

# SAP NETWEAVER® BUSINESS PROCESS MANAGEMENT

## CREATE AND ADAPT BUSINESS PROCESSES QUICKLY AND FLEXIBLY

The SAP NetWeaver® Business Process Management component enables business and IT professionals to compose processes jointly on the basis of a single, directly executable process model. This makes for fast, flexible process development and deployment – ultimately reducing costs.

### Speed and Agility Are of the Essence

In today's fiercely competitive markets, speed and agility are of the essence. To survive and thrive, you have to streamline your operational business processes and adapt them quickly in line with changing needs. Enterprise software, such as the SAP® Business Suite applications, delivers proven support for your standard business processes – enabling operational efficiency throughout your organization. But what if you want to compose new processes or adapt existing ones to differentiate your enterprise from the competition? Until now, the business experts who design these processes had to forward their requirements to their IT colleagues who handle composition and implementation. Trouble is, this transition from design to execution takes valuable time. And because business and IT teams generally use very different tools, vital details can be lost when the original process specifications are translated into software.

### Accelerate Design and Execution of Business Processes

There's software that helps you overcome these issues: the SAP NetWeaver® Business Process Man-

agement (SAP NetWeaver BPM) component. SAP NetWeaver BPM delivers a suite of state-of-the-art, standards-based tools that enable you to quickly and efficiently model processes geared to your real-world requirements – and execute them without time-consuming, error-prone coding. The component allows you to leverage the service-enabled standard functionality of SAP Business Suite applications and non-SAP software to create and modify differentiating processes (see the figure). What's more, it provides your business and IT professionals with a single, shared environment for jointly designing innovative new processes and adapting existing ones. That adds up to significant increases in speed, flexibility, and quality – all of which leads to lower costs.

SAP NetWeaver BPM helps you rapidly tailor your business processes to changing business needs by enabling the following:

- Joint modeling of processes by business and IT specialists
- Central process execution via a Java-based process engine
- Provision of intuitive interfaces for business users
- Integration of business rules into your processes

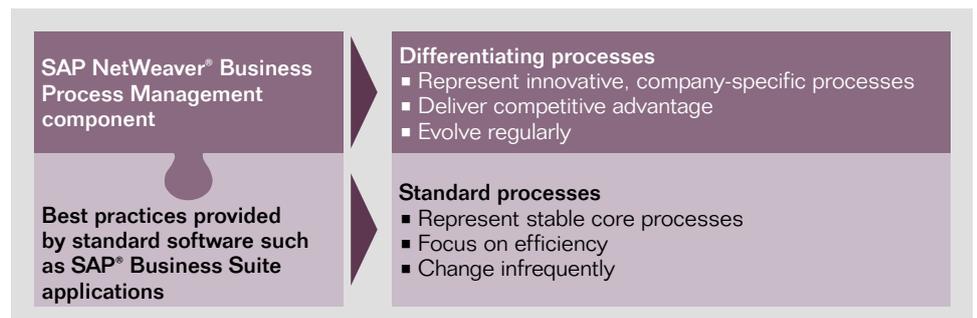


Figure: Types of Business Processes Supported by SAP Software

## Design Processes Using BPMN

SAP NetWeaver BPM supports closer, more effective teamwork by enabling business and IT specialists to create and adapt processes jointly using the business process model and notation (BPMN) standard. This standard provides a graphical notation for specifying processes and is easily understood by business and IT experts. This significantly reduces the risk of vital details being lost in translation between the design and development stages. As part of the process modeled in BPMN, you can define the human and automated activities, events, and gateways that are part of the overall process and message flow. SAP NetWeaver BPM supports this in the following ways:

- **Human activities** – Human activities trigger tasks that must be performed by end users. End users can access their assigned tasks via multiple channels. This includes the universal work list functionality of the SAP NetWeaver Portal component. This functionality provides a central in-box for work items, tasks, notifications, and alerts, involving business users directly with process execution. SAP NetWeaver BPM also allows you to create dedicated, end-user tailored interfaces for viewing task details and performing associated activities. In addition, the solution provides open application programming interfaces that give you the flexibility to access and execute tasks from your interface of choice, including mobile devices.
- **Automated activities** – Automated activities trigger tasks that must be performed by a system, such as the creation of a purchase or sales order

in a back-end SAP software system. This is where you can take advantage of service-oriented architecture (SOA), an IT paradigm that enables you to access and reuse business functionality of service-enabled applications using standard Web services. SAP Business Suite applications enable you to tap into the benefits of SOA by providing best-practices-based functionality in the form of reusable services.

- **Events** – As part of the process, you can define start, end, and intermediate events. A start event (such as detection of an exception in an SAP software system) acts as the trigger for a process, and an end event represents the result of a process. An intermediate event occurs between start and end events (such as waiting for a payment confirmation message before resuming the process). SAP NetWeaver BPM is able to consume events in real time, such as when an exception is being detected in an SAP software system.
- **Gateways** – Gateways determine forking and merging of process paths depending on the conditions expressed. For more complex conditions (such as detailed task assignment, calculations of prices and discounts), using business rules has proven very effective. What's more, business rules are easy to change and hence allow you to respond quickly to shifts in your business environment. This is why SAP NetWeaver BPM comes with an integrated business rules management solution, called the SAP NetWeaver Business Rules Management (SAP NetWeaver BRM) component. This gives you a single environment for



designing processes and rules on the basis of consistent metadata. The result: reduced scope for error and improved productivity. The component also allows business users with no coding skills to maintain rules – for example, via decision tables. You can even import and export Microsoft Office Excel spreadsheets to decision tables in SAP NetWeaver BRM.

## What You Model Is What You Execute

When you designed a process in the past, it had to be painstakingly coded prior to deployment. Not anymore. With SAP NetWeaver BPM, you can efficiently create process models and execute them with no additional coding via the process server – a state-of-the-art, high-performance, Java-based runtime environment. In fact, SAP NetWeaver BPM allows you to handle all aspects of process management from initial high-level definition, to the integration of all technical details, right through to deployment.

## Harness the Power of SAP's Integrated Technology Portfolio

SAP NetWeaver BPM and SAP NetWeaver BRM are integral parts of the SAP NetWeaver Composition Environment (SAP NetWeaver CE) offering. So you enjoy access to a wealth of robust infrastructure components, such as software lifecycle management functionality (including versioning and transport) and security mechanisms. SAP NetWeaver CE also enables you to create user interfaces based on proven technologies such as the Web Dynpro development environment and SAP Interactive Forms software by Adobe.

Moreover, you can enhance SAP NetWeaver BPM by integrating tried-and-trusted components of the SAP NetWeaver technology platform. These enable you to reap benefits including:

- Streamlined collaboration for greater employee productivity, plus unified user identification and access to business processes, via SAP NetWeaver Portal
- Open technologies for integrating your back-end software and business partner solutions via the SAP NetWeaver Process Integration offering
- Consistent master data across your applications and tightly meshed business processes via the SAP NetWeaver Master Data Management component
- Secure, role-based access to business processes across multiple applications and systems via the SAP NetWeaver Identity Management component

## Gain Insight via Process Analytics

SAP NetWeaver BPM delivers a variety of key analytic functionality, including process logging and monitoring. This provides you with valuable insight into process metrics (such as task execution time and number of process occurrences) so process owners can identify bottlenecks and apply this knowledge to continuously optimize processes. In addition, process participants and owners can perform detailed analysis using business analytics solutions from SAP that are tightly integrated with SAP NetWeaver BPM. For example, you can improve the productivity of process participants and the quality of decisions by providing contextual analysis of data that supports the decision-making process as part of a process task.

## Achieve Valuable Business Benefits

SAP NetWeaver BPM delivers a host of benefits for your organization as a whole, as well as for your business users and process experts.

Your organization can automate, monitor, and optimize its business processes and rules more quickly and effectively than ever before. And that translates into:

- Comprehensive management of agile processes
- Enhanced responsiveness to changing business imperatives
- Increased process efficiency and lower exception-handling costs

SAP NetWeaver BPM makes organizations more agile by orchestrating the work of people and software systems in a flexible way that can be understood and managed from a business perspective.

Business users can implement processes incorporating clearly defined activities, roles, and responsibilities. And that means users benefit from:

- Higher-quality processes
- Better decision making and lower error rates
- Increased visibility into process status

Business process experts can rely on one notation standard for the modeling and execution of processes in a single integrated environment. And that adds up to:

- Better collaboration between process owners and IT staff
- Faster development and shorter time to quality

## To Learn More

To learn more about SAP NetWeaver BPM, call your SAP representative or visit [www.sap.com/platform/netweaver/components/sapnetweaverbpm](http://www.sap.com/platform/netweaver/components/sapnetweaverbpm).

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## Summary

The SAP NetWeaver® Business Process Management (SAP NetWeaver BPM) component enables you to model and execute processes quickly and efficiently, without coding. SAP NetWeaver BPM significantly increases the speed, flexibility, and quality of process implementation – ultimately reducing costs.

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## Business Challenges

- Streamline operational business processes
- Rapidly adapt processes in line with real-world needs
- Accelerate design, composition, and implementation of processes
- Enhance collaboration between business and IT experts

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## Key Features

- **Collaborative process modeling** – Provide business and IT specialists with a shared environment for co-designing new processes and adapting existing ones
- **Process modeling and execution without coding** – Execute process models via a state-of-the-art, Java-based runtime environment
- **Provision of user-friendly interfaces** – Give business users intuitive access to applications and information via various channels
- **Integration of business rules** – Enhance responsiveness by incorporating business rules into processes from the outset
- **Enhanced functionality** – Provide consistent master data and cast-iron security mechanisms through integration with the SAP NetWeaver technology platform

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## Business Benefits

- **Complete business process management** through a suite of state-of-the-art, standards-based tools
- **Greater responsiveness to changing business imperatives** through more agile, adaptable processes
- **Enhanced quality, increased visibility, and better decision making** through incorporation of clearly defined activities, roles, and responsibilities
- **Better collaboration, faster development, and shorter time to quality** via a single, shared modeling environment for IT and business experts
- **Straightforward integration and modification of business rules** through integration with the SAP NetWeaver Business Rules Management component

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## For More Information

To learn more about SAP NetWeaver BPM, call your SAP representative today or visit us on the Web at [www.sap.com/platform/netweaver/components/sapnetweaverbpm](http://www.sap.com/platform/netweaver/components/sapnetweaverbpm).

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