

PORTAL-BASED ENTERPRISE WORKSPACES

FLEXIBLE SELF-SERVICE ENVIRONMENTS FOR MANAGING WORK CONTENT

Business users can now use drag-and-drop functionality to create enterprise workspaces inside the SAP NetWeaver® Portal component. As shareable virtual environments, these workspaces increase productivity and collaboration. They can be deployed quickly, and they make it easy for IT to maintain controls.

To be productive in today's business world, your workers require highly flexible work environments that allow easy access to the content they need, when they need it. An enterprise portal, which aggregates content and applications and facilitates easy access over the Web, can help you meet this challenge.

By themselves, however, most enterprise portals lack the end-user flexibility offered by consumer-oriented Web portals such as iGoogle or My Yahoo! Having grown accustomed to this level of flexibility as consumers, workers now demand the same from their enterprise portals.

Enterprise workspaces – an optional extension to the SAP NetWeaver® Portal component – can help.

Empowering Users and Increasing Portal Value

As an SAP customer and user of SAP NetWeaver Portal, you can now enhance the value of your investment with enterprise workspaces. As shown in the figure, these workspaces empower your employees to combine content and applications into a single online work environment that is customized to their needs. In self-service fashion, your business users can add existing portal content from SAP® or third-party software based on rules you set at the administrative level. Users can even share their workspaces with colleagues, creating powerful new opportunities for collaboration.

This is good for business users and IT alike. Your business users gain a consumer-quality portal experience

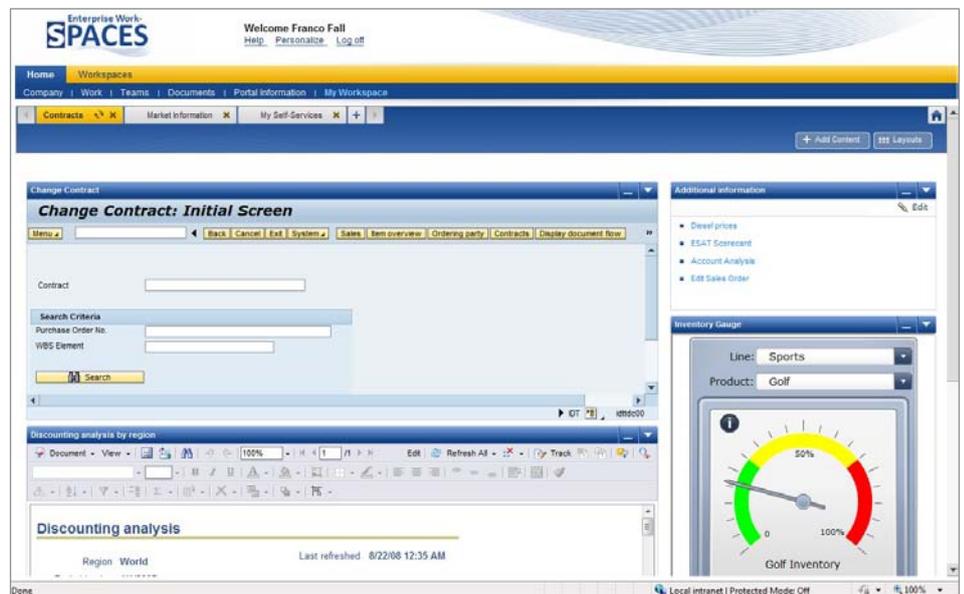


Figure: Combining Content and Applications with Enterprise Workspaces

and the flexibility to work in a manner that best fits their needs. IT, meanwhile, gets the control it needs to help ensure security and compliance with corporate policies. Ultimately, you get more use and greater value out of your portal environment. This increases your return on investment while helping to improve individual and team productivity throughout the enterprise.

The Custom-Fit Workspace

When it comes to executing daily tasks, most workers tend to access the same set of applications and information sources on a regular basis. When these assets are spread out in different locations across a network, worker productivity suffers. Enterprise workspaces, on the other hand, enable people to aggregate all the assets they want into a virtualized desktop that is organized to maximize efficiency.

Sales managers, for example, might want access to specific data such as current opportunities, top customers by various criteria, or best-selling products across multiple regions. They may also want to add third-party feeds regarding news items for important customers.

With enterprise workspaces in SAP NetWeaver Portal, sales managers can add all of these assets to their desktops for efficient access throughout the workday. Integration with SAP Business Suite software and SAP BusinessObjects™ solutions enables them to drag and drop applications and reports to their workspace. They can do the same with any other third-party application running in the portal land-

scape or with other Web-based content or gadgets. The end result is a cockpit – accessible anywhere via a standard Web browser – that delivers an at-a-glance view of all the important data and applications the sales managers need to do their jobs with maximum efficiency.

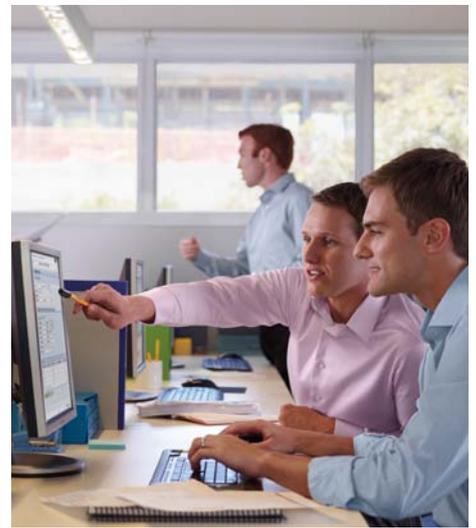
Self-Service Flexibility

A key advantage of enterprise workspaces is that business users can create them without help from IT. This puts power in the hands of those who need to interact with the workspace on a daily basis. Using an intuitive self-service interface for creating or modifying a workspace, users simply drag and drop content where they see fit. This leads to improved user satisfaction and greater value derived from your initial investment in SAP NetWeaver Portal.

Increased Collaboration Through Shared Views

Enterprise workspaces not only function as personal work environments, but they can also be shared to enhance collaboration throughout the enterprise. This is ideal for virtual teams spread out across geographies. With just a click of the mouse, workers in one location can share their workspaces with other workers located elsewhere – whether they're in the next room or on the other side of the globe.

Take the example of a manufacturing manager experiencing a production holdup. To rectify the problem, this manager typically would have to make a series of phone calls or explain the



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situation through e-mail communication. With enterprise workspaces, the manager can simply share his or her workspace view with supply chain partners – showing the red flags in production, bottlenecks that must be addressed, and business impact if orders remain unfilled.

IT Control and Simplified Implementation

Empowering business users with enterprise workspaces does not mean relinquishing administrative control or compromising IT governance. Quite the contrary, enterprise workspaces can leverage existing security policies, configurations, and authorizations that your IT organization has established for SAP NetWeaver Portal.

For example, the workspaces that users build with self-service functionality automatically comply with existing IT controls. A module gallery shows all the portal content and applications that users can include in their enterprise

workspaces. IT can exclude third-party content to maintain security and uphold corporate standards. Enterprise workspaces, in fact, actually help alleviate demand on IT by delegating major content-creation activities to business users themselves. This conserves IT resources and enables IT to focus on more value-added activities to help the business thrive.

Shared viewing functionality works in much the same way; enterprise workspaces can inherit role-based authorizations for viewing and manipulating content based on existing portal configurations. For example, contractors and partners may be offered a read-only view of a workspace while internal employees are allowed full access to interact with data as required. This adherence to existing role definitions in the portal helps IT strike the appropriate balance for enabling collaboration while maintaining appropriate controls.

Finally, the enterprise workspaces functionality is implemented on top of SAP NetWeaver Portal as an add-on that runs as an additional service within the portal. This means that no extra hardware is required. Implementation is a quick process that involves making the functionality available to business users via your existing corporate portal. IT can even roll out the functionality to targeted groups within the enterprise to control usage as desired. What's more, IT does not have to do the work of recreating content, because enterprise workspaces leverage existing portal assets. This makes enterprise workspaces a solution that is as attractive to IT as it is to business users.

An Intuitive Environment for Increased Productivity

By empowering users to create virtual environments that work best for them, enterprise workspaces increase employee productivity, which helps you increase your company's competitive advantage. The flexibility they offer business users is matched only by the IT controls that support IT governance standards and drive security for all corporate stakeholders. Employees can safely collaborate with internal colleagues as well as external contractors and partners, executing duties and solving problems that help improve business performance. IT, meanwhile, is alleviated of its content-creation duties. This helps save on IT costs and frees highly paid staff members to focus on more value-added activities to drive improved business performance. All of this makes your corporate portal far more valuable as a business tool and substantially increases your return on investment.

Enterprise Workspaces Versus Collaboration Rooms

What's the difference between enterprise workspaces and collaboration rooms? The basic difference comes down to unstructured versus structured content.

Collaboration rooms focus on unstructured content such as shared files and documents. This unstructured content is based on the knowl-

Business users gain a consumer-quality portal experience and the flexibility to work in a manner that best fits their needs. IT, meanwhile, gets the control it needs to help ensure security and compliance with corporate policies.

Learn More

For more information on how the enterprise workspaces in SAP NetWeaver Portal can help increase employee productivity and improve competitive advantage while maintaining IT controls, call your SAP representative today or visit us online at www.sap.com/usa/platform/netweaver/components/portal/index.epx.

edge management functionality in the SAP NetWeaver® Portal component. Enterprise workspaces focus on structured content but can also be enriched with unstructured content. Enterprise workspaces also offer the advantage of allowing a self-service approach to assembling content – either for the user or a team. As a result, they provide an intuitive and flexible way to structure a personalized, unique interface to content and assets via SAP NetWeaver Portal.

Summary

Enterprise workspaces – an optional extension to the SAP NetWeaver® Portal component – empower business users to create flexible work environments using self-service, drag-and-drop functionality. These workspaces run as a service on top of SAP NetWeaver Portal, leveraging existing portal configurations to maintain IT control. Users can also share workspaces for improved collaboration. The result is greater user satisfaction and improved productivity without sacrificing IT governance.

Business Challenges

- Deliver a consumer-quality portal experience to business users who demand greater personalization and flexibility from the corporate portal
- Improve team collaboration and information sharing
- Support IT governance standards while empowering users to define their virtual work environments
- Maximize the business value of SAP NetWeaver Portal

Key Features

- **Self-service, drag-and-drop functionality** – Empower users to build their own customized, shareable work environments without IT involvement
- **Content flexibility** – Add existing portal content or third-party content to workspaces
- **IT governance support** – Enable IT to maintain controls by leveraging existing security policies and new workspace monitoring tools
- **Ease of implementation** – Run enterprise workspaces as a service on top of SAP NetWeaver Portal and reuse existing portal assets

Business Benefits

- **Greater employee satisfaction** due to a consumer-grade portal experience and the ability to personalize workspaces
- **Higher productivity** by allowing users to consolidate content into one place to maximize efficiency
- **Improved collaboration** by empowering users to share their workspace views with colleagues
- **Lower IT costs** by alleviating IT of content-creation duties
- **Increased ROI** by reusing existing portal content and enhancing the value of SAP NetWeaver Portal as a tool for increased productivity and competitive advantage

For More Information

To learn more, call your SAP representative or visit

www.sap.com/usa/platform/netweaver/components/portal/index.epx.

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