suppliers stay happy and fully connected. Data from the direct connections can be routed to Ariba or directly to your ERP system, whether S/4HANA, ECC, or any other system.

Order-to-cash digitization and automation

Business Network's comprehensive connectivity options allow you to fully adapt to customer preferences in exchanging data with them. Whether direct system integrations, OCR for automatically processing emails, PDFs and other unstructured data, or leveraging an order app, a customer portal or file collaboration tools, Business Network has the right solution to efficiently digitize and automate your full order-to-cash data exchange.

Corporate-to-bank connectivity

Alongside supporting the various supply chain processes, OpenText also enables treasury and AP/AR managers and other finance professionals involved in processing payments, invoices, and other financial data to enhance the flexibility and agility of the related business processes and data flows. Business Network solutions achieve this by simplifying the way corporations connect with their banking partners across a variety of options from direct corporate-to-bank integrations to the SWIFT network and other connectivity mechanisms, and complementing these with Treasury Management System integrations, payment visibility, and invoicing automation to deliver optimal support for each use case.

Complex application integration

SAP provides packaged integrations not only across the various SAP applications but also for many popular non-SAP business applications. However, sometimes you may need to connect an application that is not supported by prepackaged integration, is challenging to connect, or requires a custom integration flow to achieve the desired business functionality. For these complex integrations, Business Network offers a managed service alternative to in-house integration development that extends your integration capabilities in a way that is cost-efficient, highly scalable, and easy to manage.

Extending in-house SAP integration capabilities with OpenText

Integration tooling provided by SAP is a great fit for moving data between the different SAP applications. However, when these need to be integrated with external trading partner systems or third-party applications, integration requirements become more demanding. To achieve 100% coverage for processing information digitally, additional data capture tooling may also be needed, for example, to enable automated processing of business documents that are delivered by partners using email or other non-structured data formats.

OpenText Business Network supports organizations facing these challenges by providing their in-house SAP integration team with a single gateway for integrating data between the SAP ecosystem and other systems, including support for both structured and unstructured data formats. This way the in-house integration team can fully focus on maximizing the efficiency and business impact of their SAP environment, while OpenText acts as buffer against complexity, standardizing all data exchange with non-SAP and external systems.

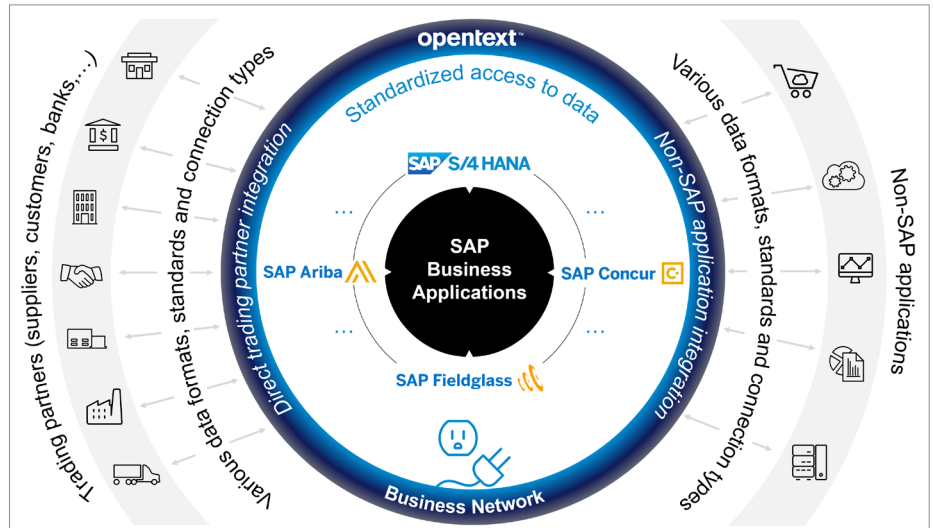
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OpenText provides SAP customers with a single gateway that helps manage complexity of direct integrations between SAP applications and other systems.

Maximize the business value of your SAP investment

As a leading integration services provider, OpenText offers a comprehensive and flexible solution for integrating data between SAP and other systems in a way that best fits each use case. This makes life easier for your IT organization and allows you to maximize the business value delivered by your investments in SAP.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).

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