SAP Solution Brief
Enterprise Mobility

Unwire Your Business with Mobile Solutions from SAP

Quick Facts

Summary

SAP is driving business transformation by empowering enterprises of all sizes to mobilize their businesses. SAP, along with a broad partner ecosystem, delivers mission-critical capabilities to mobile users by offering a wide range of mobile apps and underlying infrastructure – with unmatched integration with SAP® software systems – for secure access to business processes anytime, anywhere, and on any device.

Business Challenges

- Increase productivity by providing access to mission-critical information
- Reduce expenses associated with a distributed workforce
- Increase customer satisfaction and retention by delivering exceptional service
- Sharpen competitive edge with improved communication and collaboration
- Provide secure access for employees on a variety of mobile devices

Key Features

- **Mobility platform** – Quickly build and deploy business-to-enterprise, business-to-business, and business-to-consumer mobile apps, with an enterprise mobility management infrastructure that lets you centrally manage and secure mobile devices, applications, and data
- **Mobile apps** – Extend your business processes to any device – for anytime, anywhere access – with a growing selection of SAP and partner apps, including ones for people productivity, mission-critical, consumer, and mobile analytics
- **Mobility services** – Assess, install, and implement mobile technology initiatives

Business Benefits

- **Extend the value of enterprise applications** with mobile access
- **Streamline business processes** for better communication and collaboration
- **Gain a competitive advantage** with instant access to business information and systems
- **Enhance productivity** of task and information workers
- **Improve decision making** in the field – at all levels of the organization, anytime, anywhere

For More Information

Call SAP or visit us at www.sap.com/mobile.

With more than 5 billion mobile phone subscribers and more than 9 billion mobile app downloads worldwide, there is no question that mobility is here to stay. While this growth demonstrates how consumers are embracing mobility, it is also an opportunity for enterprises to leverage the demand and adoption of mobile technology to improve productivity and collaboration with employees, partners, and customers. Mobility truly has the power to transform the way businesses operate.

IT departments have been impacted significantly by this increased consumer usage. Employees want to access business information and systems from their devices of choice. This is impacting many areas of the business – for example:

- 90% of IT managers will implement new mobile apps in 2011.
- 58% of IT managers expect to support up to four different mobile operating systems.
- 50% of IT managers say employees are driving the quest for mobile apps.[1]

Mobile computing lets enterprises transform the way business is conducted by working in the moment. This has a positive impact on your entire business, including business-to-enterprise activities, business-to-business relationships, and business-to-consumer interactions. By extending SAP® software systems to mobile devices, you can leverage the value of your enterprise applications and increase stakeholder satisfaction.

SAP helps to simplify enterprise mobility by providing a complete solution that lets you fully execute a mobility strategy across the entire enterprise. With a solid mobile platform that supports a wide variety of mobile devices and back-end data sources, robust enterprise mobility management, and a broad selection of enterprise mobile apps, SAP delivers mobility in a cost-effective, controlled, and flexible manner.

MOBILITY PLATFORM

Mobile environments are diverse and complex. Your IT team must be able to proactively manage data, devices, applications, and communications for all mobile workers. The mobile platform from SAP helps you embrace mobility across your entire organization and keeps your mobile apps connected to business-critical data and processes as your IT systems and business needs evolve.

Sybase® Unwired Platform

With Sybase® Unwired Platform, an industry-leading mobile enterprise application platform, enterprises lower the cost of building and deploying mobile apps that connect business data to mobile workers on any device. It addresses the core complexities of the mobile enterprise, where companies are able to connect, create, consume, and control mobile apps. The platform supports a wide variety of mobile devices, tablets, laptops, and operating systems, such as iOS, BlackBerry, Android, and Microsoft Windows.

Afaria®

The Afaria® mobile device management solution is one of the industry's most powerful, flexible, and scalable enterprise mobility management solutions. It simplifies the management complexities of an on-the-go workforce by helping to ensure that all data stored and transmitted is secure. Whether you manage personally liable or corporate-liable devices, the scale of Afaria can handle the most complex mobile application management, mobile security, and mobile device management situations.

MOBILE APPS

SAP and our partner ecosystem have developed a variety of mobile business apps that accelerate business processes and enhance productivity – from executives and knowledge workers who need to be productive 24x7 to traditional road warriors, like sales and field service reps completing business processes on the go. They include:

- **Process mobile apps** – Full applications designed to mobilize big parts of critical lines of business and industry business processes that are handled by highly mobile employees, like field service, sales, asset management, and retail execution
- **People productivity mobile apps** – Single-purpose applications that help employees and managers get things done from mobile devices, like approval, lookups, and expense and time capture
- **Consumer mobile apps** – Applications that let organizations engage and interact with mobile consumers, such as loyalty programs, patient care, and mobile banking

See the table for sample mobile apps. For the most up-to-date list, visit www.sap.com/mobile.

FOOTNOTE

1. Kelton Research, January 2011.

A Sample of Mobile Apps from SAP

Process

- **SAP® CRM Sales mobile app** – Gives on-the-go sales teams fast, reliable access to data in the SAP Customer Relationship Management (SAP CRM) application anytime, anywhere – from any mobile device
- **SAP Field Service mobile app** – Gives field personnel anytime, anywhere access to relevant information from mobile devices, so they can get to customer sites on time, complete more orders more quickly, and reduce processing time; by maximizing field service features in SAP CRM, it helps field engineers be productive and improves the overall efficiency of service operations
- **SAP Retail Execution mobile app** – Helps consumer products companies maximize the value of retail visits and increase the productivity of on-the-go merchandisers and sales reps
- **SAP EAM Work Order mobile app** – Gives field technicians the information they need while at a work site, letting them make better-informed and timely decisions while executing work assignments more efficiently
- **SAP Electronic Medical Record mobile app** – Provides healthcare professionals instant access to their patients' electronic medical records

People productivity

Finance

- **SAP GRC Access Approver mobile app** – Enables managers to review and approve time-sensitive and operation-critical access requests
- **SAP GRC Policy Survey mobile app** – Enables managers to keep track of the latest policy changes within their organizations and complete policy-related surveys
- **SAP Payment Approvals mobile app** – Allows cash managers or financial executives to check and process payments that need approval anytime, anywhere – from any mobile device
- **SAP Travel Receipt Capture mobile app** – Lets business travelers record expenses on a mobile device as they incur them, helping reduce the administrative overhead of sorting through their receipts and scanning them into the system after they return
- **SAP Travel Expense Approval mobile app** – Lets managers approve travel expense reports from a mobile device

Human resources

- **SAP Employee Lookup mobile app** – Provides access to employee details and organizational chart information in the SAP ERP application to any employee
- **SAP HR Approvals mobile app** – Lets managers approve employees' HR-related requests
- **SAP Interview Assistant mobile app** – Allows managers to access documents, capture information during interviews, and collaborate during the hiring process
- **SAP Leave Request mobile app** – Lets employees create new and review existing leave requests
- **SAP Manager Insight mobile app** – Provides managers with quick access to HR data, reports, and key performance indicators
- **SAP Timesheet mobile app** – Enables time-entry capturing immediately as work is performed anytime, anywhere – from any mobile device

Manufacturing and procurement

- **SAP ERP Quality Issue mobile app** – Allows employees to log a quality issue anytime, anywhere, which is sent to SAP ERP, where a quality notification is created
- **SAP Cart Approval mobile app** – Enables managers to approve employees' shopping carts

Sales

- **SAP Sales Order Notification mobile app** – Lets salespeople subscribe to sales orders and automatically receive change notifications to subscribed sales orders
- **SAP Material Availability mobile app** – Enables users to search for materials, view details, and make reservations from a mobile device
- **SAP Customer and Contacts mobile app** – Lets users access customer and contact details directly from a mobile device, providing all necessary customer information and sales order history, so they are better prepared for meetings
- **SAP Customer Financial Fact Sheet mobile app** – Lets sales reps or account executives check the financial situation of customers from a mobile device
- **SAP ERP Order Status mobile app** – Enables sales reps to track the status of a sales order on the spot, anytime, anywhere

Supply chain management

- **SAP Transport Notification and Status mobile app** – Allows drivers to display details of assigned freight orders and report the status
- **SAP Transport Tendering mobile app** – Enables a trucking company to receive, accept, and reject requests for quotations for a potential freight delivery

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Mobility Services

With the SAP Services portfolio of service offerings, you can design, plan, and execute a mobility strategy across your organization. And our experts can help you adopt our innovative mobile technologies via a sustainable and secure process that aligns with your strategy. As a result, you can develop, communicate, and implement an actionable, flexible enterprise mobility strategy that enables you to generate business value from your existing and future SAP software investments:

- **Assessment services** provide insight into the different technology options that can best serve your requirements and help you evaluate the value of mobile connectivity and preparing an implementation road map.
- **Technology installation and setup services** deliver expert guidance in installing and leveraging basic connectivity and configuration settings.
- **Mobile implementation services** help in building robust and reliable mobile technology solutions.
- **The SAP rapid-deployment solution for mobile apps and infrastructure** is an ideal way for you to get started with mobility at a fixed price, fixed scope, and fixed timeline, to lower the cost and risk of implementation and accelerate time to value. It consists of people-productivity mobile apps that touch on multiple lines of business along with a solid and comprehensive mobile platform that allows you to grow your mobile solutions in the future.

CHOOSING SAP

The reasons to choose SAP as your partner to unwire your enterprise are clear. We deliver an unmatched, complete mobility strategy, meeting your broad mobility needs for today's leading devices. Top industry analysts agree and have recognized mobile solutions from SAP as market leading. Partner with SAP to explore how mobility can transform your business and deliver rapid success.

LEARN MORE

To find out how mobile solutions from SAP can help you, contact SAP or visit www.sap.com/mobile.