

Power of Your SAP ERP Extended

Structured and Unstructured
information access from SAP ERP

POWERED BY
SAP NetWeaver[®]



ECM Advantage: SAP Document Access and Archiving by Open Text

ARTERIA

THE BEST-RUN BUSINESSES RUN SAP™



Agenda



- Arteria Technologies – An Introduction
- Business and IT Problems
- ECM Advantage – Features and Benefits
- Additional Features & Benefits
- Implementation
- Demo

ARTERIA

Arteria Technologies

- An SAP Software Solution and Service Partner
- Solutions developed on SAP NetWeaver with SAP India's guidance. Tested and Certified by SAP Labs
- Best NetWeaver Integration Partner in 2007 for APJ

SAP NetWeaver Expertise

- SoA Consulting
- SAP NetWeaver Process Integration
- SAP NetWeaver based B2B EDI Integration
- SAP NetWeaver BW, CE, EP, MI and MDM

SAP Solution Extensions Expertise

- Interactive Forms by Adobe
- SAP Archiving and Document Access by Open Text
- Seeburger EDI Adaptors
- Test Data Migration Server
- SAP Incentive Administration by Vistex

Other Expertise

- SAP ABAP Custom & RICEFW Development
- SAP BASIS Services
- SAP Technical Upgrade and
- Post Go-Live technical support

Clientele



Business and IT problems – Disconnected Unstructured Information



Disconnected Structured and Unstructured information

- Many processes are triggered by, include and generate unstructured content (e-mails, e-documents, scanned images etc.). ERP generally doesn't handle unstructured content.
- Business documents are geographically distributed in different sites. How to handle business processes with centralized ERP and distributed associated process documents?

Some Facts:

- All partially or fully paper based processes managed by SAP ERP can't make full use of SAP ERP and are very slow and error-prone
- Governance and Compliance problems
- 90% of the content in an organization is unstructured
- Typically affected processes – AP, AR, HR, Customer-centric, purchase and Shared services

Examples – Accounts Payable

- Paper based invoices, e-mail based approvals etc. Not attached to associated AP transactions or workflows
- Hard to retain the unstructured information for 7-8 years as per government regulations
- Error-prone and difficult to audit and govern
- Difficult to manage high volume, paper-based AP processes
- Every invoice passes through several people for review/approval
- Lower efficiency, missed due dates, missed cash discounts for early payment and late fees

Business and IT problems – Increasing costs and risks



Growing size of SAP data

- Ever-increasing size of SAP data – Increased storage requirements
- Large database size – Decreased performance – Need of server hardware up-gradation

Low productivity

- Low process efficiency
- Manual interventions
- SAP Workflows move to next stage in a fraction of second. But paper moving from one table to another OR one city to other takes ages

Paper based processes

- Retaining and storing unstructured information as per government compliance
- Expensive audits – mapping huge number of SAP transactions with associated unstructured content
- Risky – temper proof

Scattered Information

- In various systems – SAP and non-SAP
- Co-existence of SAP and legacy systems
- Taking decisions becomes longer

Connect: Improving Operational Efficiency and Productivity



- Scans paper documents, electronic documents and email, securely archives them and integrates them with SAP transactions and workflows

- Fast and easy access. Few examples below

Accounts Payable: Increased Process Efficiency - Taking Advantage of Cash Discounts

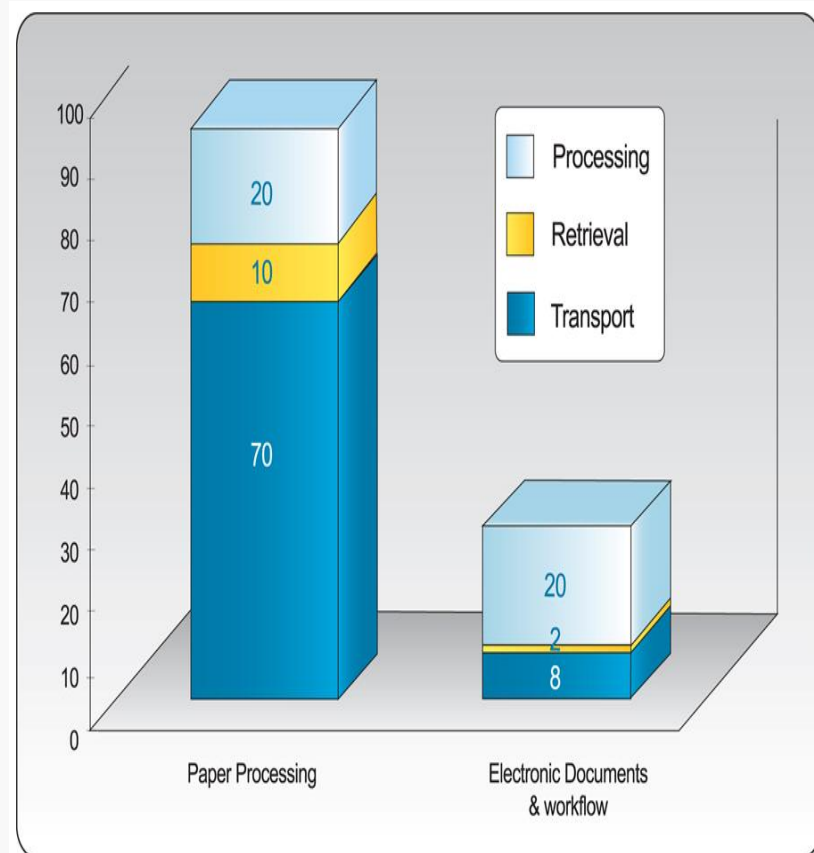
Pain

- Difficult to manage high volume, paper-based AP processes
- Every invoice passes through several people for review/approval
- Lower efficiency, missed due dates, missed cash discounts for early payment and late fees

Solution by SAP Archiving and Document Access

- Invoice document conversion to electronic format
- Integrating it with the SAP workflow as an electronic document
- Instant access to the invoice document
- Reduced paper transport times and AP process more efficient
- Works very well in Shared Services scenario as well

Typical Cost Savings by Automated AP Solution



Connect: Improving Operational Efficiency and Productivity



- Scans paper documents, electronic documents and email, securely archives them and integrates them with SAP transactions and workflows
- Fast and easy access. Few examples below

Accounts Receivable: Increased Profitability - Reduce AR outstanding & bad debt write-off - Improve credit line

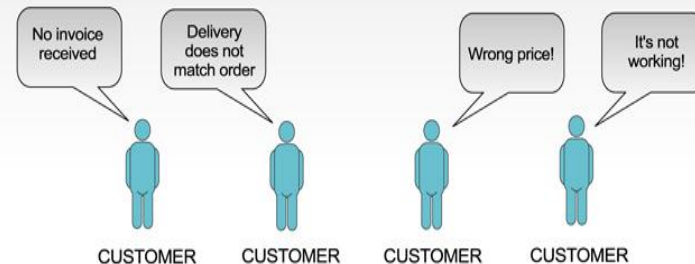
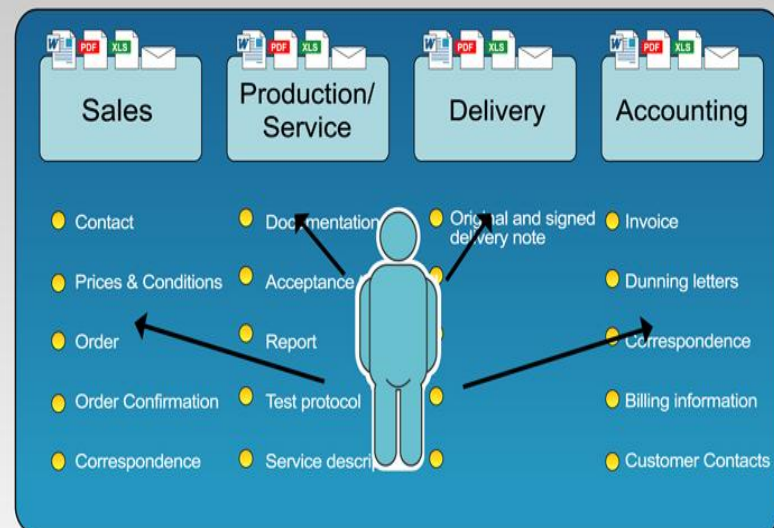
Pain

- Inefficient collection process – long collection time, increased bad debt & eroded bottom line revenue
- AR dept needs info from many sources to solve problems, which prevent customers from paying
- Needs account info generated throughout the organization to facilitate timely collection
- Ends up manually pulling relevant documents from multiple departments & systems, query colleagues and wait for information to be faxed or sent

Solution by SAP Archiving and Document Access

- Link order information as soon as it is entered or scanned into the system to corresponding customer info
- AR staff simply needs to enter basic customer information to access related information
- Reducing the time spent manually looking for information scattered across multiple systems

Supporting Information for Accounts Receivable Departments



Connect: Improving Operational Efficiency and Productivity



- Scans paper documents, electronic documents and email, securely archives them and integrates them with SAP transactions, workflows and master records
- Fast and easy access. Few examples below

HR Department: Reducing Operational Costs - Recruitment

Pain

- Transport of loads of paper between departments and people for Recruitment
- Lengthy and complex recruitment process
- Risk of losing good candidates

Solution by SAP Archiving and Document Access

- Capture incoming resumes and deliver a summary to all authorized persons
- No inefficient transport of paper documents between departments and offices
- Expedite the process and reduce the risk of losing good candidates due to a lengthy and complex hiring process
- Reduced risk of losing good candidates

HR Department: Reducing Operational Costs - Others

Pain

- A significant time of HR professionals going into routine admin work & manual request processing
- Instead of strategic activities, HR dept busy in day to day transactional activities

Solution by SAP Archiving and Document Access

- All relevant info about an individual, whether applicant, employee, or former employee, can be stored and maintained in a protected environment
- Reducing the risk of losing or misplacing confidential documents. Tight security controls enable organizations to comply with privacy regulations
- Tremendous returns when used in conjunction with SAP ESS
- The HR department is relieved from manually processing standard requests, enabling it to reassign staff to focus on more strategic tasks

Cut Costs: Reduce IT Consolidation and Maintenance Costs



- Archives SAP data with high compression ratio

IT Department: Lower Costs & High Performance

Pain

- Rapidly growing Data in SAP Systems
- Low System Performance
- Lengthy and Complex future upgrades & consolidations
- Long backup and restore time for meeting regulatory requirements to keep historical data

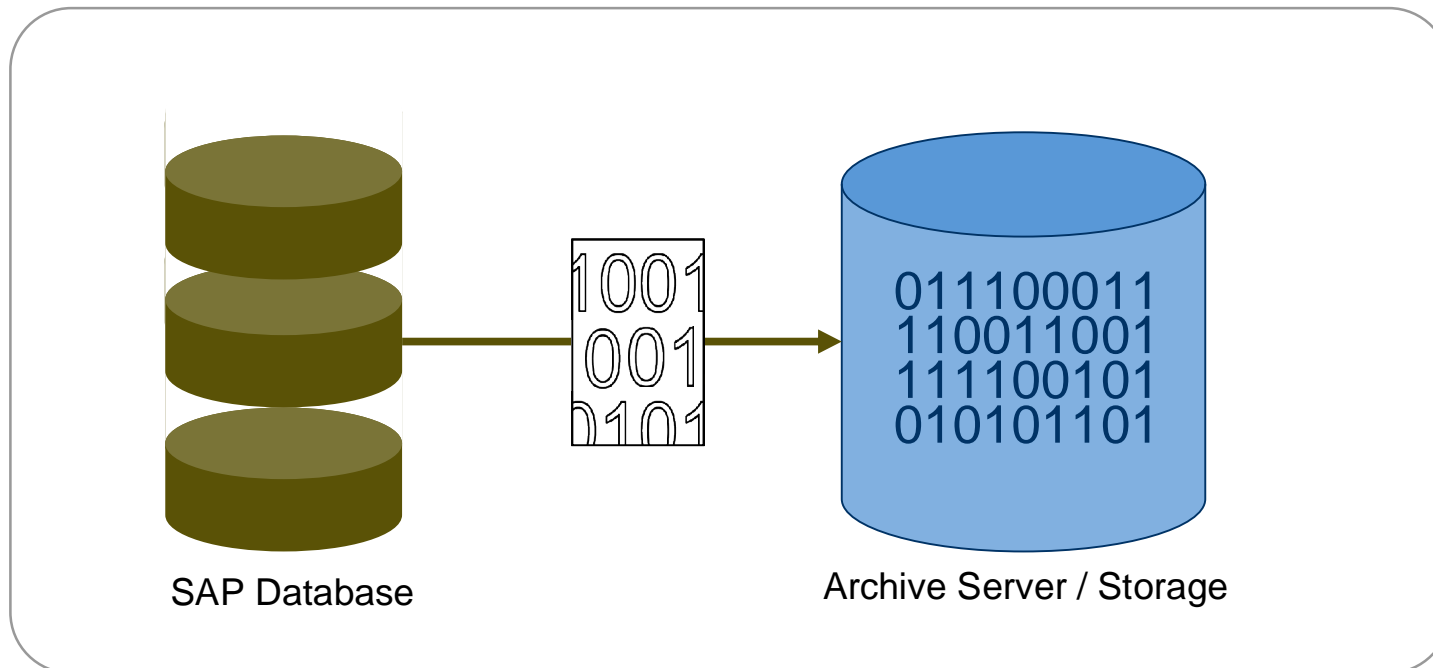
Solution by SAP Archiving and Document Access

- Keeps the SAP database (applications and BW) manageable while reducing admin effort and resource consumption
- High compression – Reduced storage needs
- Increased system performance – Slimmer SAP Database
- Retention of critical business records in very secure format

Technical Features of SAP Archiving and Document Access

- Supports – ADK Archiving, Print lists, any associated or linked content
- Context sensitive archiving
- Storage vendor and type independent - optical storage, content addressed storage (e.g., EMC, Hitachi), storage area networks, etc.
- Includes a scanning solution. Supports any industry-standard scanner (ISIS standard scanner, personal desktop scanners, etc.)
- When the document is scanned in, it automatically triggers an SAP workflow. Eg incoming invoice
- Image viewer with annotations
- Works from within SAP screens. No user training needed – SAPGUI & SAP Portal
- Disaster recovery mechanisms & Audit logs
- Highly scalable and distributed

Why Archive ?



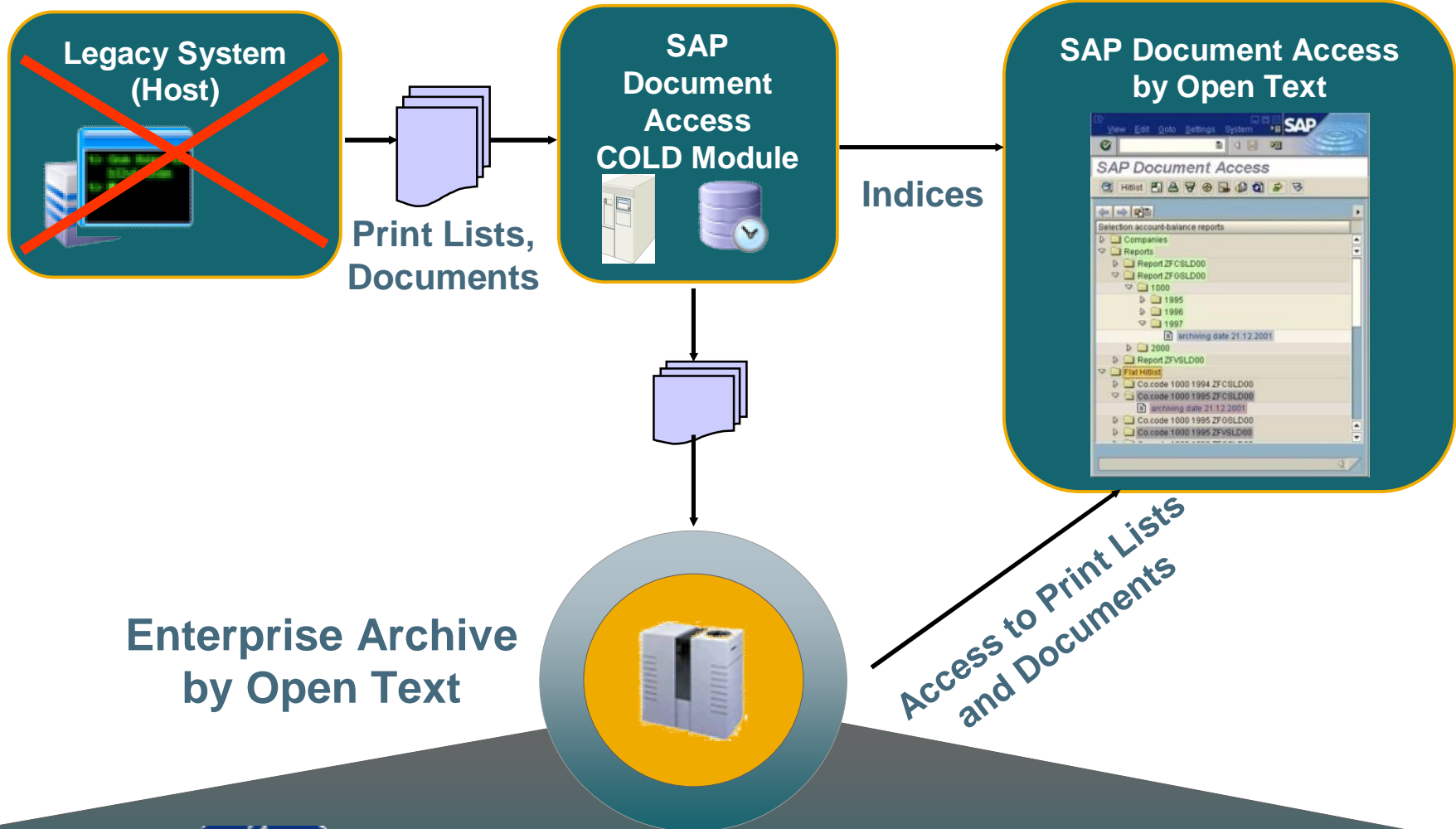
Situation

- Rapid growth of SAP database
- Growth exceeds platform capacity
- Regulatory requirements to keep historical data

Impact

- Increased TCO (operational / support costs / capital costs)
- Increased response times
- Long backup and restore time

Document Access by Open Text Legacy Decommissioning:



Comply: Ensuring Compliance and Reducing Risk



Developing and implementing best practices for compliance requirements not only protects organizations from risk, but helps them streamline operations, reduce administrative costs and proactively prepare to comply with emerging regulations

Compliance

Pain

- Regulations consistently require that organizations track, manage and retain critical business information and present it upon request
- Most regulations place a number of strict requirements on corporations to manage content through its active lifecycle
- Also to retain it for many years or decades after it is no longer in use

Solution by SAP Archiving and Document Access

- Electronic document retention for many regulations including Sarbanes-Oxley, U.S. Food and Drug Administration and others

Security

Solution by SAP Archiving and Document Access

- Remote standby (ensures data security in case of storage media damage by external incidents like fire or flooding)
- SAP Security, Digital Signatures, Role based access, checksums and timestamps, encryption
- Hot standby (performance and system availability in case of server shutdown)
- Utilizes SAP Security Authorizations
- WORM: Write Once, Read Many, DVD or UDO (Ultra Density Optical) - excellent safeguard against accidental and intentional deletion or Alteration
- Security features, such as Encryption, Secure Socket Layer, Digital Signatures and Time Stamps, that prevent unauthorized or inappropriate access and modification of content stored within Archive Server

Other Features and benefits



360 Degree View

- Single point of access to SAP and non-SAP data and documents (Archived, live) within SAPGUI and SAP NetWeaver Portal environments.
- Provides access to data and documents from any SAP module
- Spans multiple SAP modules and systems
- User interface in either SAPGUI or SAP NetWeaver Portal

Integration with SAP NetWeaver

- Integrates with SAP Content Management
- Template-based document creation processes
- Document editing and revision
- Document status change
- BI Archiving and in standard and Near line storage mode

Scanning, Fax and Document Viewer

- Inbuilt scanning integration – supporting all industry standards for scanning. Supports bulk scanning. An incoming (scanned or electronic) document can trigger a workflow
- Document Viewer with annotation capabilities
- No separate user training needed. Native to SAP – works from within SAP windows

Virtual folders and friendly navigation

- Organizes and manages all content (including legacy data and documents) in virtual folders (dynamic collection of related content in business process context).
- Examples – Customer, Real Estate, Employee, Order, Supplier, Dealer folders

ECM Advantage: Implementation Scenarios



Implementation Details

- Easy to deploy (Rapid Go-Live) and Easy Enhancement
- Packaged solution with five scenarios
- Quick implementation – 8 to 12 weeks

Scenarios

- MM Purchase Order History
- SD Document Hierarchy
- FI Account View
- Material Documents and FI Documents
- SAP Data Archiving, 360 Degree view and Virtual folder creation of above scenarios

DEMO

ARTERIA

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SAP Standard Archiving – A brief introduction



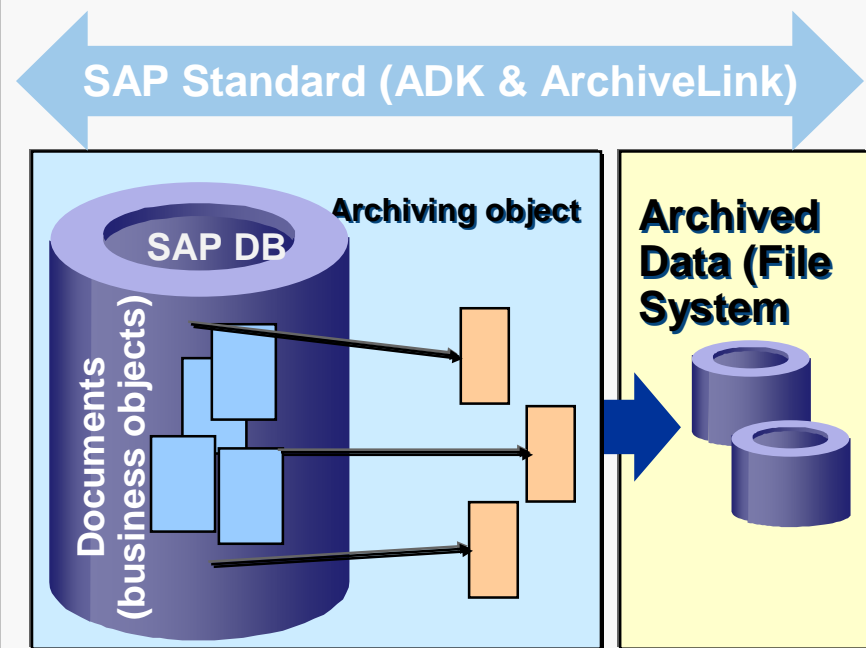
SAP Standard Archiving (also called Data Archiving) allows our ERP customers to write transactional data that is business complete into archive files and deletes this data afterwards from the productive database

Functionalities Out of scope

- Transferring archived data from the file system to external storage system is not automated. Manual.
- Security and management of the archived data
- Retention handling of archived data
- Incapable of legacy decommissioning
- Distributedness, Disaster Recovery, Caching, Compliance (audit, tracking, logs)
- Protection against accidental deletion, temper, unauthorized alterations
- Unstructured Information archiving – Documents, Mails
- Digitization (Scanning, Fax Integration), Document Linking, ECM, Virtual Folders

Features

- Archiving Objects & Archiving Administration
- Basic Archive Explorer
- Very thin and basic Compression and printlist Archiving
- Slow and non-user friendly retrievals



Why Open Text Archiving?

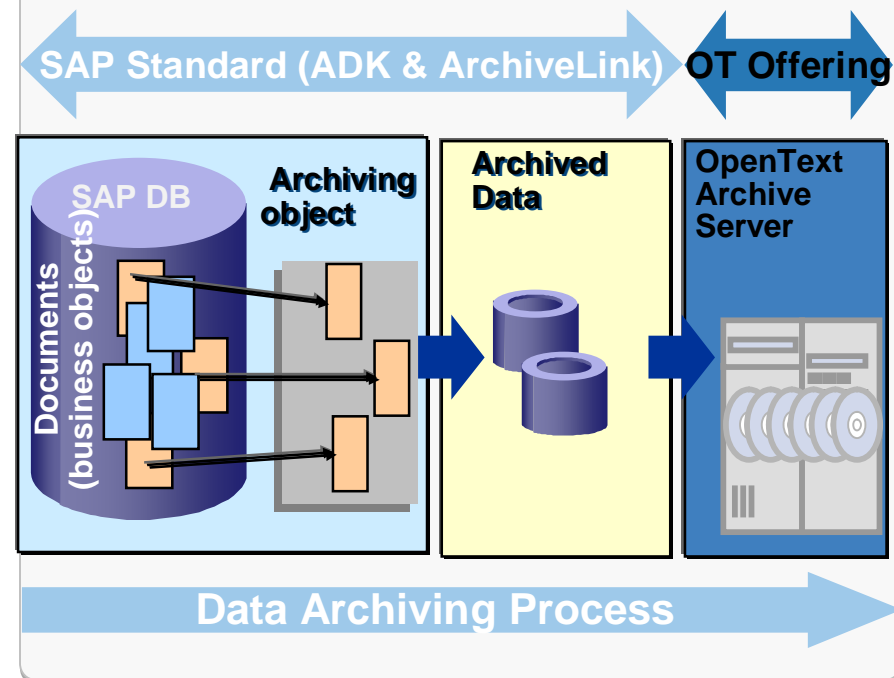


Functionalities IN scope

- Automated storage configurations
- Secure archived data
- Retention handling of archived data
- Legacy decommissioning
- Distributedness, Disaster Recovery, Hot & Remote standby, Caching
- Compliance and Security
- Unstructured Information archiving
- Scanning, Document linking, ECM, Virtual Folders, Scanning and Fax integration
- Context sensitive Archiving
- Single Instance Archiving

Features

- Archived data secure and compliant
- Compression and printlist Archiving
- Performance optimized Retrievals
- Document (Unstructured Info) Archiving



Optimized Performance & Storage Space and Hardware Independence



Open Text Archiving

- **Caching – Performance Optimization**
 - Caching supported for frequently accessed data and documents
- **Metadata Layer – Performance Optimization**
 - Organize and classify archived data
 - Very fast retrieval and search
- **Hardware Independence**
 - Any vendor
 - Any storage configuration
- **Compression – Storage Space Optimization**
 - Typical 60-80 percent
- **Near line Storage-BI – Performance Optimization**
 - Supports archiving of infocubes
- **Single Instance Archiving**
- **Optimized data handling – file containers**

SAP Standard Archiving

- **Caching - Not Supported**
 - Retrieval becomes slow - Specially heavy reports retrievals get affected
- **Metadata Layer – Doesn't exist**
 - No metadata layer present. Direct file access
- **Hardware Independence - No**
 - File System dependence
 - Manual configuration of heterogeneous storage landscapes
- **Compression - Minimal**
 - Typical 10-15 percent
- **Near Line Storage-BI – Not Supported**
 - Does not support
- **Single instance archiving not supported**
- **File containers not supported**

Open Text Archiving

■Advanced Printlist Archiving

- SAP and non-SAP legacy systems supported
- Searching, annotating, hyperlinks and notes supported

■Legacy Decommissioning

- Reports on the legacy data can be generated and archived through printlist archiving

■Metadata Layer

- Meta Data Layer for faster Retrieval and searching

■One Screen Access

- Access all archived and online data from standard SAP GUI

■Archived data information

- Archived data can be seen from the same screen and always accessible to the authorized user

■Access Tools

- Use Windows, Java or Web Viewer

SAP Standard Archiving

■Basic Printlist Archiving

- Only SAP standard reports supported without search and annotating functionalities

■Legacy Decommissioning

- Not possible with Standard Archiving

■Metadata Layer

- No Meta Data Layer Available

■One Screen Access

- If someone want to access archived data, he can go to the transaction SARI and view it

■Archived data information

- Confusing and error prone. No way to know what data have been archived

■Access Tools

- SAP GUI only. That too via SARI



Open Text Archiving

- **Retention handling** – Compliance
- **WORM:** Write Once, Read Many - Excellent safeguard against accidental and intentional deletion or Alteration
- **SAP Security Authorizations** apply. Only access to the archived data is via SAP Screens
- **Remote standby** (ensures data security in case of storage media damage by external incidents like fire or flooding)
- **SAP Security, Digital Signatures, Role based access, checksums and encryption**
- **Hot standby** (performance and system availability in case of server shutdown)
- **Encryption, SSL, Digital Signatures and Time Stamps**
- **Auditing** – access logs and timestamps
- **Easy backups**
- **Load balancing**

SAP Standard Archiving

- **Retention handling not supported**
- **WORM not supported**
- **Archived data can be easily accessed, altered, deleted with direct access**
- **Remote Standby Not Supported**
- **Security feaures not supported**
- **Hot standby not supported**
- **Security features not supported**
- **Auditing not supported**
- **Complicated**
- **Load balancing not supported**