

# The Insiders' Guide to Finding the Right Solution for Your SAP Deployment

## Solution Extensions from SAP



**Lenore Johnson**  
Senior Director,  
Global Ecosystem  
and Channel  
Marketing  
SAP

Companies looking to evolve their SAP deployments to address new business needs or improve current business processes have a number of options. For some companies, the identification, evaluation, purchase, and deployment of a new solution can become an overly complex process, tying up valuable business and IT resources. To simplify this process, SAP has selected key third-party solutions ideal for SAP landscapes.

Whether you need to optimize your IT production environment or supply chain or grow internal talent or profit

margins, solution extensions from SAP include the same level of product quality and commitment you expect from SAP. Since these solution extensions are integrated with SAP solutions and key business processes (see sidebar below), you can build on your current IT investment to create even more competitive, compelling, and holistic solutions.

### The Many Advantages of Solution Extensions

Currently, over 45 solution extensions are available from innovative, third-party providers (see **Figure 1** on the next page). These solutions cover a range of business needs: SAP customers in any industry can assemble a tailor-made offering to address their key pain points, resulting in ongoing cost savings and a positive ROI within three to six months.


## The Top 7 Benefits of Solution Extensions from SAP

The benefits of solution extensions are broadly applicable across the SAP customer base, and include:

1. Testing to ensure that they meet stringent SAP product standards, including usability, security, and functional correctness
2. Premium solution qualification to ensure seamless integration within SAP landscapes
3. Training, maintenance, and support provided through SAP to reduce complexity and costs
4. A standardized approach to managing the systems environment across all phases of the technology's life, from implementation and testing, to maintenance and operations, to monitoring, optimizing, and upgrading
5. State-of-the-art tools, techniques, content, and best practices assist in identifying risks and providing faster time-to-issue resolution, ensuring that you meet the service-level objectives for the business
6. The ability to better manage administrative overhead costs associated with maintaining multiple vendor relationships
7. SAP roadmap integration ensures a future migration path that promises alignment with future SAP direction and IT investments

# The Solution Extension Primer

FIGURE 1 ▼ SAP’s solution extensions provide tools for companies in a variety of industries and integrate with many key SAP components

PLM	MFG/OPS	ERP	CRM	HCM	SCM	GRC	
SAP Interactive Forms by Adobe; SAP Acrobat Connect Professional applications by Adobe							Office of the CIO
SAP Enterprise Modeling, SAP Process Performance Management by IDS Scheer							
SAP Extended Diagnostics by CA Wily							
SAP Productivity Pak by ANCILE							
SAP User Experience Management by Knoa							
SAP Application Visualization by iRise							
SAP Central Process Scheduling by Redwood							
SAP LoadRunner by HP; SAP Quality Center by HP							
SAP Extended ECM, SAP Document Access, SAP Archiving by OpenText							
SAP Document Presentment by OpenText							
SAP Employee File Management by OpenText							
SAP Digital Asset Management by OpenText							
SAP Travel Receipts Management by OpenText							
SAP Information Interchange by Crossgate; SAP E-Invoicing for Compliance by Crossgate							
SAP Data Maintenance for ERP by Vistex							
SAP Supply Chain Response Management by ICON-SCM							
SAP Enterprise Inventory Optimization by SmartOps							
SAP Waste and Recycling applications by Prologa							
SAP Invoice Management by OpenText							
SAP Intelligence Analysis for Public Sector by Palantir							
SAP Paybacks and Chargebacks; SAP Incentive Administration by Vistex							
SAP Price and Margin Management by Vendavo							
SAP Workforce Scheduling and Optimization by ClickSoftware							
SAP Talent Visualization by Nakisa; SAP Organizational Visualization by Nakisa							
							
Office of the CFO							
Buying Centers							

Let’s dive into some of the key benefits of these solution extensions. SAP tests, validates, approves, and supports these solutions to ensure that they meet the same standards of quality, commitment, and support that our customers expect from SAP. SAP also reviews and certifies each solution extension to make certain that each will integrate with SAP systems to accelerate both implementation time and time to value. Proven compliance with SAP product standards ensures that these solutions are the best offerings for your business and IT environments today, and that they are built into the SAP technology roadmap so you are assured of a solid return on your investment.

Even though these solution extensions were created by third parties, SAP customers still work with a single point of contact: SAP.

## Which Solution Extension Is Right for My Organization?

With so many solution extensions available, it can seem daunting to figure out which one will best fit your company’s needs. That’s why we’ve broken the solution extensions down into four categories:

- Sales, marketing, and customer service
- Supply chain and procurement
- Finance and human resources
- IT

Currently, there are over 45 solution extensions available from innovative, third-party providers. These solutions cover a range of business needs; SAP customers in any industry can assemble a tailor-made offering to address their key pain points.

This special solution extension primer will further explore each category, and will offer examples of how solution extensions support each. Armed with these examples, your organization can decide which solution extensions will best help it meet its goals and increase productivity.

For more information on these solution extensions, and to see a demo of some of them in action, visit [www.sap.com/solutions/solutionextensions/demos](http://www.sap.com/solutions/solutionextensions/demos). For customer case studies, visit [www.sap.com/solutions/solutionextensions/customers/index.epx](http://www.sap.com/solutions/solutionextensions/customers/index.epx). For additional information on individual solution extensions, search on the solution name at <http://ecohub.sap.com/>. ■

# Engage and Retain Customers

Solutions to Optimize the Sales, Marketing, and Service Organizations



**Rebecca Newell**  
Director, Global  
Ecosystem and  
Channel  
Marketing  
SAP

A company is nothing without its customers, so improving customer engagements should be a top business goal for any organization. That's why SAP provides several solution extensions that can help companies make every customer-facing engagement a sales opportunity. Here we'll look at several examples of such solutions.

## Manage Chargebacks and Paybacks

To remain competitive, manufacturers often offer pricing promotions. For distributors, this might mean selling products for less than they paid for them and using chargebacks to recover the difference. Many companies still manage these chargebacks with outdated legacy applications or manual tools; this can lead to processing delays and errors, missed opportunities to file claims, and lengthy claims disputes.

Instead, companies need an efficient, highly automated tool that integrates seamlessly into the SAP software environment to provide robust administration, analysis, and reporting capabilities. With the **SAP Paybacks and Chargebacks application by Vistex**, users can accurately file all chargeback claims in a timely fashion, eliminate drawn-out dispute cycles, promptly collect payments, and redeploy staff members who have been bogged down in manual processes into positions that add value to the company.

## Deploy Sales Incentive Programs

Even companies with a strong, motivated sales force should consider the benefits of a proper incentive program. The **SAP Incentive Administration application by Vistex** supports a variety of such incentive programs, allowing companies to set sales targets and quotas and monitor results. The application integrates with SAP environments to provide administration, analysis, and reporting capabilities. This application also lets managers see what accounts each sales team member was most successful in closing, helping them assign members the accounts to which they are most suited.

## Automate the Pricing Process

Companies should also be able to easily set customer-specific pricing strategies, optimize price negotiations, and institutionalize value-based selling practices. The **SAP Price and Margin Management application by Vendavo** helps companies make pricing decisions that maximize volume, profitability, and customer satisfaction. The tool provides detailed pricing information and access to pricing and profitability data through high-performance in-memory technology.

## Increase Customer Satisfaction and Retention

To increase customer satisfaction with efficient billing, targeted communications, and personalized correspondence, companies can use the **SAP Document Presentment application by OpenText**, which fully automates the generation and personalization of documents and enables communications from multiple enterprise applications to multiple channels. The application also helps companies reduce document processing costs by providing optimized, high-volume document processing and printing capabilities.

## Better Serve Your Customers

Effective customer service processes are critical to customer retention, so it's crucial to maximize the time field technicians spend working on customer problems. The **SAP Workforce Scheduling and Optimization application by ClickSoftware** helps you build an efficient field service or enterprise asset management operation with capabilities like demand forecasting, capacity and resource planning, and scheduling.

The **SAP Extended Enterprise Content Management application by OpenText** integrates with the SAP Business Suite to provide companies with a 360-degree view of customer information. This access allows companies to reduce the time it takes for the representative to access customer details, enabling them to more efficiently serve customers.

## Learn More

For more information, visit [www.sap.com/solutions/solutionextensions](http://www.sap.com/solutions/solutionextensions) and click the "Sales & Marketing" tab. ■

# Meet Customer Demands and Capture Market Share

Solutions to Optimize Inventory and Procurement Processes



**Rebecca Newell**  
Director, Global  
Ecosystem and  
Channel Marketing  
SAP

**M**anufacturers are under tremendous pressure to meet rising customer expectations for product availability, reduce supply chain costs, outperform competitors, and capture market share. At the same time, globalization is increasing supply chain complexity, and fragmented markets and product lines foster higher demand uncertainty. To combat these challenges and meet (or exceed) demands, SAP provides several solution extensions for manufacturers that are ready to optimize their inventory and procurement practices.

## Better Manage Inventory and Cash Flow

In today's markets, supply chains have grown more complex and demand uncertainty has increased. It doesn't help that many companies operate in disconnected IT environments in which functional units tend to make isolated decisions based on inconsistent data. In such environments, forecasts are consistently inaccurate, making it difficult at best to respond effectively to demand fluctuations. Leveraging data contained within SAP software systems, the **SAP Enterprise Inventory Optimization application by SmartOps** provides analytics capabilities that sense changes in demand, supply, and network alignment — and responds by providing dynamic, optimal inventory positioning. This solution provides a comprehensive, enterprise-scale process for optimizing, managing, and monitoring inventory stocking levels for finished products and raw material components at all stocking locations, in a multi-tier distribution or manufacturing supply chain.

## Optimize Up-to-the-Minute Changes in Demand and Supply

To optimize supply chain costs and meet customer commitments, companies need to be able to react quickly to demand and supply changes and make the most of available supply levels. To that end, the **SAP Supply Chain**

**Response Management application by ICON-SCM** provides demand-driven planning functionality, functionality that allows users to run supply chain scenarios to validate potential opportunities, and what-if analysis functionality that allows users to evaluate alternative approaches to changes in supply and demand.

## Simplify Business Partner Integration

The key to establishing effective business-to-business (B2B) collaboration lies in improving how trading partners are integrated into a company's business processes — and how they share data. The **SAP Information Interchange application by Crossgate** provides B2B organizations with a turnkey content engine, combined with a package of partner profiles, that allows companies to securely exchange purchase orders, forecasts, invoices, delivery notes, and other documents electronically from their SAP applications. This application also allows a business to efficiently establish a connection with a partner, just once, for all processes that they will engage in with them.

## Improve Supplier Relationships

To realize the benefits of optimization and automation, you need to involve suppliers in your accounts payable strategy. The **SAP Invoice Management application by OpenText**, which integrates with the **SAP Information Interchange application by Crossgate** and the **SAP E-Invoicing for Compliance application by Crossgate**, provides such integration into the overall invoice receipt, process, approval, and payment process. With tight supplier integration, you can reduce the invoice process and approval cycle time, gaining early-payment discounts and improving cash flow for your supplier. You can reduce the delays associated with manual resolution of invoices and improve your relationship with your supplier by providing transparency and fast resolution to problems.

## Learn More

For more information, visit [www.sap.com/solutions/solutionextensions](http://www.sap.com/solutions/solutionextensions) and click the "Operations" tab. ■

# Improve Employee Productivity

Solutions to Optimize and Automate HR and Financial Processes



**Bil Khan**  
Director, Global  
Ecosystem and  
Channel Marketing  
SAP

**E**mployees working at their full potential are critical to a thriving business. But there are always employees who have to spend valuable time managing manual processes, or those who may have raw talent, but have never received proper training. To empower higher business user productivity, SAP has several solution extensions aimed at helping companies better manage their workforce and automate manual processes. Let's look at a few of them.

## Make Sure Employees Know Who to Work With

With an increasingly diverse, global, and mobile workforce, companies are finding it challenging to foster employee engagement, collaboration, and innovation. Often, people simply don't know who does what in the company or who to go to when it's time to collaborate. The **SAP Organizational Visualization application by Nakisa** uses data from SAP ERP Human Capital Management (SAP ERP HCM) to create organization charts that make it easy to see how each piece of the workforce interacts. This application also helps companies maintain SAP ERP HCM as the single source of truth by enabling users to upkeep their own HR data.

## Quickly Find and Develop the Right Talent

To ensure consistent operational success, companies need to make sure that they not only have the right talent in place now, but are growing it to take over in the future. The **SAP Talent Visualization application by Nakisa** enables companies to build and maintain a workforce that drives sustainable business performance. The application integrates with SAP ERP HCM to enable strategic talent initiatives for competency management, career development, and succession planning. HR organizations can use this tool to define skills and competency requirements for all roles across the enterprise, foster employee engagement and retention with career planning and training capabilities, and

access advanced match-and-comparison capabilities to make sure that the right talent is filling the right roles.

## Provide 360-Degree Access to Workforce Data

Many HR departments struggle to manage the sheer volume of their workforce records. The **SAP Employee File Management application by OpenText** lets HR create complete digital records of personnel documents with capabilities that collect employee documents and master data and eliminate paper files using scanning and image-capture functions. This also helps HR comply with complex legal requirements for data retention and security. HR staffs can therefore process personnel tasks faster with fewer errors.

## Streamline Travel Expense Management

Paper-based travel expense management processes are time-consuming, error-prone, and inefficient. The **SAP Travel Receipts Management application by OpenText**, which works with the SAP Travel Management application within SAP ERP, simplifies the process by importing electronic receipts from faxes, emails, and mobile devices, storing these receipts in personal folders, uploading the data to an appropriate repository in SAP ERP, and automatically linking the expenses for preapproved trips to the correct expense report.

## Streamline the Invoice Management Process

Much of an accounts payable (AP) department's time is spent on manual processes and resolution efforts. The **SAP Invoice Management application by OpenText** automates much of this process, routing problems for resolution and providing an easy way to submit and check invoices and purchase orders. Additionally, integration between this application and the **SAP Information Interchange by Crossgate** enables the transition of incoming invoices to an electronic format and eliminates the need for paper-based invoice processes.

## Learn More

To learn more, click the "Finance and Human Resources" tab at [www.sap.com/solutions/solutionextensions](http://www.sap.com/solutions/solutionextensions). ■



# Get the Most Out of Your IT Department

Solutions to Improve Key Business Processes Across the Application Life Cycle



**Kishore Bhamidipati**  
Director, Global Ecosystem and Partner Marketing  
SAP

IT departments are often challenged to increase profitability and efficiency, provide responsive, efficient service, and ensure compliance with government regulations. Of course, there are many challenges, like dealing with outdated document management and disconnected applications. To help, SAP offers several solution extensions that support the IT department's optimization goals.

## Make Sure Your Business Processes Are Supported by Up-to-Date Information

Information does a company very little good if it is sitting on a cluttered desktop. For companies to succeed, they need to make sure that the information contained in a multitude of sources — paper and scanned documents, emails, and faxes, for instance — can be integrated into the business processes that they support.

To help, **SAP Interactive Forms software by Adobe** simplifies and standardizes how companies use and manage electronic forms and documents within their business processes by providing an end-to-end, seamless integration of these forms into the business processes that they support.

In addition, the **SAP Extended Enterprise Content Management application by OpenText**, which integrates with the SAP Business Suite and SAP ERP, provides records management, document management, and document access and archiving functionality. This allows companies to connect unstructured information into their structured operations and business processes.

## Application Lifecycle Management

SAP knows that IT activities like upgrades, adding modules, and new implementations are part of the life cycle of any on-premise SAP application. To help make this process as smooth and undistruptive as possible, SAP offers several solution extensions to help navigate through these tasks. These

solutions span all phases of application lifecycle management (ALM) — requirements gathering, design, build and test, deploy, operate, and optimize. These include:

1. **The SAP Application Visualization platform by iRise** lets organizations quickly create a working preview of the solution before implementation.
2. **The SAP Enterprise Modeling applications by IDS Scheer** enable customers to model their business, enterprise, and information architectures.
3. **The SAP Productivity Pak application by ANCILE** lets a customer create a collaborative partnership among end users, content authors, and training administrators.
4. **The SAP Quality Center application by HP** offers a fast, reliable way to test a new application.
5. **The SAP LoadRunner application by HP** allows organizations to test an application's scalability in a quality assurance lab.
6. **The SAP Archiving application by OpenText** helps offload old data from an SAP system, thus reducing the application database's size.
7. **The SAP User Experience Management application by Knoa** gives an organization the data needed to optimize the performance of the company's SAP software.
8. **The SAP Extended Diagnostics application by CA Wily** helps customers eliminate unplanned outages, manage service levels, optimize resources, and lower the costs associated with maintaining web applications.
9. **The SAP Process Performance Management application by IDS Scheer** enables process measurement, monitoring, and analysis of current business processes.
10. **The SAP Central Process Scheduling application by Redwood** enables management and automation of business processes across SAP and non-SAP environments.

## Learn More

To learn more, click the "Business Intelligence and IT" tab at [www.sap.com/solutions/solutionextensions](http://www.sap.com/solutions/solutionextensions). ■