Agenda

Three Mandates for Enterprise Content

Extended ECM
• Usability
• Compliance
• Process Integration

Summary
Enterprise Content... Three Competing Mandates

Ensure all relevant content is accessible and manageable from the process application.

Ensure all legally relevant information is retained for the proper duration.

Make it easy to find, share, change and save!

Collaboration

End Users

Process Managers

Process Completeness

“Content”

Information Governance

Compliance Officer

Make it easy to find, share, change and save!
Typical Evolution Of Enterprise Information Landscape

**Collaborative Tools**
- Systems proliferate
- No retention/records management
- Not part of any holistic information governance program
- Cloud content managed only by 3rd parties
- Lacking more scalable management features

**Challenges**

**Content Management**
- Create/Capture
- Store/Secure
- Review/Collaborate
- Access/Distribute
- Preserve/Destroy

**Challenges**
- Content without process context not very useful
- Integrations to process applications cumbersome
- Duplicate user administration/access rights
- Content retention rules not tied to system of record

Hey what about me? I need that content too!

Process Managers
Manage enterprise content in context of structured business processes

**Old Paradigm**

Content Managed Separately from Core Business Processes

Core Business Processes

- Content
- Preserve/Destroy
- Store/Secure
- Access/Distribute
- Review/Collaborate

**New Paradigm**

Content Integrated With Core SAP Business Processes (e.g. FI/CO, MM, HCM, SRM, CRM)

Core Business Processes

- Content – enriched Business Processes
- Preserve/Destroy
- Store/Secure
- Access/Distribute
- Review/Collaborate
- Create/Capture
Surveys Validate Widespread Need for ECM in Business Processes

Which of the following processes do you have integrated with capture, workflow and document management?

![Bar chart showing the percentage of processes integrated with capture, workflow, and document management.](chart)

- Accounts payable (invoices)
- HR processes
- Accounts receivable (credit control)
- Procurement/delivery process
- Proposal/contract process
- Customer service processes
- Case management process
- Project management processes
- Legal/corporate processes
- Quality control processes
- Maintenance/asset management
- Sales order, shipping processes
- Product design/engineering process
- Other processes
- None of these

N=287
Process integration central to SAP ECM value proposition

SAP ECM Solution Goals

- Content integrally tied to core processes to improve efficiency
- ECM tied to SAP becomes "system of record" for content, ensuring compliance as part of holistic Information Governance
- Easy to use collaboration via multiple UIs
SAP Extended ECM by OpenText
Archiving
Secure, compliant, cost-efficient storage of information

Document Access
360 degree information access
Collaboration

“Content”

Process Completeness

Information Governance
ECM for SAP
Connecting users and content, inside and outside of SAP
The Concept of Content Workspaces

### Content-Integrated Business Processes

- **Roles**
- **Data**
- **Content**
- **SAP Business Object**
- **Transactions**
- **Events**

### Content Workspace

<table>
<thead>
<tr>
<th>Metadata</th>
<th>Relations/Links</th>
<th>Business Object</th>
<th>Roles</th>
<th>Documents</th>
<th>Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer</td>
<td>ABC</td>
<td>Folder 1</td>
<td>Folder 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ID</td>
<td>4711</td>
<td>Folder 2</td>
<td>Folder 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>21.12.2009</td>
<td>Sub Folder 1</td>
<td>Sub Folder 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td>Prospect</td>
<td>Sub Folder 2</td>
<td>Sub Folder 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Owner</td>
<td>Meier</td>
<td>Sub Folder A</td>
<td>Sub Folder B</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Folder 3</td>
<td>Folder 3</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Follow up**
- **Workflows**
- **Tasks**
Numerous Interfaces to Business Workspaces

- SAP GUI
- SAP CRM UI
- SAP Portal
- DocuLink for SAP (SAPGUI)
- MS Windows Explorer
- Tab Integration (SAPGUI)
- xECM Web UI
- MS Outlook/Lotus Notes

*Has to be licensed separately*
Example 1: CRM Integration
Example 2. Activity Feeds in Business Workspaces

Quickly discover new content/comments inside a business workspace.
Example 3. Desktop Integration
Compliance

Collaboration

"Content"

Process Completeness

Information Governance
## Enterprise Records Management Value

### The following focus areas are key...
- Classification/File Plan/
  Categorization/
  Taxonomy
- Retention and Disposition
- Legal Hold Management
- Audit and Security
- Long-term Preservation
- Archiving
- Disaster Recovery Program
- Physical Records and File Tracking
- Warehouse and Space Management

### Requiring the following abilities...
- **Archive/Preserve** for effective and efficient storage management
- **Search** for finding exactly what is needed
- **Manage** Records for Compliance, Retention, and Risk
- **Integrate** disparate applications across the enterprise

### So that businesses can...
- **Comply** with discovery order requirements
- **Reduce corporate risk**
- Demonstrate litigation readiness
- Identify and **send only what is asked for** and no more
- **Manage the lifecycle** of business content
- **Centralize storage management**
- Access current and relevant content
Typical Stages in Records Management

- **Litigation Matter**
  - Litigation Matter
  - Lawsuit
  - Hold
  - Review
  - Production

- **RM Lifecycle**
  - Capture
  - Manage
  - Dispose (Type 1)
  - Dispose (Type 2)

Timeline:
- April 2009
- June 2014
- June 2025
Managing Physical Content

Types of Content → Location → Labels → Circulation

Managing the lifecycle of physical content

Borrowing → Circulation/Boxing → Returning → Reporting

Accession/Transfer → Creating a Transfer → Warehouse → Destroy
# Extended ECM’s Benefits to Key Stakeholders in Records Management

<table>
<thead>
<tr>
<th><strong>Legal Counsel</strong></th>
<th><strong>Records Manager</strong></th>
<th><strong>IT</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Objectives</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How do I reduce corporate exposure?</td>
<td>How do I implement global retention policies and administer the deletion of content?</td>
<td>How do I reduce the number of applications I manage?</td>
</tr>
<tr>
<td>How do I reduce discovery costs?</td>
<td>How do I make this transparent to end-users?</td>
<td>How do I reduce the amount of corporate content we store?</td>
</tr>
<tr>
<td><strong>Needs</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ensure compliance and mitigate risk</td>
<td>Centralized administration</td>
<td>Integrate with existing infrastructure</td>
</tr>
<tr>
<td>Comply with regulations or statutes</td>
<td>Make transparent to users</td>
<td>Eliminate multiple archive solutions</td>
</tr>
<tr>
<td><strong>Benefits</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Improved corporate governance</td>
<td>Easy central administration</td>
<td>Support one solution to manage corporate applications</td>
</tr>
<tr>
<td>Improved compliance</td>
<td>Reduce the amount of content managed</td>
<td>Reduce IT expenditures</td>
</tr>
<tr>
<td>Reduced litigation costs</td>
<td>Leverage SAP metadata for transparency</td>
<td></td>
</tr>
</tbody>
</table>
Process Integration

Collaboration

“Content”

Process Completeness

Information Governance
SAP Extended ECM Content-enables Numerous Processes across the Enterprise

- Lightweight 3rd party collaboration
  Enhanced project mgmt (quality, store lifecycle, etc.)

- Supplier correspondence management
  Supply chain record keeping

- Enterprise asset mgmt (maintenance, grid construction, etc.)
  Lifecycle mgmt for maintenance records

- Bid to cash documentation
  Market research
  Collateral mgmt

- Multi-channel customer service records
  Case Management (investigations, fraud, incident, accident)

- Planning/Product Development

- Supply Chain

- Operations

- Sales & Marketing

- Customer Service

- Human Resources

- Finance

- IT

- Legal

- Benefits lifecycle mgmt
  HR record retention
  Policy management
  Multi-channel correspondence mgmt

- Procurement contract lifecycle mgmt
  Dispute mgmt
  Strategy mgmt

- Consolidate ECM systems
  Legacy decommissioning
  Archive data and content
  Process changes carry forward ECM integrations

- Global retention policies
  Automated compliance
  Fast e-Discovery
  Contract mgmt

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SAP Extended ECM for Enterprise Asset Management – equipment failure analysis

1. Notification of Failure
   - Monitor asset condition
   - Create maintenance notification, specifying technical object, urgency, and symptoms
   - Review downtimes with production shift planners
   - Mitigating production impact

2. Tear Down
   - Review Maintenance Work Package
   - Work clearance
   - Field Level Risk Assessment
   - Begin equipment teardown
   - Assess asset condition, issue parts requisition

3. Repair
   - Collect data: physical parts, photographs, interviews, etc.
   - Review associated equipment documentation
   - Correspond with equipment supplier/OEM
   - Review lab tests
   - Complete analysis and make recommendations
   - Record actual work hours and parts used
   - In case of corrective action, the notification is updated with the found cause
   - Work order completed technically and commercially and then closed

4. Start-up
   - Equipment is back online
   - Maintenance schedule revised
   - Inventory updated

| Plant Operator | Maintenance Technician | Reliability Engineer | Maintenance Technician | Plant Operator |
SAP Extended ECM for Enterprise Asset Management – equipment failure analysis

1. Notification of Failure
2. Tear Down
3. Repair
4. Start-up

Conduct Equipment Failure Analysis

SAP PM
- Create Maintenance Notification
- Create Work Orders
- Scheduling and Fixing
- Completion

SAP Extended ECM
- Define Scope of Analysis
- Initiate Analysis
- Conduct Analysis
- Recommendations

Records Management
Panel Operator: Equipment Failure – Initiate Maintenance Notification

Operator creates a Maintenance Notification of the Equipment Failure.

Notification is linked to the functional location and the failed equipment.
Finding Content Related to the Equipment

Windows Integration of Extended ECM

Complete plant hierarchy is available as a Windows folder structure

Drag & Drop
Maintenance Notification Workspace
Automatically Created In SAP Extended ECM

- SAP metadata
- Analysis type
- Folders to created according to tasks
- Project roles and rights predefined for this analysis type
- Default tasks list predefined for this analysis type
- Content retention rules imposed automatically by the corporate records management policy
Reliability Engineer receives e-mail notification to conduct a Failure analysis for the failed equipment
Related Vendors for Required Spare Parts

Maintenance Workers have access to important material specifications and material vendors to prepare the purchasing of spare parts in SAP.
Summary

SAP Extended ECM
Extended ECM… Three Solutions in One

- **Collaboration**: Easy collaboration in multiple UIs, both inside and outside of processes.
- **Retention policies**: Imposed automatically with no end-user actions.
- **Process Completeness**: Content and full ECM capabilities “embedded” into core process applications.
- **Information Governance**: "Content"
Thanks!

For more information, please contact:

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