



SAP Previews More than 500 Enterprise Services

Partner Community Invited to Contribute to Definition and Development of Enterprise Services

SAPPHIRE — April 26, 2005 – Delivering on their promise to fully service enable all SAP applications by 2007, SAP today unveiled an Enterprise Services Architecture (ESA) preview system with more than 500 live enterprise services. Developed and deployed on the latest version of mySAP ERP, the ESA preview system will be demonstrated at SAPPHIRE Copenhagen and available for partners, developers and customers in a hosted form, giving them the opportunity to test the live enterprise services in a demo environment. In order to allow the partner community to immediately benefit from SAP's ESA progress, SAP is inviting them to contribute to the definition and development of enterprise services. Partners are encouraged to provide feedback on how future services should evolve and to begin to build their own services and solutions based on their enhanced knowledge of SAP's ESA roadmap. The announcement was made at the SAP SAPPHIRE conference, being held in Copenhagen, Denmark, April 26-28, 2005.

“While others are just talking about service-oriented architecture, we are delivering it,” said Shai Agassi, president of the Product and Technology group and member of the executive board, SAP. “Customers, partners and developers can see *today* how we are building flexible services into our current and future solutions to help companies more quickly and efficiently adapt their business processes to changing market conditions.”

SAP's ESA Preview

SAP's Enterprise Services Architecture provides companies with a plan for better aligning business and IT through services-based, enterprise-scale solutions and flexible IT infrastructures. In developing the ESA Preview system, SAP took a business-driven approach; they analyzed and identified the most common and useful business processes – such as procure-to-pay, order-to-cash and hire-to-retire – and developed enterprise

services on the existing mySAP ERP solution that will make using these business processes easier for SAP customers, and integrating with these business processes easier for suppliers and partners.

One example is the management of an exceptional event in a standard “procure-to-pay” process. Today, handling an exception such as a wrong delivery can be complicated, resulting in multiple steps that must be completed manually, such as informing the delivery call-center, submission of the error in the ERP system, organization of package re-pick-up, email confirmation back to call center agent, etc. In the ESA Preview, SAP demonstrates how, using enterprise services, management of an exception can be automated into the business process – from identification of the problem to printing of a return label, package return and successful delivery confirmation. The ability to innovate these kinds of flexible business processes into the ERP system, frees up both the customer and call-center agent from multiple calls and confirmation emails, increasing user productivity and customer satisfaction. Other service-enhanced business processes being demonstrated in the ESA preview include Microsoft office integration into the ERP system, and cost and quotation management.

Expanding the SAP NetWeaver and Enterprise Services Community

The scalability and openness of the SAP NetWeaver platform represents a large business opportunity for software vendors and SAP is making significant efforts to grow the ecosystem of partners. Partners including, Accenture, Jedox, AI, Atos origin, CSC, Infosys and Pecaso are already demonstrating ESA solutions that integrate with the preview ESA system. These solutions, on display at the SAPPHIRE Conference in the ESA Pavilion in the NetWeaver Village, are the first of many from partners building complementary solutions based on ESA, that can be more quickly and cost effectively developed and offer customers a higher quality and ease-of-use.

Pecaso, a specialty provider of human resources solutions and services with approximately 250 employees worldwide, demonstrated an ESA-enabled application that closely tracks employee attendance based on their “clock-in” and “clock-out” times and synchronizes absence information with mySAP ERP HCM, in real-time. “ESA enables us to link our application to SAP, fitting a specific need for customers who require

comprehensive and real-time insight into the attendance of their employees,” said Andreas Fritz, Managing Director Technology, Pegaso. “Using enterprise services, we were able to develop an application that integrates with SAP’s ERP system 90% faster than we could have without enterprise services. SAP is helping us drive down the cost of product innovation, allowing us to deliver even better value to our customers.”

Partners, developers and interested customers can access the hosted ESA preview system from the SAP Developer Network (SDN)

Customers Harness the Power of ESA Now

The ESA Preview system marks another important milestone on SAP’s Enterprise Services Architecture road map. SAP helps customers with the move toward a services-based approach by building into its software solutions an evolutionary and orderly migration to ESA. SAP solutions are service-enabled by being built upon the SAP NetWeaver platform, leveraging the convergence of applications and integration technologies in a true “applistructure” approach. The latest version of mySAP ERP is the front-runner in the SAP application set – and across the industry – for service-enablement of enterprise software applications, and is already delivering many service-enabled processes to customers today.

Customers who want to start experiencing the benefits of ESA should begin by moving to mySAP ERP, utilizing SAP NetWeaver, and taking advantage of the recently announced ESA Adoption Program. The ESA Adoption Program offers a formalized, step-by-step approach to help companies manage the strategic transition to an SOA based on their individual needs, while maintaining the productivity of existing systems.