



## mySAP Enterprise Portal Brief

# mySAP™ ENTERPRISE PORTAL – KNOWLEDGE MANAGEMENT

## USING KNOWLEDGE MANAGEMENT TO MASTER BUSINESS INFORMATION

**Knowledge Is Power.**  
The knowledge management capabilities of mySAP™ Enterprise Portal convert unorganized, unstructured information into accessible knowledge. Advanced classification techniques improve search and notification so that critical information always gets to the users who need it. Integrated document authoring and publishing features seamlessly support the entire document life cycle.

In this age of global e-business, it is clear that the amount of business information is growing exponentially. When this information is unclassified, unstructured, and inaccessible, it is impossible to efficiently leverage its business value. In fact, some analysts estimate that 80% of all enterprise information is unstructured. Yet this unstructured information – documents, Web content, e-mail, groupware, slide presentations, audio and video clips – contains much of the mission-critical knowledge of an enterprise.

The challenge is to transform this mass of information into organizational knowledge that is accessible and relevant to the knowledge workers who need it to make better decisions. With the rapid pace of change and the vast amounts of information in unconnected locations, there has never been a greater need for a central point of integrated information access that can translate corporate knowledge into corporate success.

That's where the knowledge management capabilities of mySAP™ Enterprise Portal can help.

## **FROM UNSTRUCTURED INFORMATION TO STRATEGIC RESOURCE**

mySAP Enterprise Portal's knowledge management capabilities help companies manage all aspects of their unstructured information with ease and efficiency. These capabilities include:

- User friendly document authoring and publishing
- Robust version management
- Powerful search and navigation through taxonomies
- Intelligent publishing, classification, and subscription
- Open framework for applications, content, and services

## **USER FRIENDLY DOCUMENT AUTHORING AND PUBLISHING**

mySAP Enterprise Portal supports the entire document life cycle. Role-based workflows support collaboration for all participants in the authoring and publishing process. After creating or editing a document, an author simply saves the document, and the custom-defined workflow takes over. When a new document is moved to a workflow folder, the approver receives an alert or e-mail notification. When a document is approved, its author or an editor can then publish it to a portal. The document is automatically classified, and the new content is pushed to target audiences based on role definitions or distribution lists.

After publication, the collaboration continues. Authors can receive feedback from readers, and readers can rate documents for usefulness. Employees can search for documents based on content as well as attributes such as "author" or "publication date," and they can conduct conceptual searches for similar information.

XML forms make the entire process of authoring and publishing to multiple channels even easier. Authors simply fill out a predefined template corresponding to content type – for example, a *News* form with fields for *Headline*, *Abstract*, *Text*, *Publishing Date* – and publish the new document to one or more

defined channels. Using XML, companies can implement a common communications style and easily enforce global style changes. In addition, content can be aligned to fit any browser or mobile device.

## **ROBUST VERSION MANAGEMENT**

Document versions of unstructured information are notoriously difficult to manage. mySAP Enterprise Portal's version management capabilities solve this by maintaining an overview of all existing chronological versions of a document. The knowledge worker can easily discern the document history, retrieve old documents to view changes, and modify version settings – for example, setting an older version to current status if discrepancies are discovered.

## **POWERFUL SEARCH AND NAVIGATION**

What good is information if users can't find it? That's why mySAP Enterprise Portal's knowledge management capabilities include powerful search capabilities – the kind used by popular Internet search engines – as well as advanced vector-based classification techniques that leverage the power of self-learning algorithms. These capabilities give knowledge workers the ability to find what they need, when they need it.

With mySAP Enterprise Portal users can:

- Search content repositories for single words, attributes, or phrases and discover related documents from any location
- Navigate through logical hierarchies – commonly known as taxonomies – populated by its state-of-the-art automatic classification
- Conduct natural language searches that understand grammatical structures – for example, finding "sells" and "sold" when users search for "sell"
- Use fuzzy searching, which intelligently compensates for misspellings and vagueness
- Dynamically rank search results by relevancy and significance with document summarization

Knowledge workers get the power and flexibility they need to search multiple repositories of unstructured information with a single query – resulting in quick, easy access to information targeted to the individual searcher and sorted by relevance.

### **INTELLIGENT PUBLISHING, CLASSIFICATION, AND SUBSCRIPTION**

Helping users find the information they need is valuable. But what if the information could find them?

mySAP Enterprise Portal's knowledge management capabilities make this proactive approach to knowledge management possible with powerful role-based subscription, which pushes pertinent information to authorized individuals who subscribe to it. Two powerful technologies enable this level of knowledge management: state-of-the-art classification and role-based user management.

Before a document is published in a portal, classification engines automatically assess its content, placing it into a continuously evolving taxonomy. Emphasis is placed on significant words and combinations of words by vector-based intelligence. When categorized content meets certain criteria, it is pushed out to various groups according to role-based user management parameters. Employees can request automatic receipt of any new documents published under specific content classes.

In addition to subscription, the portal can proactively push new content out to employees or role groups who are most likely to use it to achieve business goals. Mission-critical information no longer slips through the cracks, further securing a company's competitive advantage.

### **OPEN FRAMEWORK FOR APPLICATIONS, CONTENT, AND SERVICES**

The workstations of employees across the enterprise contain a diverse range of documents and applications that must be brought together to create an integrated knowledge management solution. The success of a knowledge management

solution depends on the platform that integrates applications, content, and services and enables an enterprise to leverage its investment in existing document repositories and content management systems.

mySAP Enterprise Portal provides a comprehensive, open knowledge management platform that maximizes the enterprise investment in people and information to its greatest potential. It provides immediate integration with leading third party applications like Documentum, Interwoven, Lotus Notes, and Microsoft Exchange. Furthermore, it is integrated with mySAP™ Business Intelligence to provide immediate access to structured information like reports and analyses drawn from databases and data warehouses.

### **MANAGING KNOWLEDGE FOR COMPETITIVE ADVANTAGE**

What a company doesn't know can hurt it. That's why the knowledge management capabilities of mySAP Enterprise Portal are designed to transform unstructured information into a competitive asset. Companies can realize a high ROI through the ability of SAP's integrated knowledge management to:

- Improve business efficiency
  - Provide fast, concise access to information
  - Remove barriers to collaboration
  - Achieve new levels of productivity through empowerment
- Enhance the quality of relationships
  - Connect people with knowledge
  - Bring confidence to employees and their decisions
  - Optimize communication internally and across the value chain
- Achieve maximum business value
  - Share experience, knowledge, and expertise
  - Leverage existing investments to maximize potential
  - Attain new levels of human, financial, and technology ROI

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The knowledge management capabilities of mySAP Enterprise Portal enable organizations to leverage vital enterprise information assets for strategic advantage and increased profitability by improving productivity, promoting collaboration, and achieving maximum business value.

**FIND OUT MORE**

To learn more about how mySAP Enterprise Portal can deliver on the promise of e-business, visit:  
[www.sap.com/solutions/enterpriseportal](http://www.sap.com/solutions/enterpriseportal)

**THE mySAP.com® E-BUSINESS PLATFORM**

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