

OpenText™ DocuLink for SAP® Solutions

Business process views of SAP® and non-SAP content
across multiple systems

From transactions to processes, OpenText DocuLink for SAP Solutions extends your SAP system with a process-oriented and application-spanning view of all business documents and data—across SAP modules, SAP systems, and even content from non-SAP systems. Typical use cases include the customer folder, vendor folder, and legacy decommissioning.

DocuLink for SAP Solutions is an application that provides business process views for easy access to SAP data and business documents in the context of SAP business objects and SAP processes. As an ABAP application, it is completely embedded in the SAP system and user interface. It enables the storage, management, and retrieval of SAP and all other (non-SAP) documents, independent of SAP transactions, modules, or applications. Non-SAP documents can originate from multiple sources, such as host systems, legacy SAP systems, data archiving, or customer-specific applications. Through a Microsoft® Windows® Explorer-like user interface, DocuLink for SAP Solutions gives users an intuitive, document-centric view of business processes. Even occasional users can retrieve content using the easy-to-use and customizable navigation in folder structures.

Leverage Documents Across Disparate Applications

The days of single-application enterprises are long gone. Organizations today deploy a range of enterprise applications. However, organizations often need to reuse the same business content throughout multiple applications, although parts of documents may be isolated to specific applications and functions (such as SAP Business Suite applications, Customer Relationship Management [CRM], or host systems). Document integration into SAP solutions provides a way of sharing business content across applications, allowing organizations to make the most of business content no matter where it resides.

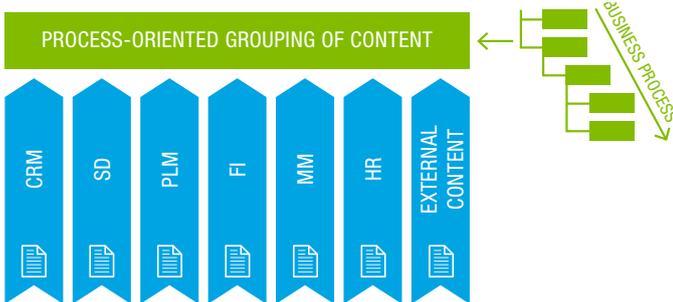
DocuLink for SAP Solutions is certified as an SAP ABAP add-on. It integrates with the SAP NetWeaver® ABAP stack, resulting in low cost of ownership and no training costs. This also means a high integration quality for managing customers' mission-critical business documents. DocuLink for SAP Solutions is integrated into SAP Enterprise Portal, providing a flexible solution for changing business requirements. No additional administration costs for user rights' management are necessary, as access and authorization control is all done inside SAP and of course, SAP authorization profiles are observed.

FEATURES

- *Easy-to-use, customizable navigation in dynamic folder structures*
- *Direct access to documents, data (online and offline) and related transactions*
- *SAP® Module and SAP application spanning*
- *Integrate in GOS (Generic Object Services) for direct access from SAP transactions*
- *Integrate non-SAP documents and data into the SAP environment*
- *Support of the document creation process (check-in, check-out, versioning, status assignment)*
- *Document creation based on templates (contracts, customer correspondence)*
- *Printing, emailing, and downloading of documents and entire dossiers for offline retrieval (with Rendition Server)*
- *Fully web-enabled as iViews in SAP NetWeaver® Portal or as WebUI for custom web applications*
- *Integration of SAP DMS (SAP Document Management System) with scanning to SAP DMS and folder views on SAP DMS data and documents*

Achieve Ultimate Process Transparency in SAP Applications

Business processes change rapidly and do not stop at the borders of a SAP module or system. DocuLink for SAP Solutions collects all business documents and re-sorts them along the business process—mirroring the users' current need for document retrieval. Even occasional users quickly get to the right business document. The navigation scheme can be redesigned rapidly to adapt to business changes. The benefits include ultimate process transparency in SAP systems, immediate productivity increase, and employees who deliver results rather than spend time searching. As well, existing SAP processes are continually enriched by process-oriented document access.



DocuLink provides module and application spanning access

One Single Customer Folder

DocuLink for SAP Solutions consolidates content, allowing cross-departmental or cross-business unit collaboration. For example, operating with “one face to the customer” and providing front-office employees with a complete view of all customer interactions ensures quality customer relations and services—meaning increased revenue. In a call center environment, this folder is seamlessly integrated in the SAP CRM web user interface.

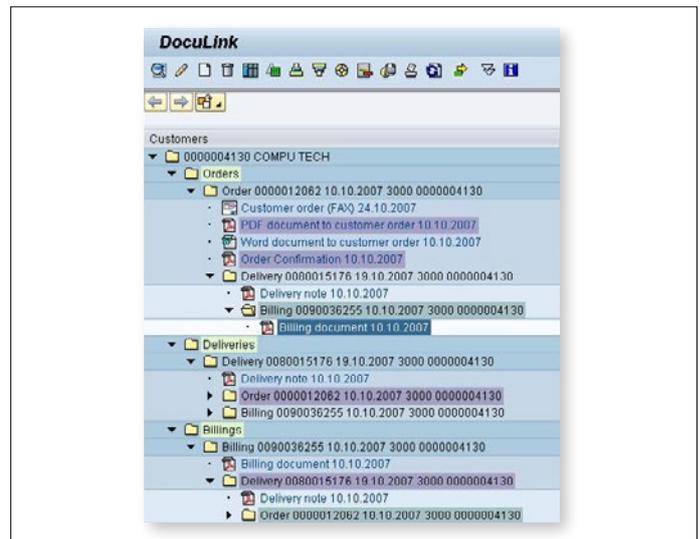
Improve the Effectiveness of Accounts Receivable Processing

The effectiveness of your Accounts Receivable (AR) department and the success of your organization depend on the collection of due payments. Every day that a payment remains outstanding (Days Sales Outstanding), the less likely it is that it will be paid in full. Inefficient collection processes prolong collection time, increase bad debt, and erode your bottom line revenue. Employees

in AR departments need supporting information from multiple sources to reconcile differences with customers. DocuLink for SAP Solutions streamlines the AR process by eliminating the time-consuming need to manually retrieve documents from multiple departments and filing systems, look to coworkers for answers, and wait for information to be sent.

Online and Offline Data in a Single View

With DocuLink for SAP Solutions, you can display archived data alongside the online data from the SAP database; print lists give you an overview of the business information. Business users have a complete view of the document flow, from the original order to final invoicing, and have immediate access to every document, regardless of whether the data has been archived or is online in the SAP database. This process-oriented display of both online and offline data can be easily adapted to your company's unique requirements.



Example of a Customer Folder in DocuLink

One Solution to Support Various Business Scenarios

DocuLink for SAP Solutions supports scenarios such as sales and distribution document flows, financial accounting, and material management. Standard scenarios can be adapted to each customer's requirements without any additional programming.

“The strengths of DocuLink and Document Access are apparent not just in productive use but also in the development of new file solutions. For example, for our colleagues in North America, who were interested in a similar customer file to the one here in Germany, we implemented an initial solution in just a few days and they could work with it immediately. This degree of productivity and flexibility is unheard of in the business solution sector.”

ELMAR KIRCHHOFER, ECM & ARCHIVING ARCHITECT AT LINDE (GERMANY)