



TECHNISCHE UNIVERSITÄT MÜNCHEN

UNIVERSITY SAVES TIME AND MONEY, IMPROVES COLLABORATION WITH WEB MEETINGS

QUICK FACTS

“We communicate and cooperate with many different partners and customers worldwide as part of a global knowledge network. SAP Acrobat Connect Professional Meeting helps support our efforts.”

Prof. Dr. Helmut Krcmar, Academic Director,
University Competence Center,
Technische Universität München

Company

- Name: Technische Universität München (TUM)
- Locations: Munich, Germany (TUM); Garching, Germany (University Competence Center organization)
- Industry: Higher education and research
- Budget: €793.9 million
- Employees: 6,942
- Web site: www.tum.de
- Partner: Adobe Systems GmbH

Challenges and Opportunities

- Improve communication with worldwide partners
- Gain remote access to customer computers for troubleshooting

Objectives

Set up real-time, on-demand virtual meeting rooms and Web conferences to enable document sharing and collaboration

SAP® Solutions and Services

SAP® Acrobat Connect Professional Meeting application by Adobe

Implementation Highlights

- 1-day installation
- 1-week testing of virtual project meetings between partners on 2 continents

Why SAP

- The university's long-standing relationship with SAP as trusted advisor
- SAP's positive experience using the application itself

Benefits

- Saved time
- Reduced costs
- Optimized resource expenditures
- Improved ability to establish project direction more quickly
- Increased customer satisfaction through remote desktop access for enhanced support

Existing Environment

E-mail, telephone, physical meetings

Third-Party Integration

- Hardware: Sun
- Operating system: Microsoft Windows



The University Competence Center (UCC) organization at Technische Universität München (TUM) carries on a continuous dialogue with the world. The Garching, Germany-based competence center is one of five global UCCs that host and support SAP® software solutions as part of the SAP University Alliances program. As such, it conducts meetings with partners across Europe, Asia, and the United States and provides application support to more than 100 customers in five countries. The competence center implemented the SAP Acrobat Connect Professional Meeting application by Adobe to host these Web meetings and to gain remote access to its customers' desktops for enhancing support.

SAP Acrobat Connect Professional Meeting enables users to establish real-time, on-demand virtual meeting rooms and Web conferences. Once they have logged on, members can share documents and collaborate using live screen technology and whiteboard, video, and audio tools. The software also allows the users to access various applications and communicate via text messaging. SAP Acrobat Connect Professional Meeting works with Adobe Flash – so more than 98% of Internet-connected desktops worldwide are already configured to use it.

Users set up meetings by defining the project rooms, identifying the participants, and sending e-mails with the times, dates, and links. Attendees self-register via Web browsers and receive automatically generated confirmations and reminders. Using a browser-based interface, they participate in face-to-face discussions via inexpensive Web cameras. Once a meeting room has been

created, it can be used as often as needed, without additional administrative work.

The competence center is using SAP Acrobat Connect Professional Meeting to collaborate with professors around the world to develop curriculum and teaching materials for SAP software solutions and to confer during the piloting of new SAP products. The meetings typically include between 3 and 10 people. The virtual workspace allows them to share screens from each other's desktops and SAP applications, chat, mark up and annotate documents, and record meeting minutes.

That's a big improvement over e-mail, telephone calls, and costly, time-consuming travel. "The major benefit of SAP Acrobat Connect Professional Meeting is improved communications with our partners," says Sonja Hecht, application support specialist with the University Competence Center organization at

TUM. "Sharing screens and files is especially useful. This enables us to establish a common understanding of the project and set the right direction very early on. It saves time, reduces cost, and optimizes resource expenditures."

Quick Installation Mirrored by Ease of Use

The competence center staff especially liked the fact that the application was quick to install. "The implementation was on time and within budget. It took only one day to install the software, plus a week of testing virtual meetings with partners on different continents," says Prof. Dr. Helmut Krcmar, academic director at TUM's University Competence Center.

The UCC staff also appreciated the application's user-friendly functionality. "Collaboration software should be intuitive and easy to use, without requiring too much training. With SAP Acrobat Connect Professional Meeting, staff members and partners were able to use the application immediately, relying on the documentation provided with the software," says Hecht.

The selection process was similarly straightforward. "We have been working very closely with SAP for a long time," comments Dr. Holger Wittges, executive director with the University Competence Center organization at TUM. "We did not have a real selection process. We knew SAP was already using the SAP Acrobat Connect Professional Meeting application itself and had a very good experience with it. We had a chance to



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use the product for our competence center, and we took advantage of it.”

Remote Access Speeds Issue Resolution

The center’s educational sector customers in Bulgaria, Germany, Ireland, Romania, and the United Kingdom are pleased with the enhanced application support they receive, now that the competence center can remotely access their desktops to troubleshoot issues. The competence center hosts a wide range of SAP software solutions for more than 100 customers as part of the SAP University Alliances program, a global initiative with nearly 900 member campuses in more than 40 countries. The hosted solutions include the SAP

the customer desktop in real time via SAP Acrobat Connect Professional Meeting provides a higher level of service and more customer satisfaction. We can now access the client PC remotely and find out where the problem is. Our customers are very happy with this new capability.”

TUM Considers Further Applications to Facilitate Online Learning

The center also plans to look into the SAP Acrobat Connect Professional Learning application by Adobe. SAP Acrobat Connect Professional Learning is designed for organizations that need to create, manage, and deliver rapid e-learning for internal training. Users can schedule courses, enroll learners,

and more than 21,000 students – focuses on the natural sciences, engineering, medicine, and life sciences. It has central institutes that cooperate around interdisciplinary competencies for research projects and maintains partnerships with more than 130 universities throughout the world.

TUM, which remains committed to maintaining its reputation as an “entrepreneurial university,” looks for ways to regularly expand its scope and introduce new and cutting-edge concepts.

“What is important to our competence center, and also to Technische Universität München, is that we are always up-to-date and on the leading edge,” comments Krcmar. “Customers come to our competence center for technological expertise, so we have to work with the latest technology and products. We communicate and cooperate with many different partners and customers worldwide as part of a global knowledge network. SAP Acrobat Connect Professional Meeting helps support our efforts.”

“We knew SAP was already using the SAP Acrobat Connect Professional Meeting application itself and had a very good experience with it. We had a chance to use the product for our competence center, and we took advantage of it.”

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NetWeaver® technology platform and all its components, the SAP ERP application, the SAP Solution Manager application management solution, and various SAP industry solutions. Through the program, more than 175,000 students gain firsthand experience with SAP software each year.

grant viewing permissions, and automate enrollment notices and reminders. Training staff and subject matter experts develop curricula combining live classes, self-paced or instructor-led courses, and other content. They can define course prerequisites, specify required and optional modules, and track participants’ progress and test scores.

“Our competence center supports 1,000 users and handles 400 to 500 requests per month,” Hecht says. “Previously, we relied on captured screen shots sent by e-mail to diagnose problems. Our ability to remotely access

These kinds of capabilities align closely with Technische Universität München’s leadership position as a high-caliber international research institution. TUM – with 12 departments, over 7,000 employees,



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