

Business Suite Analytics Foundation

Overview Operational Analytics Content

Products & Solutions / Continuous Innovation / Foundation

August 2011

Overview Operational Analytics

Available Content with Business Suite 7 Innovations 2011 per Application Area

Products & Solutions / Continuous Innovation / Foundation / Business Suite Analytics
August 2011

ERP Financials

Human Capital Management

ERP Sales & Distribution

**ERP Logistics Materials
Management**

**IS Healthcare - Country Version
China**

Supplier Network Collaboration

Supplier Relationship Management

Master Data Governance

Process Orchestration

**IS Oil & Gas - SAP Upstream
Operations Management**

Operational Analytics Content in ERP Financials



Target Roles

- ▶ G/L Accountant
- ▶ A/P A/R A/A Accountant
- ▶ Corporate controllers

Analysis Report Areas

- ▶ General Ledger
- ▶ Financial Operation
- ▶ Product Cost

Business Questions

- ▶ What is the debit/credit/balance amount of G/L accounts? Can I have a look at the line item details?
- ▶ How about the customer balances?
- ▶ What's the customer payment history by company code and customer? What about the cash discount?
- ▶ How about the vendor balances?
- ▶ Acquisition, depreciation, retirement, transfer, book value....for every single asset
- ▶ How many new asset records are created for a given time frame?
- ▶ How timely, relative to the due date or discount was the invoice paid?
- ▶ How product cost split into cost components? What's the itemization of product cost?
- ▶ Can I drilldown sales quantity and net sales into dimensions like product and customer?
- ▶ How can I get the actual material cost and overhead cost by cost centers?
- ▶ How about the overview status of my closing activities?
- ▶ ...

Key Metrics

- ▶ Account Balance
- ▶ Debit/Credit Amount
- ▶ Acquisition
- ▶ Depreciation for year
- ▶ Actual Costs
- ▶ Planned Costs
- ▶ Net Sales
- ▶ Cash Discount Amount
- ▶ ...

Dimensions

- ▶ Company Code
- ▶ Controlling Area
- ▶ Profit Center
- ▶ Cost Center
- ▶ Business Area
- ▶ G/L Account
- ▶ Fiscal Year / Period
- ▶ Segment
- ▶ ...

Operational Analytics Content in Human Capital Management



Target Roles

- ▶ HR Business Partner, Manager
- ▶ Talent Management Specialist
- ▶ Course Administrator
- ▶ Recruiter, Hiring Manager

Analysis Report Areas

- ▶ Time Management, Performance & Compensation
- ▶ Personnel Administration
- ▶ Learning Solution
- ▶ E-Recruiting

Business Questions

- ▶ Vacation days taken in the Organization?
- ▶ Overtime & Illness for specific target groups comparing to others?
- ▶ How is current status and progress in the Performance Management?
- ▶ How is current status progress for Compensation Management?
- ▶ Headcount and FTEs in the Organization, location, area etc.?
- ▶ Did we hire the best people? Quality of Hire?
- ▶ Org. changes, promotions and lateral moves in the organization?
- ▶ Check the compliance of our workforce – minimize the risks to loose operating licenses.
- ▶ Check if mandatory courses have really been taken by the employees.
- ▶ Number of incoming applications per posting channel?
- ▶ How many hires did we have per posting channel?
- ▶ What is the time to hire, time to fill and the acceptance rate?
- ▶ Number of Requisitions, Postings, Candidates in the pool?
- ▶ Posting channel efficiency?
- ▶ Number of offers, rejections, interviews etc. ?
- ▶ ...

Key Metrics

- ▶ Number of overtime hours, absence days, attendance days, actual time in days/hours
- ▶ Number of documents per status in Performance Management
- ▶ Number of completed OrgUnits in Compensation Management
- ▶ Number of employees and FTEs
- ▶ Number of employees concerning performance and potential
- ▶ Number of actions
- ▶ Number of compliant and non-compliant employees
- ▶ Number of applications, requisitions, postings, candidates, activities, ...
- ▶ Time to hire, time to fill
- ▶ ...

Dimensions

- ▶ Organizational Unit
- ▶ Personnel Area
- ▶ Personnel Subarea
- ▶ Company code
- ▶ Employee group
- ▶ Employee subgroup
- ▶ Qualification categories
- ▶ Job architecture, functional area, job family
- ▶ Company, Branch
- ▶ Time period
- ▶ ...

Operational Analytics Content in ERP Sales & Distribution



Target Roles

- ▶ Sales Manager
- ▶ Internal Sales Representative

Analysis Report Areas

- ▶ Sales Documents e.g. Quotations, Sales Orders
- ▶ Deliveries
- ▶ Billing Documents e.g. Invoices, Credit- and Debit Memos

Business Questions

- ▶ What is the proportion of Quotations that have been converted into Sales Orders?
- ▶ What is the proportion of Items with the status Accepted, Rejected, Open, and Expired?
- ▶ What are my top Quotations and Orders?
- ▶ How many open Orders are in the system? What is the value?
- ▶ How many Order Items have been Confirmed, Delivered and Billed? What is the value?
- ▶ How is the Fulfillment Rate of Sales Orders?
- ▶ What are my Top 10 materials based on Incoming Orders?
- ▶ How is the Sales Volume Increase/Decrease per Business Partner over a time period?
- ▶ Who are my Top 10 Customers?
- ▶ What are my Sales Revenue Values from the last 12 Months?
- ▶ ...

Key Metrics

- ▶ Net Value of Quotation / Order Items
- ▶ Net Value of Open Quotation / Order Items
- ▶ Net Value of accepted, rejected and expired Quotation Items
- ▶ Quotation Success Rate for Net Value
- ▶ Number of Quotation / Order Items
- ▶ Number of accepted Quotation Items
- ▶ Number of Return Order Items
- ▶ Net Value of Delivered and Billed items
- ▶ ...

Dimensions

- ▶ Sold-To Party
- ▶ Sales Area, Sales Organization
- ▶ Product ID
- ▶ Time Period (Day, Week, Month, Quarter, Year)
- ▶ Employee Responsible
- ▶ ...

Operational Analytics Content in ERP Logistics Materials Management



Target Roles

- ▶ Buyer / Purchaser

Analysis Report Areas

- ▶ Purchasing Analysis
- ▶ Inventory Analysis

Business Questions

- ▶ What is the total value of the orders placed by a certain purchasing group?
- ▶ What is the distribution of purchasing activities per purchasing group
- ▶ How many POs were placed with a certain vendor, and what was the total value of these orders ?
- ▶ How much material has been ordered from a certain vendor?
- ▶ What is the Vendor performance by product?
- ▶ What is the Vendors performance on service with respect to the requested delivery date and confirmed delivery date on the level of the purchase orders.
- ▶ What level of expenditure has been incurred in the procurement of a certain material in a certain plant or in total ?
- ▶ Overview of materials, grouped by material group, for which a goods receipt/issue has not yet taken place
- ▶ What is the total stock overview of stock value and quantity,
- ▶ What is the average valuated stock is consumed (total issue value / valuated stock with average aggregation)
- ▶ What is the a total stock overview of the value of the blocked stock.

Key Metrics

- ▶ Net Value of Order Items
- ▶ Net value of Order per vendor
- ▶ Vendor score / Criteria based core
- ▶ Net value of stock
- ▶ Net Quality of Stock
- ▶ Net quantity in stock
- ▶ Total consumed valuated stock
- ▶

Dimensions

- ▶ Time Period (Day, Week, Month, Quarter, Year)
- ▶ Vendor
- ▶ Material
- ▶ Purchase Organization
- ▶ Purchasing Group
- ▶ Material Group
- ▶ PO Number

Operational Analytics Content in Supplier Network Collaboration



Target Roles

- ▶ Customer User
- ▶ Supplier User

Analysis Report Areas

- ▶ Supply-Base Performance Analysis (based on data extraction)
- ▶ Direct Performance Analysis (ad hoc)

Business Questions

- ▶ What are the percentage rating of the top 10 suppliers ?
- ▶ What is the supplier percentage rating by product?
- ▶ What are my Top 10 products based on ASN accuracy?
- ▶ What are my Top 10 products based on PO(conf) vs ASN?
- ▶ What are my Top 10 products based on Release(conf) vs ASN?
- ▶ What is the Supplier performance percentage based on requested date (or confirmed date) vs. shipping date
- ▶ What is the Supplier performance percentage based on requested quantity (or confirmed quantity) vs. shipping quantity

Key Metrics

Percentage / score rating based on:

- ▶ **Accuracy of the ASN:** Product / Ship-to location / Quantity in ASN vs Requested QTY
- ▶ **On-time delivery:** ASN item qty categorized as On-Time, Early, Late, Over, Overdue
- ▶ **Shipping discrepancy:** ASN qty vs Goods Receipt qty
- ▶ **Accuracy of supplier confirmation data:** Confirmed qty in PO/REL vs ASN qty (time window)

Dimensions

- ▶ Time Period: Month
- ▶ Supplier
- ▶ Customer
- ▶ Ship-To Location
- ▶ Ship-From Location
- ▶ Product
- ▶ PO Nr
- ▶ Asn Nr.
- ▶ Release Nr.

Operational Analytics Content in Supplier Relationship Management



Target Roles

- ▶ Strategic Purchaser
- ▶ Operational Purchaser

Analysis Report Areas

- ▶ Purchasing Documents e.g. RFx, Shopping Carts
- ▶ Procurement Efficiency

Business Questions

- ▶ How to arrive at the requirement work list for sourcing?
- ▶ Who are the Active suppliers in RFx ?

Key Metrics

- ▶ Number of RFx Items
- ▶ Number of accepted Rfx Response items
- ▶ Number of contract line items
- ▶ Number of Shopping carts for sourcing
- ▶ Delivery date, purchasing organization of the Shopping carts for sourcing

Dimensions

- ▶ Organizational Unit
- ▶ Purchasing Group
- ▶ Product Category
- ▶ Time Period (Day, Week, Month, Year)
- ▶ Supplier

Operational Analytics Content in Master Data Governance



Target Roles

- ▶ Master Data Steward
- ▶ Master data Expert

Analysis Report Areas

- ▶ Master Data Governance

Business Questions

- ▶ Support E2E process, provide process visibility
- ▶ Allows Customers to monitor and optimize MDG process and their performance
- ▶ Identify gaps and bottlenecks in the quality of the improvement of the tasks
- ▶ Customers want to detect peak/low times in the MDG processes.
- ▶ Statistics/analytics on change requests total number, pending, errors, rejected
- ▶ Processing time analytics and comparison to SLA
- ▶ Due Date compliance for Change Requests
- ▶ Duration of requests by scenario (change request type) Identify long/short running change requests
- ▶ Analysis for reasons of errors and rejections
- ▶ Identify and analysis of bottlenecks for the overall process based on the above mentioned information

Key Metrics

- ▶ Average process time per change request type
- ▶ Total Amount of change request for a certain time frame
- ▶ Amount of change request which violated the service level agreement
- ▶ Amount of change request with due time over
- ▶ Amount of change request type in process
- ▶ Amount of change request types final approved
- ▶ Amount of change request types final rejected
- ▶ Amount of change request type no KPI's defined

Dimensions

- ▶ Change request type
- ▶ Year, month, quarterly, week
- ▶ Priority of Change Request

Operational Analytics Content in Process Orchestration



Target Roles

- ▶ Business Process Experts
- ▶ Business Users
- ▶ Area Managers

Analysis Report Areas

- ▶ Business Process Performance Management

Business Questions

- ▶ What are (average/maximum/minimum) **cycle times** and **lead times** of an (end-to-end) process?
- ▶ How **often** the activity took place after/before certain activity took place ?
- ▶ **Comparison** of cycle times, lead times and activity counts between different process instances aggregated on different parameters like organizations
- ▶ Identification of processes where threshold for the defined KPIs are met
- ▶ Process analysis: sequence of processing, users involved, tasks executed
- ▶ How does this relate to my existing BI content for slice & dice?

Key Metrics

- ▶ Numbers of activities occurred in a process
- ▶ Lead Times / Cycle times of processes / between activities
- ▶ Categorization according to specific conditions

Dimensions

- ▶ Process Definition
- ▶ Process status and User defined status
- ▶ Business Object*/Task
- ▶ User Information
- ▶ Date & Time

* All Information related to Business Object can be accessed from the corresponding application content using the Business Object ID.

Operational Analytics Content in IS- Healthcare: Country Version CN



Target Roles

- ▶ Hospital Internal Statistician

Analysis Report Areas

- ▶ Patient Case
- ▶ Patient Movement type / Diagnosis / Procedure
- ▶ Bed Information

Business Questions

- ▶ What is the medication payment method for the discharged patient?
- ▶ What is the discharged patient basic information, gender, age, date of birth, marital status and occupation?
- ▶ What is the admitting record for the discharged patient, such as admission date, admission department, admitting condition, confirmed diagnosis date and main diagnosis?
- ▶ What is the discharge record for the discharged patient, such as main diagnosis at discharge, treatment result?
- ▶ What is the surgery and procedure code the discharged patient received?
- ▶ What is the bed information in the hospital, including the setup bed, planned bed, VIP bed and observation bed in each department?
- ▶ What is the treated case information in the hospital, including the number of inpatient case, outpatient case, number of emergency outpatient case and etc?
- ▶ ...

Key Metrics

- ▶ Total Number of Treated Cases , including inpatient cases, outpatient cases, emergency outpatient cases , non-emergency outpatient cases, surgical cases and etc.
- ▶ Number of Death from inpatient cases and emergency outpatient cases
- ▶ Number of cured/recovery/uncured discharged cases
- ▶ Number of cases with same/different admission/discharge diagnosis
- ▶ Number of case s with/without changed diagnosis after surgery
- ▶ Total of setup beds in an organization unit, including planned beds, VIP beds, negative air pressure beds, observation beds
- ▶ Total of occupied bed days
- ▶ ...

Dimensions

- ▶ Hospital Institution Code
- ▶ Organization Unit
- ▶ Specialty
- ▶ Date

Operational Analytics Content in SAP Upstream Operations Management



Target Roles

- ▶ Production Engineer

Analysis Report Areas

- ▶ Production Volumes
- ▶ Downtime
- ▶ Measurements & Well Tests

Business Questions

- ▶ What is the trend in production of oil/gas from my wells over time ?
- ▶ How does production of wells compare over time ?
- ▶ What is the variance between planned and actual production volumes in a given period.
- ▶ What factors are affecting my production ?
- ▶ How much production is lost due to downtime ?
- ▶ What are the causes of downtime, how much each one contribute to production loss ? How much of it can be controlled by better planning ?
- ▶ How are different objects related with the network and organizational units in my company ?
- ▶ Can I perform all the analysis using my organizational hierarchy, starting from the top level and drilling down to the individual well level ?
- ▶ What does production decline curve look like ?
- ▶ What is the variance of my planned and actual downtimes ?
- ▶ How much is the entitlement of each of the Owners(Business Partners) out of the total production from wells.

Key Metrics

- ▶ Actual production
- ▶ Planned production
- ▶ Capacity
- ▶ Measurements
- ▶ Actual downtime
- ▶ Planned downtime
- ▶ Well Test

Dimensions

- ▶ OPM Object ID.
- ▶ OPM Object Type.
- ▶ Time Period: (Day, Week, Month, Quarter, Year).
- ▶ Unit of Measure
- ▶ Theo Act Indicator.
- ▶ Quantity Type.
- ▶ Quantity Category.
- ▶ Medium.
- ▶ Allocation Type.
- ▶ Frequency.
- ▶ Allocation
- ▶ Planning version.
- ▶ Simulation ID.
- ▶ Notification ID
- ▶ Order ID..
- ▶ Cause Code and Group.
- ▶ Actual/Planned Indicator.
- ▶ Owner (Business Partner)
- ▶ ...

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