

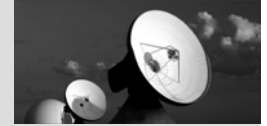
SAP NetWeaverTM
**Business Process
Management**



Business Process Management

THE BEST-RUN BUSINESSES RUN SAP





Agenda

- **Driving Process Integration : Business Process Management @ SAP**
- **Use Case: Team Collaboration**
- **Use Case: Procurement**
- **Use Case: Global Spend Analysis**
- **Summary**

Your business – status quo



People

- work jointly within processes
- write emails and make phone calls
- trigger other processes

Enterprise Portal

Business Characteristics

- structured processes
- unstructured processes
- trigger other processes

Procurement

Complex Processes

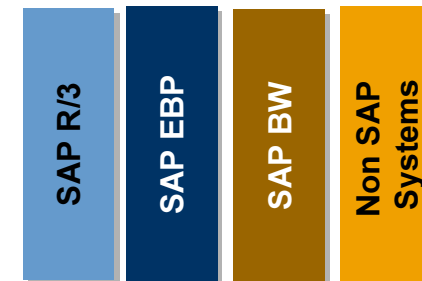
- require complex system interaction
- ask for cross application control
- trigger other processes



Business Partners

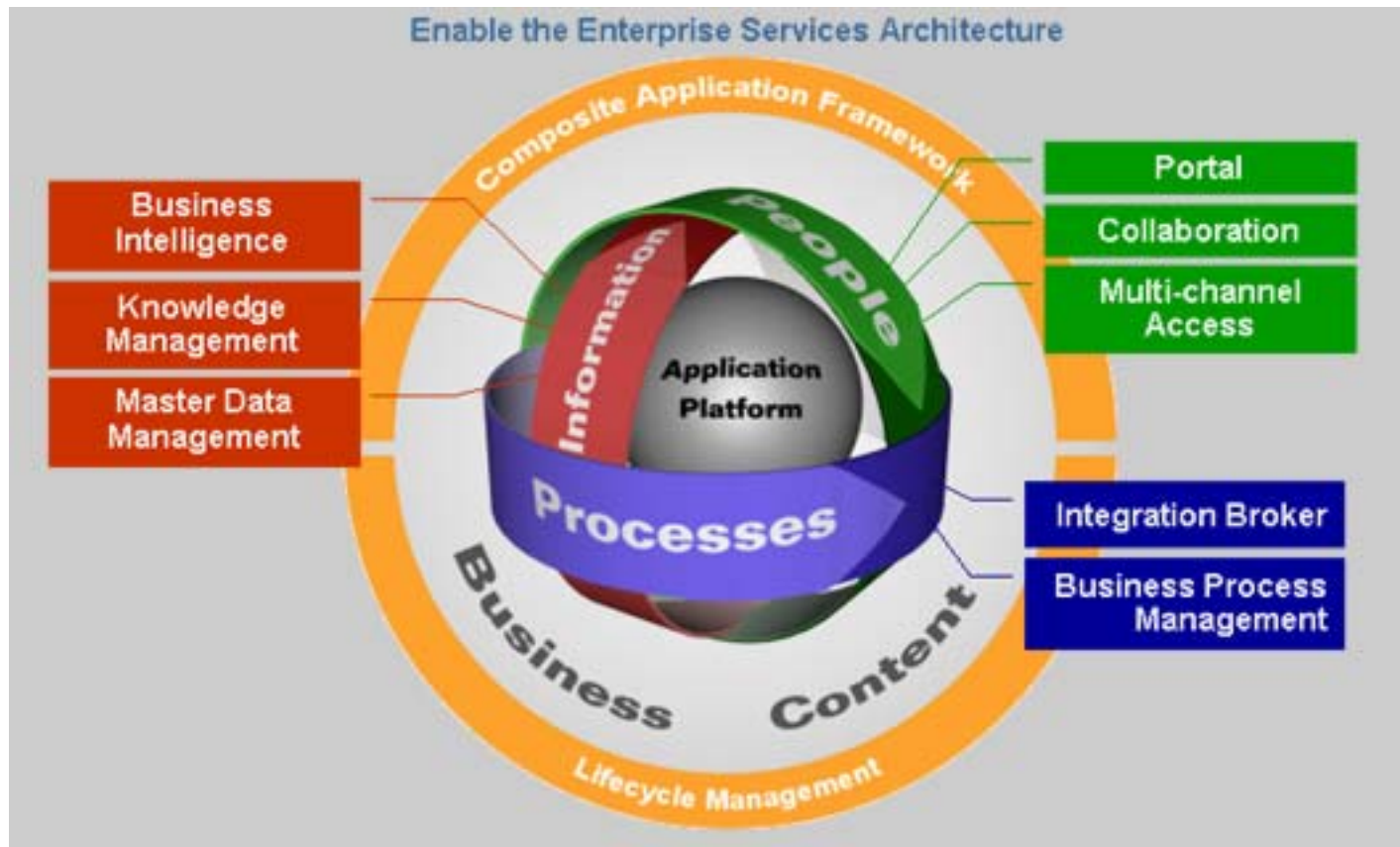
- trading partner, supplier, customer
- engage in business relationships
- need access to data to collaborate
- trigger other processes

Sales



Enterprise Process Use Case

SAP NetWeaver™ Business Process Management



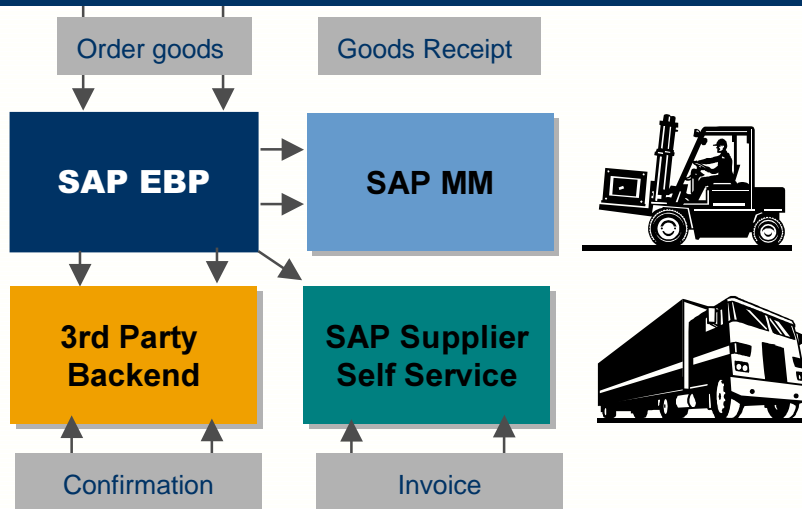
Product Planning & Sourcing

Team Collaboration with Business Partners



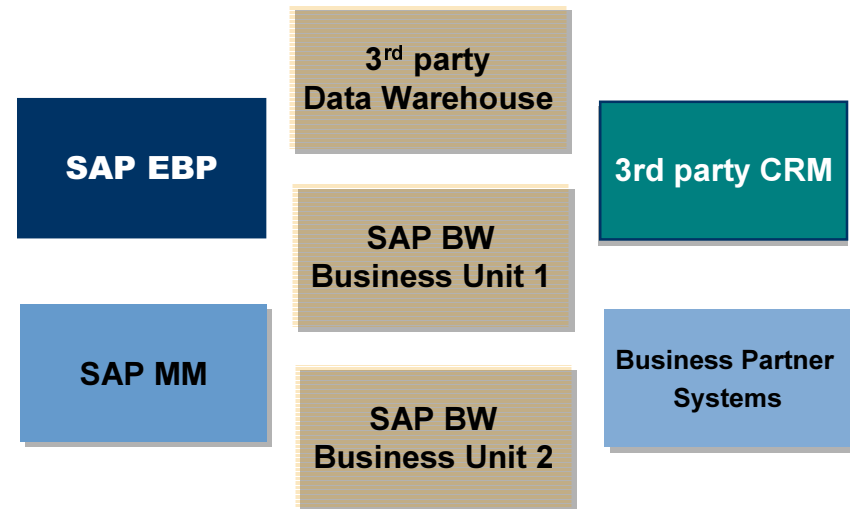
- Product Development
- Procurement (Sourcing)
- Global Spend Analysis (Sourcing)

Direct & Indirect Procurement



Purchase Orders, ASN, Goods Receipt, Invoices

Global Spend Analysis



Support company in strategic sourcing initiative

Enterprise Business Processes

- Large, complex and dynamic
- Distributed across organizational and system boundaries
- Long-running
- Automated – where possible
- Both “business” and “technical”
- Dependent on human interaction
- Embedded within the enterprise organizations

Business Process Management

- BPM drives processes within and across different applications
- Design, automation, execution, monitoring, analysis, optimization
- Moves process control from applications to a technology layer
- Allows companies to automate, streamline, and manage processes
- Is concerned with human interaction, planned or spontaneous
- The right technology for integrating people, applications, internal and external resources including workflows

**“Much of what BPM offers is ... incredibly valuable: process consistency, process sharing and process innovation”
(David McCoy, Gartner 2001)**

Business Processes at a glance

Definition

- A set of activities required to complete a specific task

Business Process examples

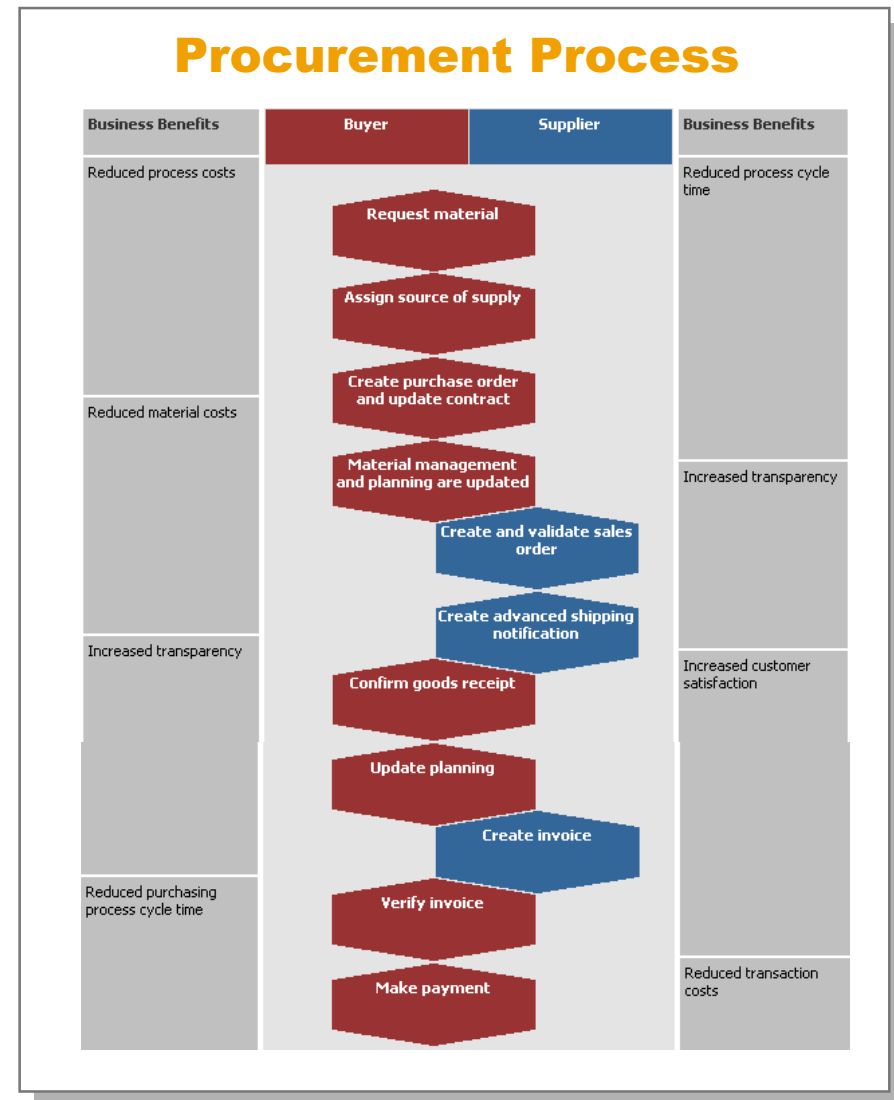
- Product Development
- Sourcing & Forecasting
- Manufacturing & Logistics
- Sales & Distribution
- After Sales Services

Core Processes

- Largest cost saving potentials
- End-to-end value chain
- Contain supporting processes

Enabling Functions

- IT Infrastructure provision
- Facilitating collaboration across organizational boundaries



People collaboration & interaction aspect

Processes based on

- Organizational structure
- Fixed Business Rules
- Ad-hoc business events

Human Influence on Processes

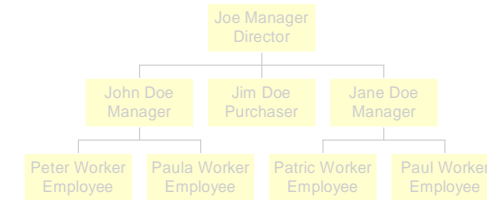
- Decision Support
- Process Approval Capabilities
- Process Review Capacities

Team Collaboration

- Sudden events
- Planned events
- Business Partner Interaction

People to People Integration

Human Interaction



Process Technology aspect

Business Needs

- Design Business Processes
- Connect them to applications
- Execute Business Processes

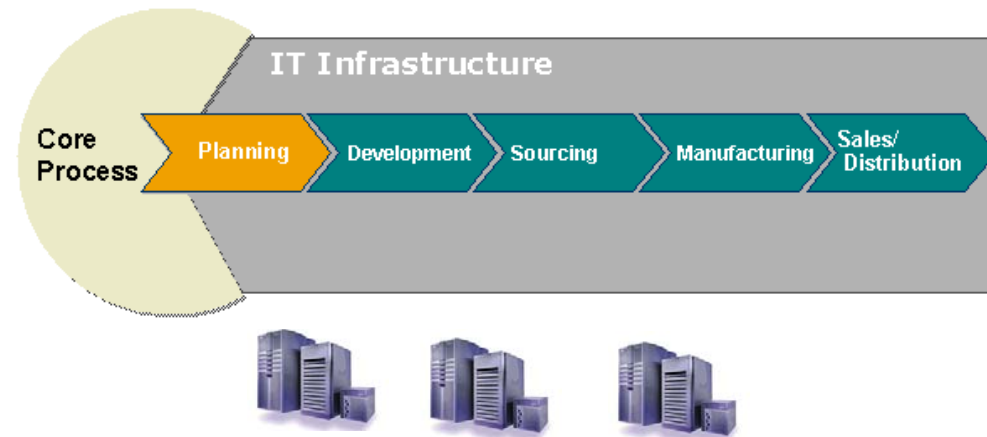
Process Functionality

- Design
- Automation
- Execution
- Monitoring
- Analysis
- Optimization

Lower TCO

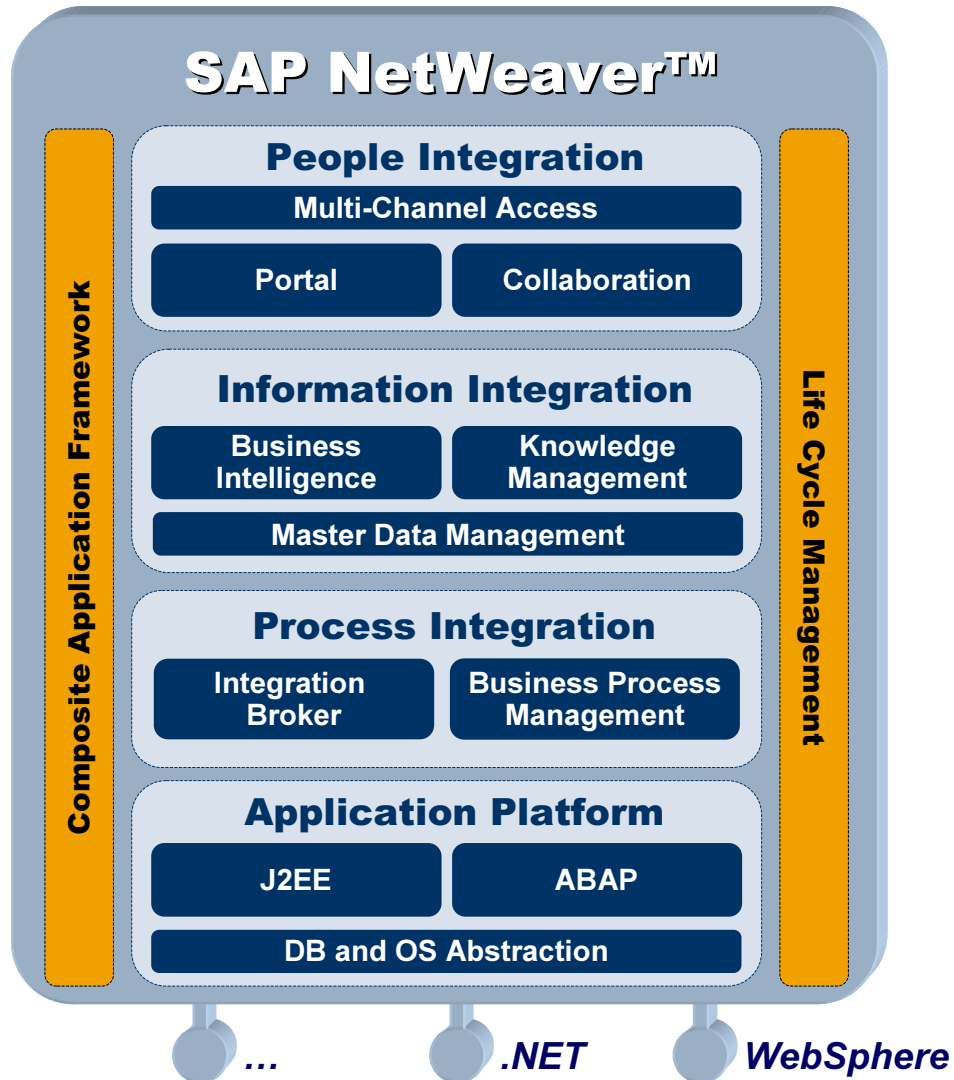
- Streamline Business Processes
- Based on Process Monitoring
- Built-in tool support

Business Process Integration



SAP NetWeaver™

The total integration and application platform for lower TCO



Unifies and aligns people, information and business processes

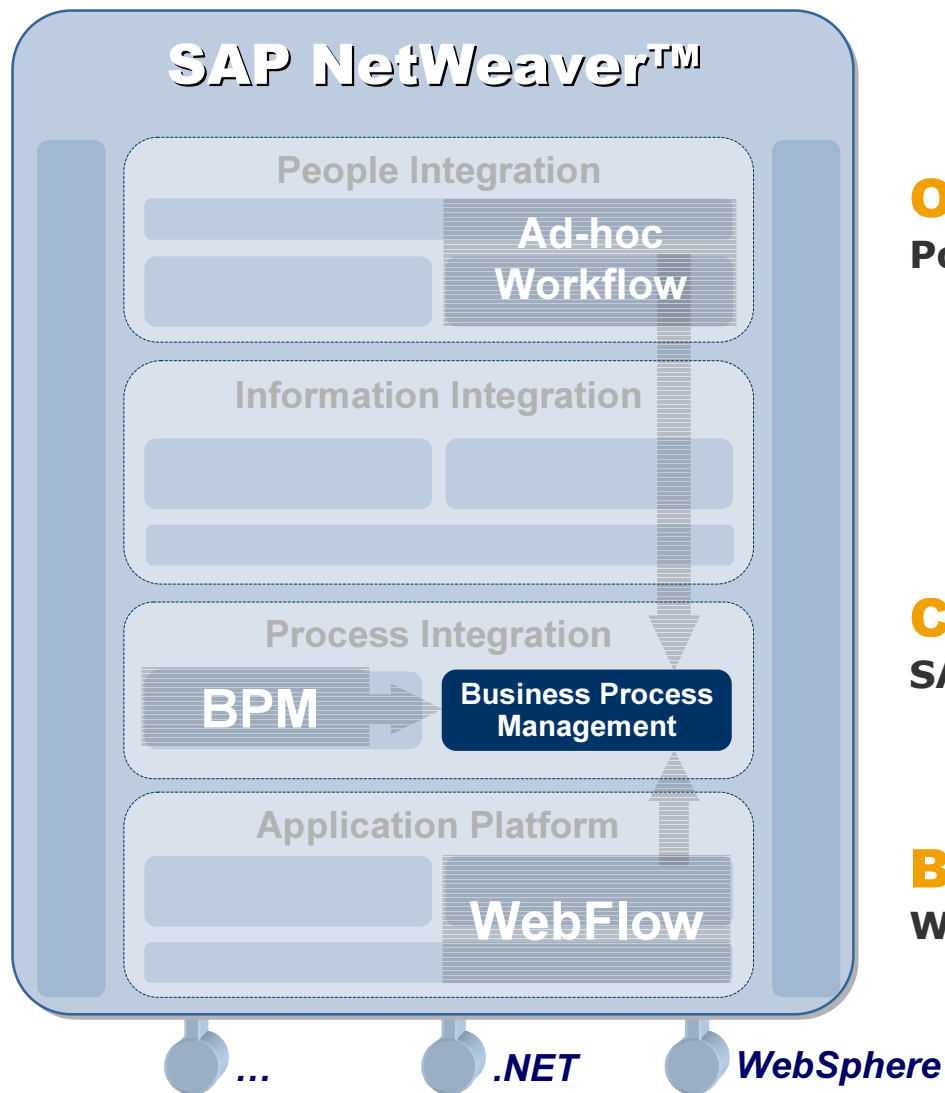
- Integrates across technologies and organizational boundaries
- A safe choice with full .NET and J2EE interoperability

The business foundation for SAP and partners

- Powers business-ready solutions that reduce custom integration
- Its Enterprise Services Architecture increases business process flexibility

SAP NetWeaver™

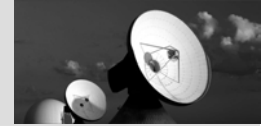
The total integration and application platform for lower TCO



On-the-fly collaboration
Portal Technology

Cross-Component BPM
SAP Exchange Infrastructure

Business Workflows
Web Application Server



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Product Planning & Sourcing

Ad-hoc Workflow

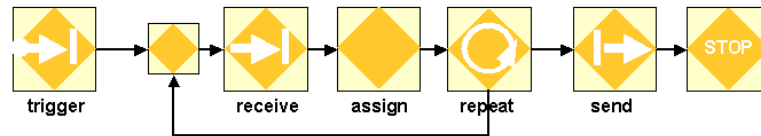


Flexible People Collaboration

- Team driven processes
- Spontaneous business events
- User orientation

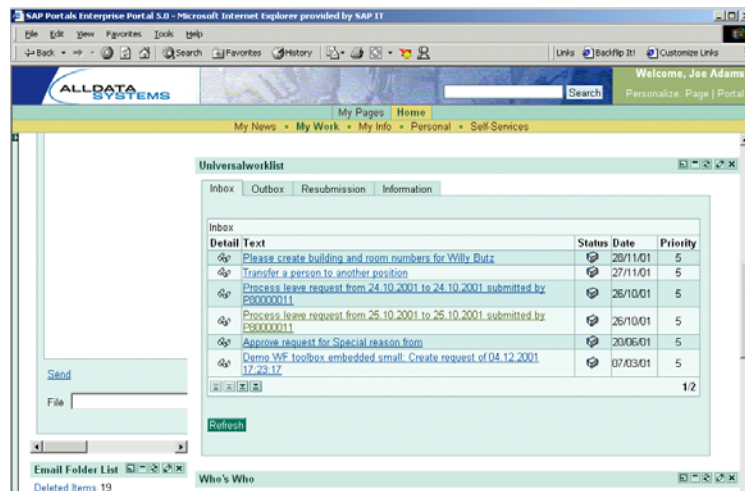
Collaborative Processes

- Graphical Modeler
- Process Tracking



Intuitive Use

- Ad-hoc processes (mini projects)
- Personal Empowerment within processes
- Effective alternative to mail or telephone



Ad-hoc Workflow

Ad-hoc Workflow

Design, carry out and monitor ad hoc workflows that provide participants flexibility, subject to pre-defined business rules

Design, execute and monitor ad hoc processes

- Browser based light-weight Portal UI
- Tight integration with the portal Inbox
- Graphical Interface stays in touch with ad hoc changes
- Tight integration with collaboration room

Personalization

- Complete freedom for user
- Personal rules-based triggering

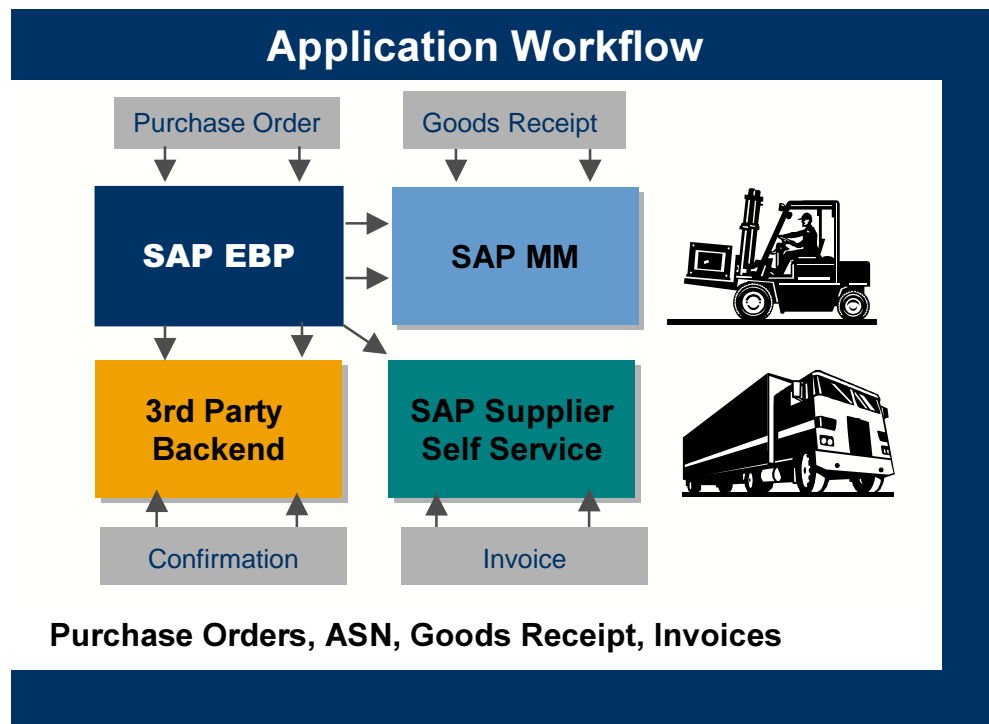
Intuitive Use

- Ad hoc processes (mini-projects)
- Personal empowerment within Business Processes
- Effective alternative to mail or telephone

SAP NetWeaver™ Business Process Management - WebFlow

Based on the organizational structure and company business rules, specific approval workflows handle the procurement processes

- Purchase Order approval
- Confirmation approval
- Invoice approval



Business Rule Integration

- Standard business workflows
- Apply enterprise business rules
- Human interaction
- Decision orientation

Enterprise workflow capabilities

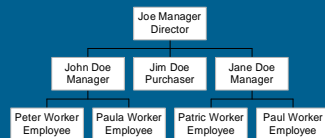
- Scalable, high performance
- Very low administration
- Rich engine

Business Rule Integration

Our Company

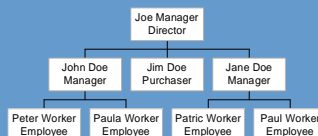
Procurement

- Org Management
- User Management



ERP

- Org Management
- User Management



Procurement Process

- ~ 40 systems worldwide
- Purchasing Requisitions
- Purchase Orders
- ERP & SRM systems

Enterprise workflow capabilities

- Intra-application processes
- Standard rules
- Organizational Structure based
- User management

Conditions

- Product category
- Vendor contract
- Purchasing limit of the employee
- Approval limit of the manager

Business Partners

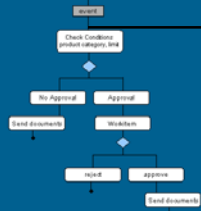
Sales

Business Rule Integration

Our Company

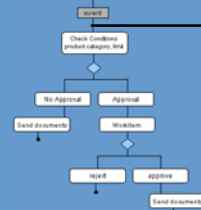
Procurement

Create PO

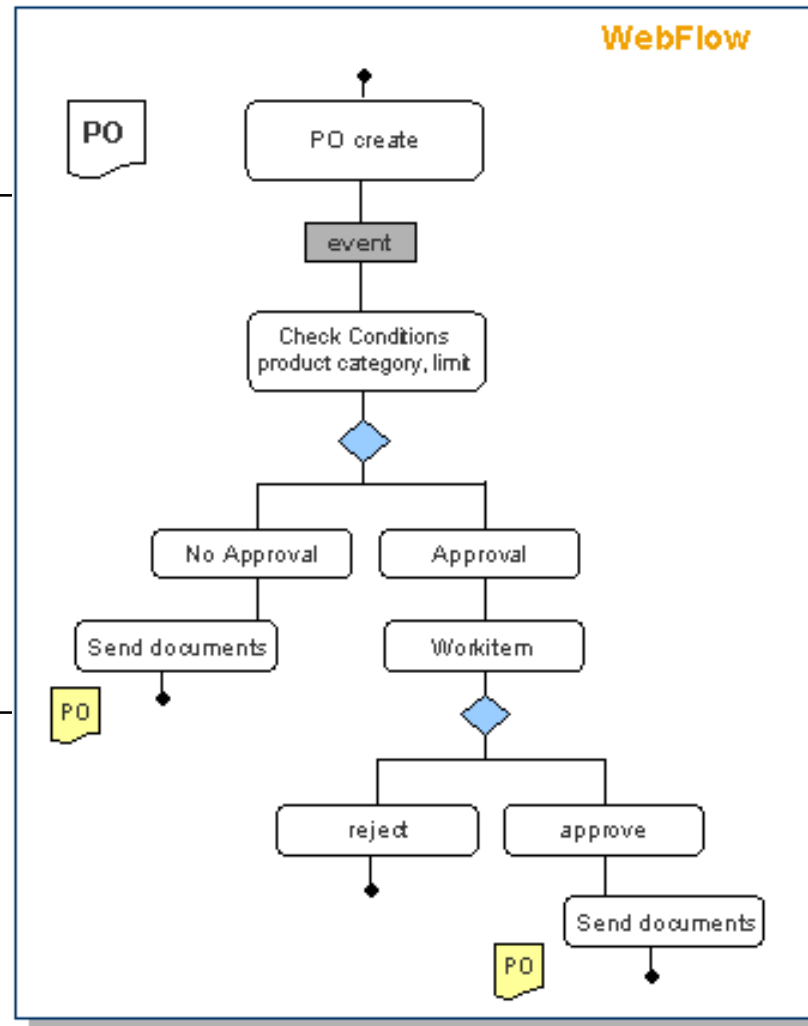


ERP

Create PO



WebFlow



Intra-application processes

Application Workflow

Application Workflow

Integrates business rules and people, to enable and control access to knowledge and information while coordinating all the roles in a business process

Control and Monitor Processes within an SAP application

Tight integration with the SAP applications

- Integration in both directions, via APIs and repository
- UI integration built directly into most mySAP components
- Deliverable Workflow Templates

Standards

- Wf-XML (1.0, 1.1)
- WSDL
- BPML (0.4, 0.9)

Enterprise workflow capabilities

- Scalable, high performance
- Very low administration
- Rich engine

Global Spend Analysis Process

- Complex business rules
- Time constraints
- Conditions

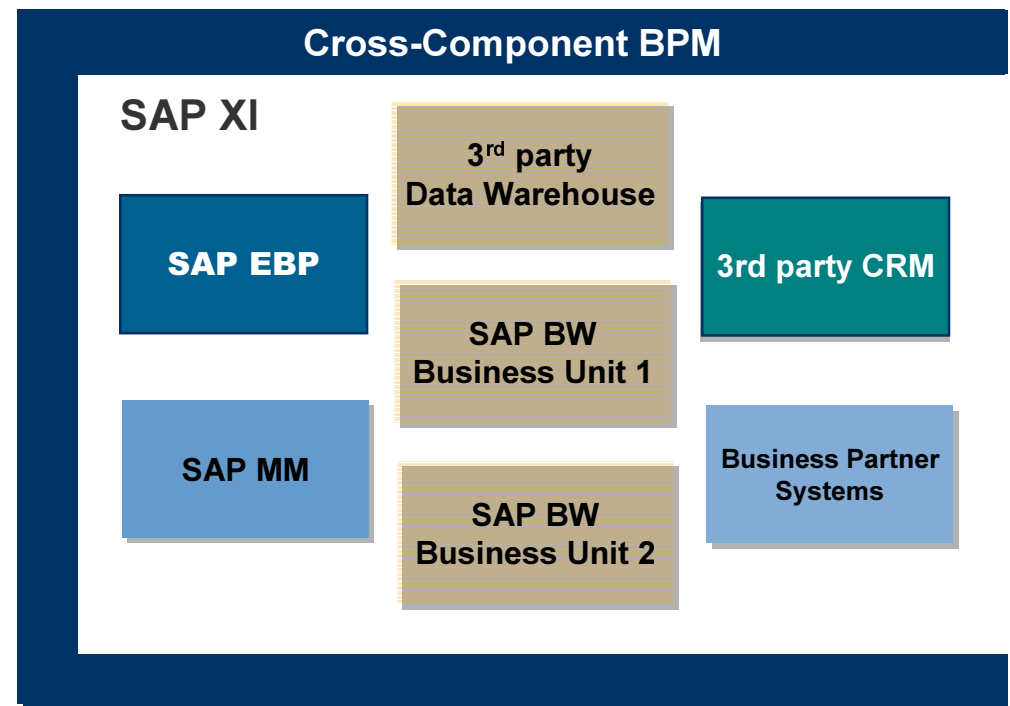
Inter-application
processes

Business Process Integration

- Graphical Modeler
- Process design, execution & monitoring
- Integral part of SAP XI
- Adheres to open standards

Enterprise Process Automation

- Orchestration of message choreography
- Service orientated approach
- Process Engine embedded in SAP XI



Global Spend Analysis

Buyer

Procurement

Data Warehouse

The company's controlling department continuously analyzes the corporate spending on specific direct and indirect goods like e.g. electronic equipment with a data warehouse solution.

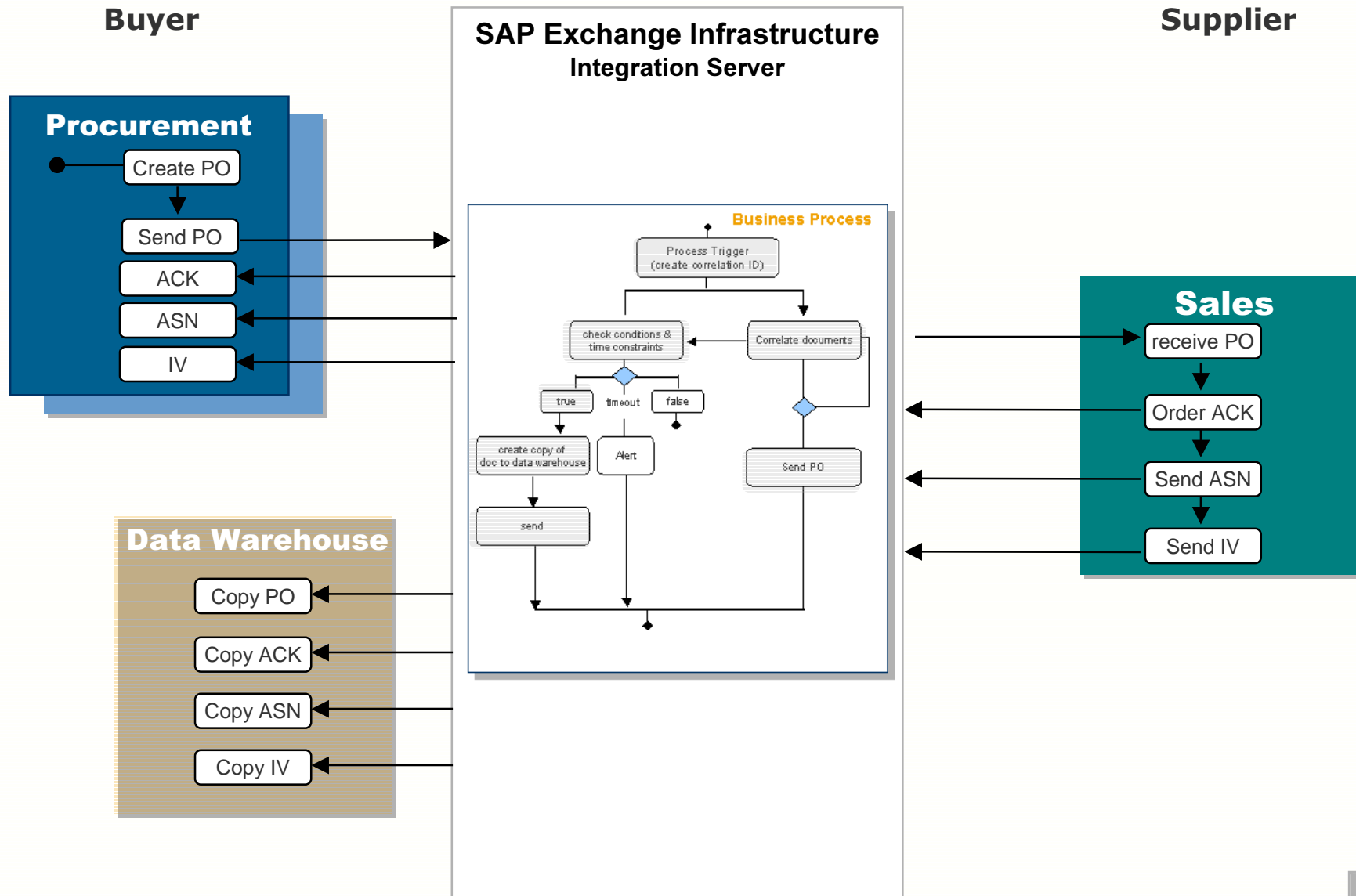
Based on specific conditions and time constraints the documents need to be send to the data warehouse and are then included in a global spend analysis:

- product category
- order time
- order quantity

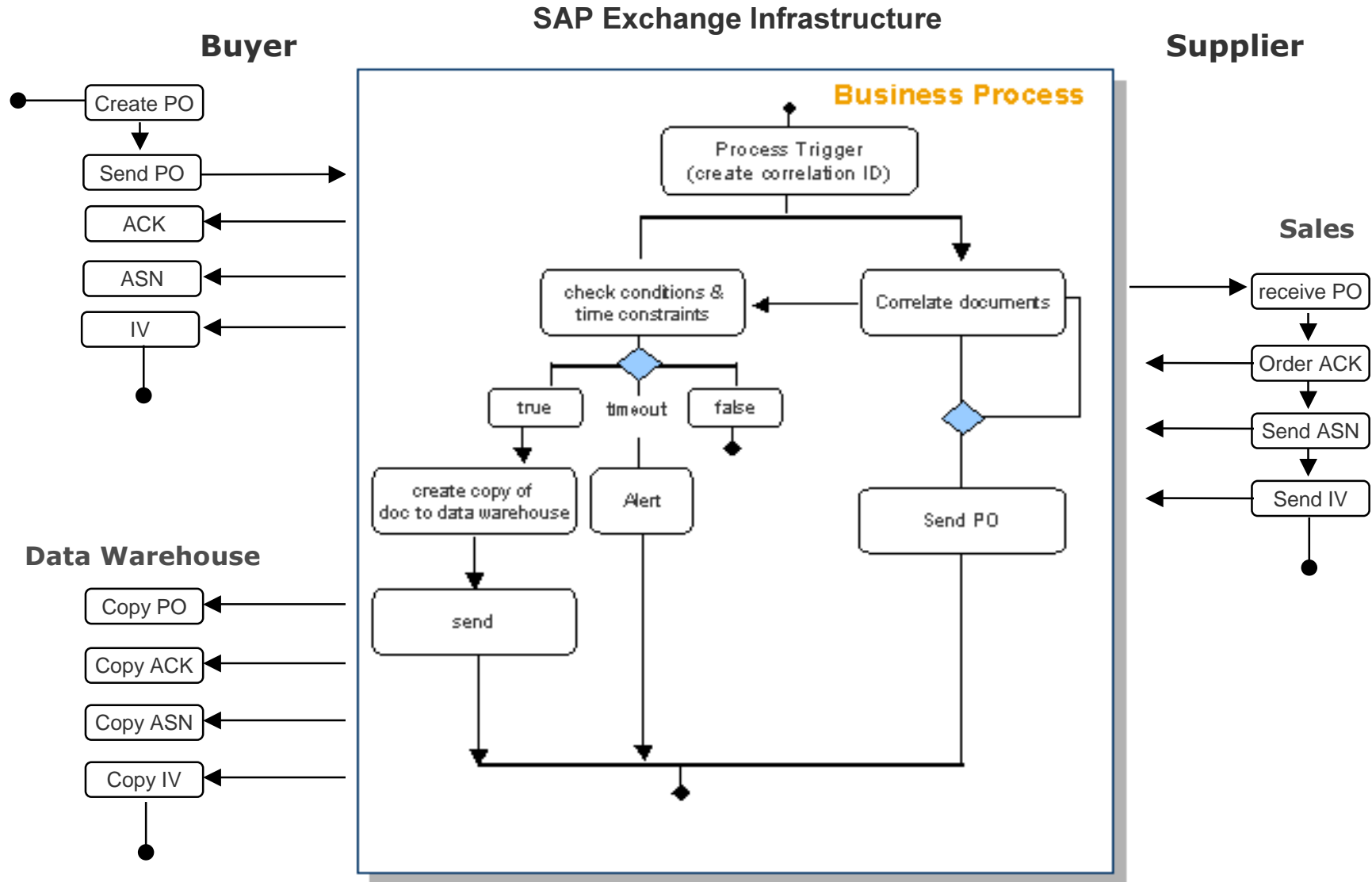
Supplier

Sales

Business Process Execution with SAP XI



Stateful Interaction



Cross-Component BPM

Orchestrates the message choreography between systems and business partners using stateful interactions

Design, execute and monitor processes across applications and systems

- XML message based

Provides process control in the central technology layer

- Linked to the integration broker: SAP Exchange Infrastructure

Contains a Graphical Modeler

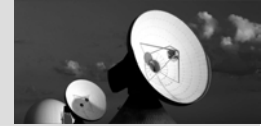
- Block oriented modeling

Integral part of XI

- Modeling enables linkage to XI design objects: interfaces, mappings ...
- BPM runtime is embedded in the Integration Server runtime

Adheres to standards

- Support Industry Standards for choreography and interaction
- Facilitates Interoperability



Agenda

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SAP NetWeaver™ offers a comprehensive BPM solution

- XI BPM controls inter-application processes
- WebFlow controls intra-application processes
- CPE controls ad-hoc processes

Three pillars of BPM expedite process integration

Three pillars of BPM share services

- Synergies of the **SAP NetWeaver™** stack

How to approach BPM @ SAP

- (1) Definition of business processes consumes the majority of time – not the software implementation of the process**
- (2) Common denominator to business process definition facilitates the process**
- (3) Cross departmental alignment of processes is key**
- (4) Apply software standards for BPM**
 - ◆ Facilitates integration of heterogeneous system landscapes
 - ◆ Facilitates interoperability
- (5) 80% of time is spent on exceptional cases – if the exception is the rule for collaborative processes: Consider the CPE**

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