SAP Solution Brief
Solution Extensions

SAP Extended Enterprise Content Management by OpenText

Connect People and Processes to Vital Enterprise Content

Quick Facts

Summary

Every organization wants to extract maximum value from its processes and content. The SAP® Extended Enterprise Content Management application by OpenText helps you execute on that and more. The application helps you manage unstructured and structured content more effectively while facilitating collaboration and storing content to avoid redundancies, minimize information growth, and support regulatory compliance.

Business Challenges

- Manage unstructured content
- Enable collaboration for globally dispersed teams
- Relate unstructured content to relevant business transactions in SAP Business Suite applications
- Minimize the proliferation of content silos
- Store and track content for regulatory compliance

Key Features

- **Content management** – Link unstructured information, such as e-mails and photos, to structured transaction data
- **Collaboration** – Facilitate the developing, sharing, commenting on, and approving of any type of unstructured content
- **Content access** – Make relevant content readily available with Microsoft Office applications
- **Records management** – Control the complete lifecycle of content with functionality certified by U.S. Department of Defense directive 5015.2

Business Benefits

- **Enhance decision making and processes** by providing people with relevant content
- **Enhance collaboration and increase communication** with workspaces that centralize information and enable team members to work together efficiently
- **Constrain the growth of content repositories and minimize IT complexity** with a rationalized approach to content management
- **Mitigate legal and regulatory risk** by classifying and storing content in an orderly manner and making it accessible for compliance purposes

For More Information

Contact your SAP representative, or visit us online at www.sap.com/solutions/solutionextensions.

Since your organization relies on SAP® applications to run critical processes, it is advantageous to incorporate the unstructured content generated throughout your business environment. The SAP Extended Enterprise Content Management (SAP Extended ECM) application by OpenText helps you unite and manage unstructured and structured content more effectively. This makes it easier for your employees, partners, and others to access needed information, collaborate efficiently, and support compliance.

HARNESS ALL YOUR CONTENT

Regardless of industry, you understand how important your SAP applications – such as SAP Business Suite software – are for driving your core processes and generating critical transactional data. For many of your applications, this structured data plays an important role. But equally important is the enormous volume of unstructured content – including e-mails, videos, documents, presentations, and social media – that comprises everyday communications, much of which is critical to effectively running your organization.

Like many organizations, yours is likely seeking to take control of the unstructured content stored in application silos scattered throughout your IT infrastructure. By reining in the ad hoc solutions used to access and store data, you can increase data accuracy and timeliness while reducing inefficiencies. Plus, you can avoid the compliance risks that arise when sensitive information is created, shared, and stored outside of a central retention policy. The key is to alleviate employees of the need to manually bridge the gap between enterprise applications and unstructured information.

Link Content, Processes, Workflows, and Employees

SAP Extended ECM is an enterprise content management solution optimized to integrate with your existing SAP software, so you can overcome the disconnect between structured processes and unstructured information generated outside of SAP applications. With SAP Extended ECM, your employees can quickly retrieve content from any authorized source and view it through an SAP software or Web interface, thus providing a dynamic environment for sharing content. As a result, content-centric processes become more efficient because your unstructured content is readily accessible within the context of business processes and transactions. You can also embed unstructured content to enrich any process supported by SAP software, with related metadata automatically uploaded.

SAP Extended ECM provides tools – including shared workspaces and support for approval workflows, discussions, projects, tasks, forums, and notifications – that enable your employees to brainstorm, develop, share, comment on, and approve any unstructured content. SAP Extended ECM also integrates with the Microsoft Office suite of applications, providing people with a complete view and access to collaborative communication. Moreover, within a workspace, you can create ad hoc workflows to easily manage approvals and sign-offs for various milestones. Employees can view the status of workflows through a simple dashboard and can integrate them with larger, more complex SAP software–based workflows. SAP Extended ECM even makes it possible for remote workers to access content offline, so they can remain productive while still having access to the vital project information they need. Offline changes can later be synchronized when the user finds a connection.

With SAP Extended ECM, you can also scan paper documents to your content repository, store key historical content in a secure archive, and handle digital rights management for confidential and sensitive documents. In addition, you can attach unstructured content in SAP applications to processes, transform content to different formats, and distribute it for follow-up and approval. This allows your organization to slash costs by digitizing paper documents and, in turn, reduce physical storage requirements, decrease database backup time, and optimize system performance. Just as important, you can control the complete lifecycle of unstructured enterprise content with functionality compliant with the U.S. Department of Defense (DoD) directive 5015.2, minimizing the risk associated with unstructured content.

SAP Extended ECM provides benefits across a number of processes, including project management, enterprise asset management, investigative case management, and customer service management, to name a few.

COLLABORATE THROUGHOUT – AND SIMPLIFY – PROJECT LIFECYCLES

Fully integrated with the project management functionality in SAP Business Suite applications, SAP Extended ECM improves the information handovers that occur throughout a project. When a project starts, SAP Extended ECM links structured information from SAP software, such as project-based data, structures, orders, and contracts to a

collaborative workspace. Here, participants can easily share and develop content, invite new team members, and place critical content under records management. Project participants can use features, such as personalized project pages, discussion forums, approval workflows, follow-ups, notifications, and polls, to carry out required activities. Throughout the project lifecycle, all information is perpetually linked to the appropriate transactional data in SAP Business Suite, improving traceability of information and compliance.

OPTIMIZE ASSETS FOR IMPROVED PLANT MAINTENANCE

For asset-intensive enterprises, such as power and processing plants, SAP Extended ECM helps you efficiently manage business-related unstructured content including engineering drawings, facility plans, and repair manuals. This helps ensure nonstop productivity and avoid unnecessary downtime. In addition to managing the workflows associated with document approval, distribution, and acceptance, SAP Extended ECM can help enforce document retention and disposition policies. Through project workspaces, external engineers, electricians, and other contractors can access dedicated information while you maintain granular security controls. Moreover, technical authors who write operating and repair instructions can maintain version control – even if they don't use SAP software.

STREAMLINE CASE MANAGEMENT

Adding SAP Extended ECM to the SAP Investigative Case Management for Public Sector package helps caseworkers more securely manage the entire case management lifecycle, from instigation and investigation through finalization, review, and analysis. They can link the case file and related content to SAP software transactions and apply the appropriate retention policies for streamlined case management. Whenever a new case is created in the SAP package, SAP Extended ECM automatically creates an associated collaborative workspace, making it easier for caseworkers and external participants to share case files and other information, whether online or offline.

DELIVER BETTER, MORE CONSISTENT CUSTOMER SERVICE

SAP Extended ECM enables you to capture, manage, and retrieve all customer documents – even those originating from non-SAP-based applications – related to processes supported by the SAP Customer Relationship Management application. And you can do all this independently of transactions in SAP Business Suite. Moreover, you can consolidate documents from various sources into several different views, enabling consistent access from all customer-facing business processes, including those powering accounts receivable, vendor management, contracts management, and others. Your employees can view a cross-application, folder-based, hierarchical list of files, such as system-generated customer orders, incoming delivery notes, Adobe PDF files, Microsoft Word documents, and e-mails. Plus, they can quickly retrieve content with intuitive, customizable navigation based on virtual folder structures.

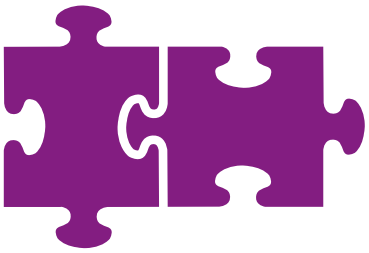
BENEFIT FROM ENTERPRISE CONTENT MANAGEMENT FUNCTIONALITY

An undisciplined approach to content management only exacerbates the problem of information overload. Fortunately, SAP Extended ECM helps you minimize the explosion of content throughout your organization. At the same time, it helps you improve efficiency and reduce risk – all while more easily satisfying legal regulatory requirements for records management.

With SAP Extended ECM, your organization can:

- Eliminate the need for additional repositories and simplify the IT landscape by connecting content and processes supported by SAP Business Suite

SAP Extended ECM helps you unite and manage unstructured and structured content more effectively, making it easier to access needed information, collaborate efficiently, and support compliance.



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- Improve content visibility and role-based access so that your employees can manage their work effectively and efficiently
- Control document versions, streamline collaboration, and archive or destroy content to better manage large volumes of information
- Make content more easily accessible across the organization by granting 360-degree visibility into transaction-related content
- Empower employees to properly determine the context and relevance of content by associating transaction metadata
- Enable collaboration across organizational silos through embedded tools
- Help ensure regulatory compliance and reduce legal risk by tapping into a DoD 5015.2-certified ECM solution

FIND OUT MORE

To learn more about how SAP Extended ECM can help your organization manage content and enhance content-centric processes, contact your SAP representative or visit us online at www.sap.com/solutions/solutionextensions.