

Connecting Enterprise Content to SAP® Business Processes

Improve productivity and mitigate risk with
OpenText™ Extended ECM for SAP® Solutions

As organizations move to standardize and streamline core business processes, they increasingly find the need to interconnect unstructured information with those highly structured operations. OpenText Extended ECM for SAP Solutions can help you meet this challenge.

Why Connect Unstructured Content to Structured Business Processes?

Enterprise applications have transformed large companies and government agencies by streamlining business processes, enabling efficient operations, and managing highly-structured transactional information. Enterprise resource planning, customer relationship management, and supply chain management have proven highly valuable, and, in many ways, are essential to supporting core business processes.

Following this trend, Enterprise Content Management (ECM) has emerged as the next critical piece in the enterprise applications puzzle. A deluge of unstructured information, including email, presentations, contracts, photos, resumes, and much more has forced companies to turn to ECM to help users share, store, archive, collaborate on, and eventually destroy this flood of content. ECM is a valuable and necessary approach for dealing with unstructured content.

However, until now, the worlds of structured business processes and unstructured content have existed in parallel isolation from one another. In almost every customer- or partner-facing process, extensive unstructured information is exchanged. At the moment it arrives or is created, its author and recipient understand its full context and, thus, its importance. But soon that memory fades, and the content, stored haphazardly on desktops, shared drives, or standalone applications, is effectively lost to the organization. Even if an individual recalls its existence and location, there is no connection maintained between the content itself and the context of the business process that made it relevant in the first place.

What is needed to avoid these critical problems is a way to tie unstructured content to the functions of the enterprise—content-enriched business processes that are enhanced not only by the content, but the context in which it was originally created or received.

SOLUTION SUMMARY

OpenText™ Extended ECM for SAP® Solutions extends SAP business applications such as ERP and CRM with comprehensive ECM capabilities, including document management, records management and collaboration.

CHALLENGES

- Bridging the gap between structured information in SAP Business Suite applications and related unstructured information
- Improving the efficiency of content-centric steps in business processes managed within SAP applications
- Gain control over unstructured content across the enterprise

BENEFITS

- Increase process efficiency by making unstructured content easily accessible within the context of SAP business processes and by fostering collaboration
- Achieve a unprecedented level of consistency and control by leveraging SAP data, structures and authorizations for organizing and categorizing unstructured content
- Minimize the risk associated with unstructured content by controlling its complete lifecycle
- Reduce costs by digitizing paper documents, reducing storage requirements, facilitating database backups, and optimizing system performance

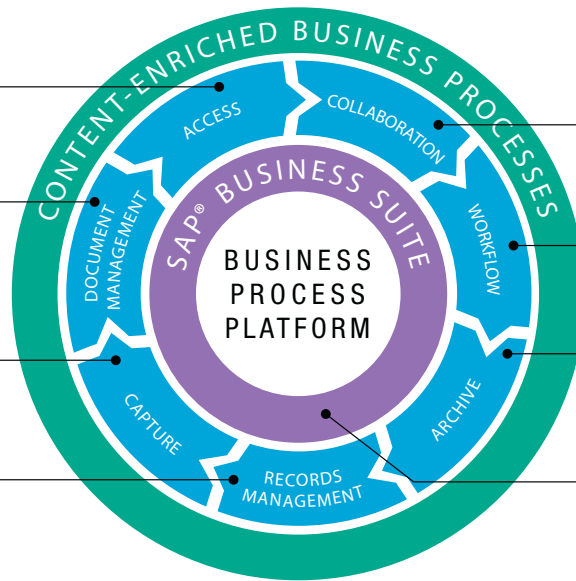
Content-enriched business processes with Extended ECM for SAP Solutions

CONTENT ACCESS TO RETRIEVE CONTENT ASSOCIATED WITH A SAP OBJECT
 STREAMLINE PROCESSES BY EASILY VIEWING RELEVANT CONTENT

DOCUMENT MANAGEMENT FOR VERSION CONTROL, ACCESS RIGHTS
 AVOID VERSIONING ISSUES, MANAGE ACCESS RIGHTS

CAPTURE OF PAPER AND EMAIL DOCUMENTS AUTOMATE PAPER-INTENSIVE PROCESSES BY SCANNING UNSTRUCTURED CONTENT
 AUTOMATE PAPER-INTENSIVE PROCESSES WITH SCANNING UNSTRUCTURED CONTENT

RECORDS MANAGEMENT FOR ENTERPRISE CONTENT RETENTION
 REDUCE COMPLIANCE AND LITIGATION RISK



COLLABORATION WORKSPACES FOR INTERNAL AND EXTERNAL TEAMS
 EFFICIENCIES FROM REAL-TIME COLLABORATION

CONTENT-CENTRIC WORKFLOW FOR DOCUMENT APPROVAL
 EFFICIENCIES FROM AUTOMATING DOCUMENT PROCESSES

ARCHIVE OF DATA AND UNSTRUCTURED CONTENT
 REDUCE IT COSTS BY ARCHIVING DATA

ANY CONTENT CAN BE ASSOCIATED WITH ANY ENTERPRISE RESOURCE PLANNING (ERP) OR CUSTOMER RELATIONSHIP MANAGEMENT (CRM) OBJECT IN SAP USING BUILT-IN INTEGRATION

OpenText™ Extended ECM for SAP® Solutions

To overcome the disconnect between structured processes and unstructured information, SAP and OpenText have developed a groundbreaking solution. Extended ECM for SAP Solutions is integrated with SAP Business Suite software such as the SAP Enterprise Resource Planning (ERP), Supplier Relationship Management (SRM), or Customer Relationship Management (CRM) to provide a cross-application single-source-of-truth content repository. The extensible interface and API connect Extended ECM for SAP Solutions to any SAP business application including SuccessFactors®, or Ariba® and thus enables management of unstructured content in the context of the processes and transactions supported by your enterprise applications.

As shown in figure 1, key functionality includes document management (version control, access control, notifications, approval workflows, and follow-ups); collaboration (with shared workspaces, social activity feeds, email integration), and records management (for managing the full lifecycle of both electronic and physical records) and enterprise archiving (for access to archived information across any storage medium).

With Extended ECM for SAP Solutions, users of SAP software can attach unstructured documents and entire ECM workspaces to transactions in SAP applications, and no longer have to log into multiple applications to find information. Users of non-SAP applications can be given access to SAP information via the Extended ECM for SAP Solutions interface, allowing them to leverage SAP content without extensive training.

Extended ECM for SAP Solutions is also designed to minimize total cost of ownership from the IT perspective. The product is powered by the SAP NetWeaver® technology platform, and uses SAP user management, roles and authorization concepts to minimize administrative overhead.

Improving Productivity –Making Content Accessible

In many environments, business users must log into multiple systems and search them independently for all of the pieces of information relating to a particular transaction. This inefficiency can have huge impacts on organizational responsiveness.

Extended ECM for SAP Solutions improves productivity by providing unified, 360-degree access to structured and unstructured information in a choice of interfaces. Users of SAP software have access in their standard SAP interfaces, making it easier for them to learn and use the full range of Extended ECM for SAP Solutions functionality. Users of Microsoft® software have access to content in Microsoft Windows® Explorer, Microsoft Office®, and Microsoft SharePoint®. You can also extend access to users of SAP content and non-SAP content via the Extended ECM for SAP Solutions web interface, empowering users who need to be part of the overall process, but who don't need (or shouldn't have) direct access to SAP enterprise applications.

To support mobile users, Extended ECM for SAP Solutions can be accessed with tablets and smartphones via the SAP Mobile Portal or SAP Work Manager. Furthermore, file sharing and sync capabilities can be deployed with OpenText™ Tempo™ Box.

Empowering Internal and External Teams –Collaboration Tools

Business processes can run across departments, divisions, regions, and even between different organizations outside their boundaries. Extended ECM for SAP Solutions allows you to include all appropriate stakeholders, both within and outside of the organization, in collaborative processes.

For internal projects, Extended ECM for SAP Solutions enables team collaboration with features such as project team workspaces, discussion forums, collaborative approval workflows, tasks, and follow-ups.

For projects including external stakeholders, Extended ECM for SAP Solutions expands that capability, allowing you to set up a secure extranet environment and workspaces in which to share documents. Because the interface is web-based, all your partners need is a browser, their user name, and password to be integrated into your processes. Leveraging state-of-the-art file sharing and sync capabilities in TempoBox, internal and external users can collaborate on mobile devices and record the results in the enterprise repository without duplicates or copying.

Applying Structure and Achieve Consistency – Leverage SAP Information

Organizations have heavily invested in SAP business solutions to manage an control master data, transactional data, and organizational information. On the other side document management and ECM solutions have a huge demand to associate high-quality and consistent metadata to documents and content to give content its business content, improve search or automate content processing.

Extended ECM for SAP Solutions let organizations leverage their investment in SAP. All SAP data such as master data or transactional data, business structures such as project hierarchies or bill of materials, roles and authorizations can be synchronized from SAP to ECM. Thus organizations can achieve a completely new level of consistency, transparency and control for their unstructured content. ECM users can search and navigate content structures based on the business logic defined in SAP.

Reducing Legal Risk –Managing Corporate Records

The exponential growth of unmanaged, unstructured content is a growing regulatory and legal risk for many organizations. If you don't know where your unstructured content is, who has access to it, if it still has value, or whether it should be destroyed—these uncertainties poses a tangible risk to your organization. Valuable content might not be fully leveraged, the wrong people may have access to it, or it may be lost in a disaster. Obsolete content may be kept unnecessarily, driving up storage costs and becoming discoverable in the case of litigation. Auditable content control and retention is also necessary to comply with various regulations.

Extended ECM for SAP Solutions mitigates these risks by applying records management classifications to all unstructured content, whether it is added by users working in the ECM interface or in native SAP interfaces, to control its entire lifecycle from creation through archival to destruction. It can be configured to apply records management classifications to documents automatically, eliminating the need for users to classify documents manually and helping ensure that the classifications are performed consistently and accurately. This records management function is certified to be compliant with the U.S. Department of Defense 5015.2 regulation on records management.

Reducing Storage Costs –Digitizing Paper Processes

You can achieve even greater cost reductions by digitizing paper files and integrating the content of those documents into core business processes. By digitizing paper, the cost of physical storage space can be eliminated and the content is made available to all users electronically at the same time.

Extended ECM for SAP Solutions supports the digitization of paper by scanning documents directly into the SAP business process. This allows you to connect a scanning device and release digitized versions of paper documents into the central ECM repository, where they can be controlled and used more effectively. The function also supports barcode recognition, enabling quick input of paper-based information.

Reducing IT Operating Costs –Archiving Data and Content

Another very expensive challenge for IT organizations is managing the huge volumes of information (both structured and unstructured) being generated daily by their employees, partners or customers. Extended ECM for SAP Solutions includes archiving functionality that allows you to offload data and documents from your production SAP databases into an archive.

This archiving compresses the content, eliminates content duplicates, and abstracts storage management. This way, you can leverage low-cost storage devices while continuing to make archived content accessible to end users. The result is that content storage costs are significantly reduced, production database backup times are minimized, and production system performance is optimized.

Finally, if you are planning to upgrade your SAP applications or decommission an old one, you can use the archiving functionality of Extended ECM for SAP Solutions to archive data and documents from your production SAP database before you upgrade. This minimizes system downtime during the upgrade, minimizes the size of the upgraded database, and optimizes the storage requirements and performance of the upgraded system. Extended ECM for SAP Solutions is certified for the SAP NetWeaver® Information Lifecycle Management component and is the preferred archiving solution to complement that data extraction method.

Rapid Deployment with Predefined Solution Accelerators

To accelerate the roll out of business solutions OpenText provides configuration packages that save costs and minimize implementation risks. Available solution accelerators cover the integrations of Extended ECM for SAP Solutions into SAP SuccessFactors, SAP Environment Health and Safety (EHS) solution, SAP Work Manager, or SAP Plant Maintenance. These and many other solution accelerators together with their corresponding documentation are available for download from the OpenText™ Knowledge Center.

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