DATA AND DOCUMENT ACCESS FOR SAP® SOLUTIONS
ACCESS STRUCTURED AND UNSTRUCTURED INFORMATION

Managing business-critical information – including huge amounts of unstructured data such as e-mails, faxes, images, and word processing documents – is a central aspect of day-to-day business activities. The powerful, user-friendly SAP® Document Access application by Open Text and the SAP Archiving application by Open Text, ready for immediate integration into your SAP software, facilitate data and document management across the enterprise. You can enhance operational efficiency and process transparency and improve the overall performance of your IT environment by off-loading aged data and documents for archiving and on-demand retrieval.

SAP

CONTENT

THE RIGHT INFORMATION, IN THE RIGHT PLACE, AT THE RIGHT TIME
MANAGING INCREASING AMOUNTS OF BUSINESS DATA

Proper data and information management presents a complex challenge to businesses in all industries – especially given the explosion of data generated in business today. The failure to capture, retain, track, share, and destroy sensitive information can have serious and costly repercussions, leading to missed business opportunities, poorly implemented organizational strategies, and compliance issues. Without the proper supporting information to provide context and background, core business processes are compromised, resulting in a host of problems: customers are dissatisfied with service, production quality is not up to par, and revenues are lost (see Figure 1).

While powerful business software like that from SAP manages the structured data related to your business processes, unstructured content and information represents about 90% of most companies' business data today. This information can include e-mails, graphics, word processing files, spreadsheets, paper documents, contracts, and proposals. Without the proper supporting information to provide context and background, core business processes are compromised, resulting in a host of problems that can impact your top and bottom lines and expose your organization to risk.

Typically, business data and documents are distributed across multiple sites and regions, often around the world. These documents may also be stored in disparate departmental silos and electronic systems. Without a handle on this information, potential pitfalls abound. For example, failure to integrate content into core business processes in accounts payable or purchasing can lead to labor-intensive processes, higher costs, and unsatisfactory customer service. Lack of compliance with government regulations can be costly and damaging to the firm's morale and brand reputation. And at the enterprise level, mishandling unstructured data can slow and even cripple essential business processes, disrupting dealings with suppliers, partners, vendors, and customers.

Presently, managing information is a significant challenge, and one that will not get easier in the days and years to come. The enormous amount of data created by businesses puts tremendous strain on IT budgets. Many companies are forced to spend their IT resources maintaining software availability and performance, with insufficient funds remaining to invest in technology innovation and core business activities (see Figure 2).
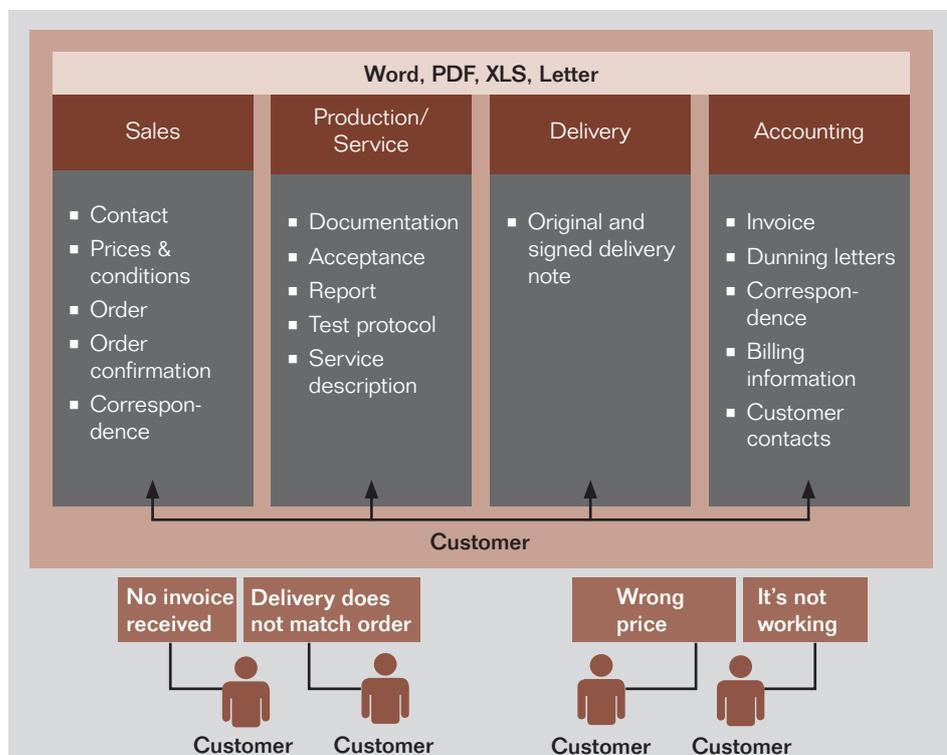

Figure 1: Supporting Information for Complete Business Context

DATA AND DOCUMENT MANAGEMENT FOR SAP® SOLUTIONS
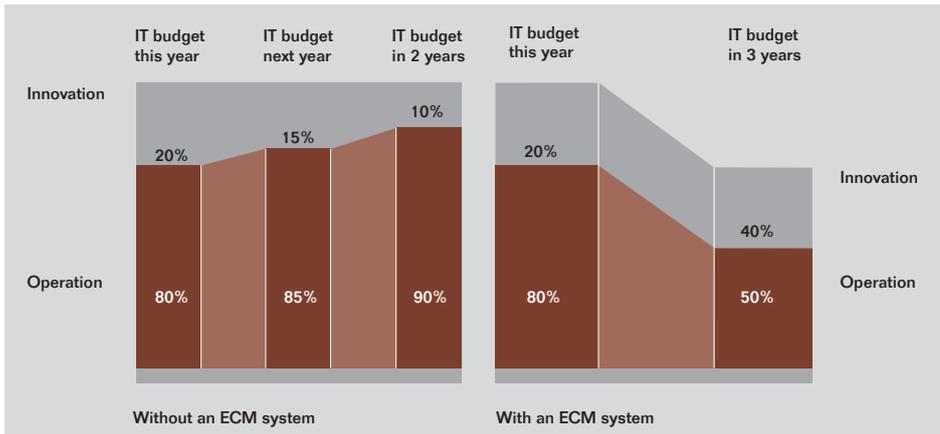## A UNIFORM FOUNDATION FOR ENTERPRISE CONTENT MANAGEMENT

Figure 2: The Strain on IT Resources

Figure 3: Documents Integrated into SAP Software Applications

The solution is an enterprise content management (ECM) application that integrates, connects, and coordinates unstructured information with the organization's business processes and structured data. The SAP® Document Access application by Open Text and the SAP Archiving application by Open Text enable you to perform ECM functions with superior technology and exceptional integration, backed up by global enterprise expertise.

The applications provide a uniform foundation for integrating and managing all your enterprise information within your SAP software environment, incorporating unstructured content from paper documents to e-mail (see Figure 3). Now, you can eliminate information silos and the need for resource-intensive manual pro-

cedures, postal mail, express delivery services, and paper archives. SAP Document Access and SAP Archiving enable and facilitate business processes from financial and HR to customer and supplier relationship management.

With these applications, you can integrate unstructured data in a wide variety of formats into core enterprise applications and eliminate a great deal of manual paper-document processing. For example, virtual folders can be customized to display HR data and documents (see Figure 4). You can access all employee documents such as visas, employment contracts, photographs, signature cards, and fingerprints, as well as audio and video files, and directly access the corresponding transaction.

The applications also facilitate the operation of shared-service centers to meet the information management requirements of distributed offices and plants. The software allows you to leverage the value of your business data, enhancing "number-crunching" analytics with the unstructured content that provides relevant context for the information.

Effective customer relationship management means being able to access all types of relevant customer information quickly and accurately. The SAP Document Access application by Open Text makes this possible by capturing, managing, and retrieving all customer documents related to processes supported by the SAP Customer Relationship Management application. For example, you can improve customer relations by providing front-office employees with a complete view of all customer interactions.

While powerful business software like that from SAP manages the structured data related to your business processes, unstructured content and information represents about 90% of most companies' business data today. This information can include e-mails, graphics, word processing files, spreadsheets, paper documents, contracts, and proposals. Without the proper supporting information to provide context and background, core business pro-
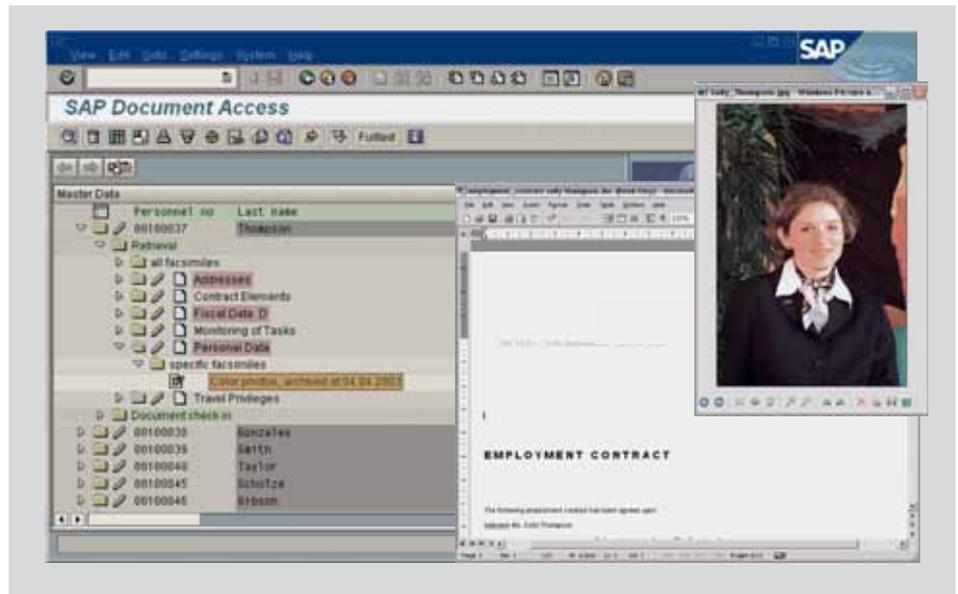

Figure 4: Personnel Folder View

cesses are compromised, resulting in a host of problems that can impact your top and bottom lines and expose your organization to risk.

SAP Document Access integrates completely with your SAP software solutions. You can store, manage, and retrieve SAP and non-SAP documents and data independent of SAP transactions, components, or software. Non-SAP documents can originate from a wide variety of sources, such as legacy software, host systems, data archiving, or customer and business partner software.

Ease of Access and Custom Navigation

The functionality of SAP Document Access spans solutions such as the SAP Customer Relationship Manage-

ment (SAP CRM) and SAP ERP applications to provide contextual access to non-SAP documents and data within your SAP software environment. You'll have a 360-degree view of all relevant information without leaving your SAP screen, where you can view a cross-application, folder-based, hierarchical list of files such as system-generated customer orders, incoming delivery notes, Adobe PDFs, Microsoft Word documents, and e-mails.

Your employees can quickly retrieve content working with easy-to-use, customizable navigation based on "virtual folder" structures. Documents from various sources can be consolidated into several different views, enabling consistent access from all customer-facing business processes, including accounts receivable, vendor management, contracts management, and
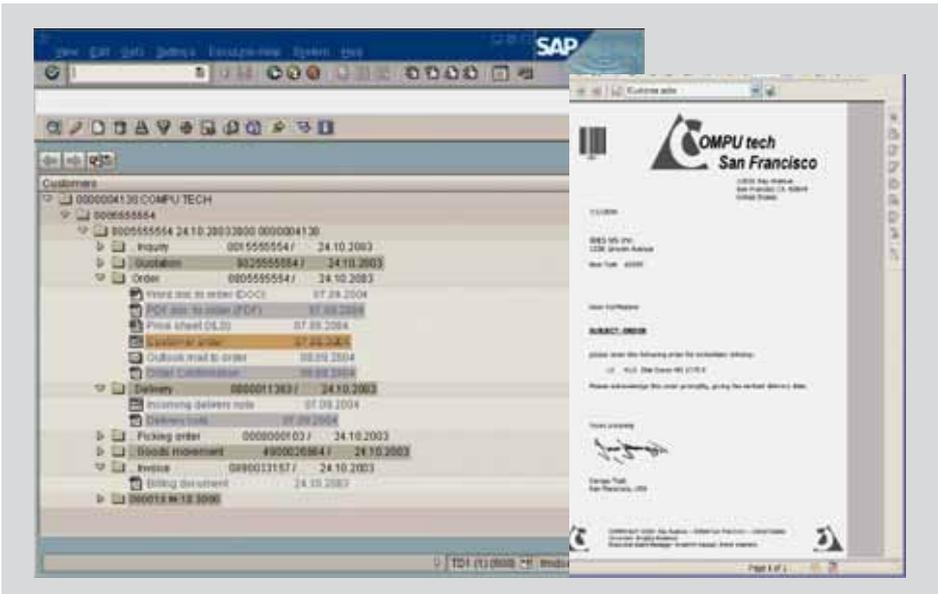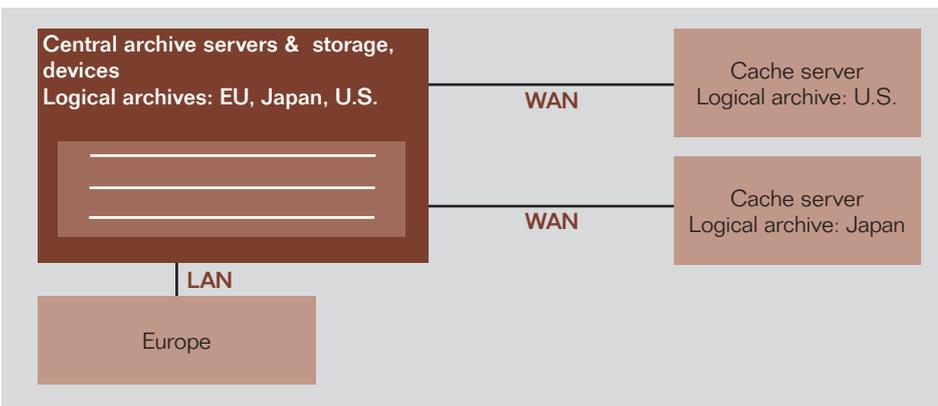
Figure 5: Customer Account Folder View

Figure 6: Secure, Distributed, Long-Term Storage

Adobe PDF). Your content is protected from natural disasters such as fire or flooding, and vital documents can be archived at geographically dispersed storage locations to ensure that they remain available even if one archive is destroyed (see Figure 6).

The SAP Document Access and SAP Archiving applications by Open Text provide a sophisticated, powerful, cutting-edge solution to the increasing challenges of document and data management. With these applications integrated with your SAP software, you can manage, connect, and coordinate unstructured and structured content alike, eliminating silos of information and reducing manual, paper-driven processes.

customer support (see Figure 5). SAP Document Access fully utilizes the SAP security authorizations functionality and displays only documents the user is authorized to view.

Secure Long-Term Archiving

The SAP Document Access application includes SAP Archiving, which supports the secure, long-term storage of important corporate and customer documents and data in a standard, widely used, and accepted format (such as TIFF or

BUSINESS BENEFITS OF SAP DOCUMENT ACCESS

DATA TRANSPARENCY ACROSS THE ENTERPRISE

By giving you a single point of access to all business information, no matter where it originates or what form it takes, SAP Document Access improves process transparency throughout the organization. You'll realize the following business benefits.

Instant Data Access, Better Collaboration, Increased Productivity

SAP Document Access integrates structured and unstructured documents into business processes supported by SAP software, providing a single customer or project folder for cross-functional collaboration. Employees can access, distribute, and store docu-

ments across multiple departments and office locations. With the right information at their fingertips at all times, employees can concentrate on core activities and results instead of wasting time hunting for data – boosting productivity and improving job satisfaction. You'll realize further productivity increases due to the application's ease of use. The software allows the sharing of content across applications, enabling you to make the most of your business content (see Figure 7).

Improved Customer Relationships

Effective customer relationship management means being able to access all types of relevant customer informa-

tion quickly and accurately. SAP Document Access makes this possible by capturing, managing, and retrieving all customer documents related to processes supported by SAP CRM. For example, you can provide front-office employees with a complete view of all customer interactions that allow them to present one face to the customer for better and more consistent service.

Faster, More Efficient Transactions and Processes

In many organizations, core operations center on business processes that involve mountains of paperwork. Incoming invoices, for example, are often paper documents that must go through a chain of reviews, approvals, and edits. These processes, designed to ensure accurate appropriation and accounting, are now outmoded; late fees and loss of discounts for early payments are the frequent result.

SAP Document Access helps you increase process and transactional efficiency. The application works with the SAP Business Workflow tool, enhancing process automation by enabling users to attach relevant contextual information – such as notes or images – to transactions to help accelerate processes and head off potential issues before they become problems (see Figure 8). In addition, SAP Document Access provides extensive audit trails to enhance governance over key business processes.
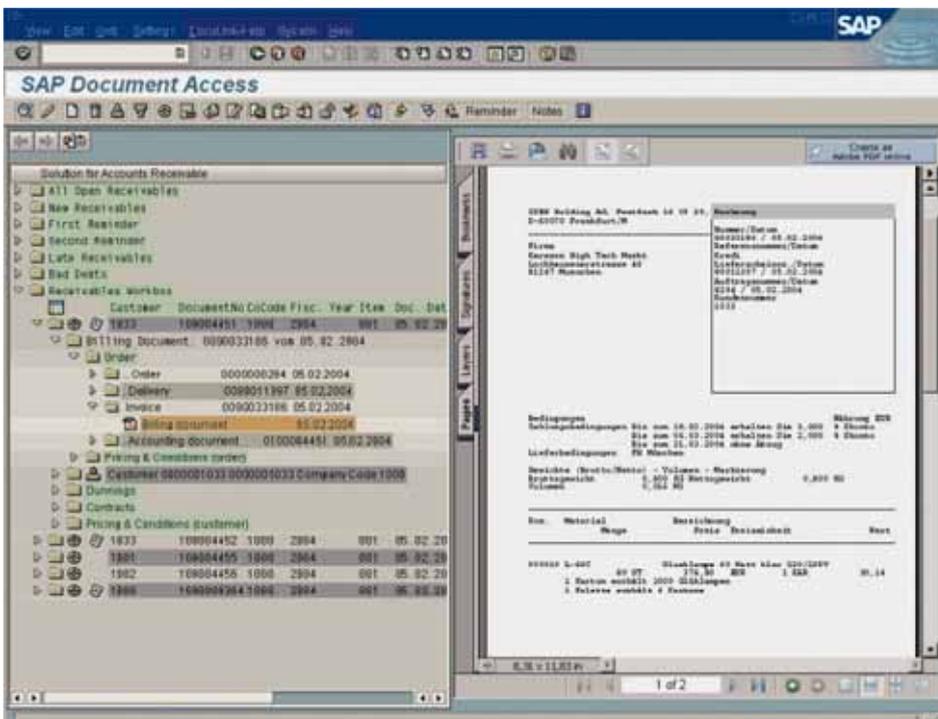

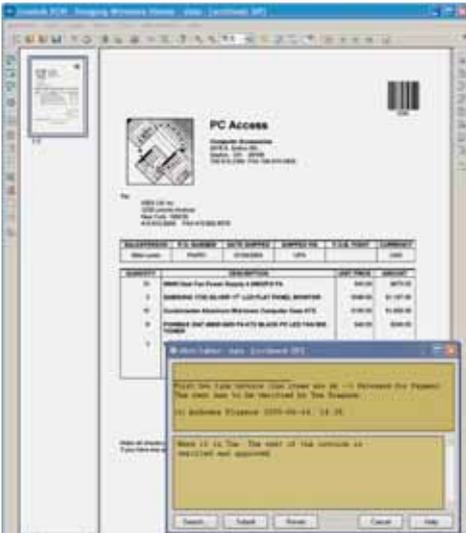**Figure 7: Accounts Receivable View**

Figure 8: Tools for Enhanced Process Efficiency

Figure 9: Elimination of Manual Document-Handling Tasks

SAP Document Access can improve the efficiency of accounts payable and receivable processes. For example, the application eliminates the issues that can drive up accounts payable costs per transaction, and enables the automation of invoice processing with SAP Business Workflow. You can speed payment collection activities, increasing your profitability and reducing days sales outstanding (DSO). As experience shows, the longer a payment remains outstanding, the less likely that it will be paid. By streamlining accounts receivable processes, SAP Document Access enables accounts receivable personnel to operate more efficiently and shorten DSO.

Reduced HR Costs

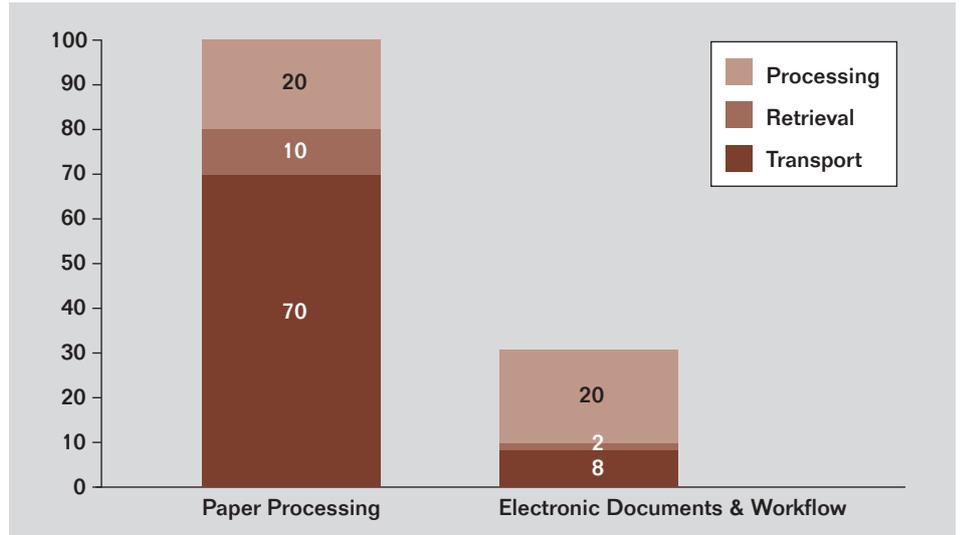SAP Document Access helps reduce HR operating costs by streamlining employee administration, automating

key business processes, providing self-service tools, and eliminating most manual document-handling processes (see Figure 9). For example, the application greatly facilitates standard HR operations such as hiring new employees. Sophisticated functionality captures incoming resumes and delivers summaries to all authorized parties without wasting resources on the manual collection, collation, and transport of paper documents from person to person, department to department, and so on. Relieved of manual processing of paperwork, HR personnel can instead turn their attention to more strategic and productive tasks.

Tight security controls enable you to comply with privacy regulations. All relevant information about an individual – applicant, employee, or former employee – can be stored and maintained in a protected environment,

reducing the risk of losing or misplacing confidential documents. SAP Document Access integrates this information with key applications to expedite the recruiting process, for example, and reduce the risk of losing qualified candidates due to a lengthy and complex hiring process.

Scalable and Cost-Effective to Grow with Your Organization

SAP Document Access can grow with your organization, scaling to meet your needs as the enterprise expands. The application can be used from the department level to the enterprise level and supports a business model with regional distribution and high security requirements. Since it integrates seamlessly with existing SAP applications and processes, training costs are low and user adoption rates are high.

KEY FUNCTIONS OF SAP ARCHIVING
INCREASED IT EFFICIENCY AND EFFECTIVENESS

The ever-growing volume of business data in your database – increased with every transaction – hinders technology performance, slows access to information, and decreases the speed and agility of your business. SAP Archiving enables you to off-load aged SAP data and documents from SAP software while retaining access to the information. SAP Archiving is available either as part of SAP Document Access or as a single application for organizations without document access requirements or non-SAP content access requirements.

Aged Data Archiving and Management

With SAP Archiving you can store SAP and non-SAP data and documents on a secure archive server with logical and physical archive management functionality. During its life cycle, the data is stored in durable, unalterable, and tamperproof format, lowering the costs and risks associated with meeting data retention and disposal requirements. In addition, off-loading data facilitates fast backup and recovery times, reduces administrative and hardware costs, and decreases the time it takes to implement enterprise application upgrades. Administrators can archive data when necessary and even schedule data archiving to enhance the application's performance.

Tight security controls enable you to comply with privacy regulations. For example, all relevant information about an individual – applicant, employee, or former employee – can be stored and maintained in a protected environment, reducing the risk of losing or misplacing confidential documents. The SAP Document Access application by Open Text integrates this information with key applications to expedite the recruiting process, for example, and reduce the risk of losing qualified candidates due to a lengthy and complex hiring process.

Flexible Storage

Flexible storage functionality lets you use your choice of hardware to archive outgoing or incoming documents and e-mail. With SAP Document Access and SAP Archiving, you can integrate SAP data and documents into your SAP enterprise software. Users working within a transaction can access both online and offline data within seconds.

BUSINESS BENEFITS OF SAP ARCHIVING
MAINTENANCE OF CRITICAL DOCUMENTS AND DATA

Together with SAP Document Access, SAP Archiving enables you to maintain crucial business data and document archiving without bogging down the performance, stability, and availability of your software solutions. You'll realize the following business benefits.

Improve System Performance and Reduce IT Costs

You can improve the performance of your application environment by off-loading older data and documents from your live system for easy retrieval when you need it – and reduce IT hardware and maintenance costs. With SAP Document Access, SAP Archiving also facilitates legacy decommissioning, which streamlines IT and reduces administrative expenses while lowering resource consumption.

Lower Total Cost of Ownership

With SAP Archiving, you can minimize your database growth, improve performance, use resources more efficiently, and realize substantial cost savings. When information is no longer needed on a daily basis, the application allows you to remove the data from the active database safely and easily and store it in archive files for later retrieval.

Increased IT Availability

SAP Archiving reduces technology downtime by cutting the time required for software upgrades, data backups and recovery, and database reorganization. You'll also have faster response time by decreasing the amount of data that must be processed – and online functionality means you don't have to shut down other applications when performing archiving activities.

Improved Compliance and Visibility

SAP Archiving provides secure and compliant long-term storage of your archived data and documents. You can address compliance requirements associated with electronic document retention regulations from agencies such as the U.S. Securities and Exchange Commission and the U.S. Food and Drug Administration, as well as mandates including the Sarbanes-Oxley Act and Germany's Principles of Due Operation of Electronic Bookkeeping Systems (GoB) and Principles of Data Access and Auditing of Digital Documents (GDPdU).

By archiving all documents in a central repository, SAP Archiving allows your organization to prove that your stored financial records are accurate by linking scanned records with related financial records generated by SAP software. For example, if an auditor requests a specific invoice, employees can quickly pull up all supporting documents to confirm the accuracy of the invoice and justify its use.

LEARN MORE ABOUT SAP DOCUMENT ACCESS AND SAP ARCHIVING
MANAGE AND CONNECT THE DATA THAT DRIVES YOUR BUSINESS

The SAP Document Access and SAP Archiving applications provide a sophisticated, powerful, cutting-edge solution to the increasing challenges of document and data management. With these applications integrated with your SAP software, you can manage, connect, and coordinate unstructured and structured content alike, eliminating silos of information and reducing manual, paper-driven processes. You'll better manage the documents and data that drive your business, improve the efficiency and effectiveness of your enterprise, and make a positive impact on your technology ROI – and on the company's bottom line.

To learn more about how SAP can help you meet your content management challenges, call your SAP representative today or visit us on the Web at www.sap.com/solutions /solutionextensions/index.epx.

Summary

Manage crucial structured and unstructured business information with the SAP® Document Access application by Open Text and the SAP Archiving application by Open Text. Easily integrated with your SAP software, the applications facilitate data management, improve IT operations, increase transparency, and improve productivity and efficiency throughout your organization.

Challenges

- Capture, retain, track, share, and archive growing amounts of crucial and sensitive business information
- Manage and integrate large amounts of unstructured data including e-mails, faxes, images, and word-processing documents – which account for some 90% of all business data
- Handle and coordinate geographically distributed data
- Deal with complex compliance requirements

Supported Business Processes and Software Functions

- Document consolidation – Manage and integrate all enterprise information within your SAP software environment
- Complete, contextual, hierarchical presentation of unstructured documents and structured, transaction-related data – Eliminate information silos and reduce manual, paper-driven business processes
- Custom navigation and virtual folders – Make it easy for people to manage their data
- Long-term, secure archiving of business data and documents – Work with standard, durable, widely used formats
- Information accessibility – Take advantage of flexible, secure, and durable storage and retrieval functionality

Business Benefits

- **Heighten productivity and collaboration** with instant data and document access
- **Support core business processes** with contextual information
- **Improve speed and efficiency** of transactional activities and processes
- **Enhance customer service and relationships** with fast access to up-to-date data
- **Lower costs** through streamlining of document-handling processes
- **Accommodate growth and expansion** with a scalable solution
- **Boost IT performance and availability** for lower IT costs and total cost of ownership
- **Protect content** from natural disasters with distributed archiving
- **Improve compliance** with long-term, secure storage of archived data

For More Information

Call your SAP representative or visit us online at
www.sap.com/solutions/solutionextensions/index.epx.