**SAP Solution Brief**
Solution Extensions

SAP Central Process Scheduling by Redwood

# Greater Continuity, Consistency, and Timeliness with Enterprise Process Automation

## Quick Facts

### Summary

From blueprint to operation and continuous improvement, enterprise process automation helps you manage business and IT processes. Based on the SAP® Central Process Scheduling application by Redwood, this automation connects people, applications, and systems to make your processes more efficient, reliable, and cost-effective. It gives business stakeholders more visibility and control of process execution; improves process quality, continuity, and consistency; and reduces process costs.

### Business Challenges

- Support business strategy through optimum design and execution of critical business processes
- Reduce costs with a controlled, enterprise-wide process-automation environment
- Lower risk with sophisticated integration and error recovery, complete process transparency, and full process auditability

### Key Features

- **Business process execution canvas** – Provide the automation framework for modeled business processes
- **Standardized process automation platform** – Dramatically reduce custom development requirements for workflow, reports, interfaces, conversions, enhancements, and forms
- **End-to-end enterprise process management** – Cross business unit, application, and infrastructure boundaries to support enterprise process design and execution
- **Dynamic application and infrastructure management** – Automatically monitor, prioritize, and balance process execution to orchestrate physical, virtual, and cloud-based IT resources in real time

### Business Benefits

- **Maximize the value** of application lifecycle management
- **Improve business outcomes** with improved process continuity and consistency
- **Manage enterprise process execution** based on your unique business requirements
- **Lower risk** of business and personal compliance liability with complete process transparency and auditability

### For More Information

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

The Best-Run Businesses Run SAP™

CEOs expect their organizations to work smarter, increasing business agility while holding the line on costs. They expect every department to contribute to and own the company's success. Enterprise process automation powered by the SAP® Central Process Scheduling application by Redwood manages and automates business processes across SAP and non-SAP software environments, delivering rapid return on your investment, lowering costs, and helping you adapt to changing customer and market demands.

## STREAMLINE CRITICAL ENTERPRISE PROCESSES

Technology is so intertwined with today's business operations that IT must help the business compete, innovate, and grow. But multitiered business processes – running on a mix of custom and packaged applications and a variety of systems and platforms – bring with them a host of design, integration, execution, and performance issues. Managing such complicated processes manually is inefficient and costly and increases the risk of serious error. Enterprise process automation brings process management across your enterprise together under the SAP software umbrella.

## REAL-TIME, EVENT-DRIVEN PROCESS AUTOMATION

Enterprise process automation adds conditional processing intelligence to your overall automation environment, managing predictable and unpredictable business events, if/then scenarios, and multithreaded process dependencies from anywhere in the enterprise. The solution uses this conditional intelligence to dynamically determine the right time, place, and circumstances to run your most complex, compliance-sensitive enterprise processes.

With its comprehensive automation rules, enterprise process automation manages routine and scheduled processes as well as ad hoc tasks generated by real-time applications such as online banking and e-commerce. In operational terms, this means that any changes – such as input parameters and last-minute requirements – can be accommodated right up to execution, giving you the agility, throughput, and efficiency you need to respond to changing business demands.

Taking such a dynamic approach to process automation removes artificial date and time boundaries, eliminates process bottlenecks, manages to service-level agreements more effectively, and maximizes the use of existing infrastructure.

## CENTRALIZED ENTERPRISE PROCESS MANAGEMENT

Growth, acquisition, and technology evolution lead to complex process management issues. Enterprise process automation provides a central point of control for processes across your organization. Eliminating the need to separately manage multiple scheduling tools greatly simplifies process management, reduces administrative overhead, and increases productivity. The intuitive, Web-based GUI provides users with secure access from anywhere, at any time – including mobile devices for remote support.

## FOCUSED, PROCESS-CENTERED SYSTEMS MANAGEMENT

Enterprise processes rely on IT, yet new business processes often struggle to fully deliver on expectations because supporting system performance isn't factored into expected business results. Process-focused systems management functionality enables enterprise process automation to orchestrate the specific physical, virtual, and even cloud-based IT resources that support an individual process, dynamically influencing the IT infrastructure to help ensure successful completion. This enables precise, process-based systems management across environments.

## FUNCTIONAL BUSINESS-USER INTERFACE

Business users require more visibility and control over when and under what conditions their processes execute. Enterprise process automation enables business stakeholders to actively participate in the execution of their processes, providing role-based interfaces for interactions such as approvals, decision checkpoints, or responses to alerts. This gives business users the right level of IT transparency and helps bridge the gap between business and IT responsibilities. In addition to empowering business users, these interfaces reduce the burden on IT to respond to minor process issues, alleviating help-desk workload and freeing resources for activities that add more value.

## AUTOMATE FOR THE FUTURE

Business processes can now evolve so quickly that developing and maintaining application-specific connectors to support them is nearly impossible. Enterprise process automation enables a service-oriented approach to automation. With standards-based integration and inbound/outbound Web services support, the solution facilitates integration between legacy and service-oriented architecture (SOA) environments. It creates a central infrastructure for managing and integrating workloads for legacy, existing, and future applications by providing a common set of reusable, immediately available services for process automation.

In addition to SOA and Web services, enterprise process automation uses open standards such as XML, distributed systems standards such as Microsoft .NET, and enhanced Java integration to connect the widest possible range of process technologies. The solution enables organizations to implement an automation framework that is flexible, efficient, and responsive now, and able to embrace new application environments as they develop.

## DELIVERING BUSINESS VALUE

Enterprise process automation is adaptive and highly scalable, serving the needs of small and midsize businesses as well as global enterprises. Real-time business requirements drive process automation, ensuring that your critical processes maintain priority.

Enterprise process automation supports the full range of SAP solutions including:

- SAP ERP Financials solution: Enables a faster, more efficient financial close
- SAP BusinessObjects™ business intelligence (BI) solutions: Integrate SAP BusinessObjects software workload with the rest of your BI environment for comprehensive enterprise BI process management

**Enterprise Process Automation Powered by SAP® Central Process Scheduling by Redwood**

| **Process Blueprint Phase: Design** | |
|---|---|
| Provide an end-to-end process automation canvas | • Design how processes will **actually** execute, giving process architects more control over implementation and execution<br>• Include end-to-end process execution in test development to improve overall quality and reduce risk<br>• Plan for business-user interaction to drive efficiency and help ensure stakeholder visibility throughout the process |
| **Process Realization Phase: Build/Test and Deploy** | |
| Build the process automation platform | • Incorporate a standard process automation platform to reduce custom development of reports, interfaces, conversions, enhancements, and forms and significantly shorten build and test cycles<br>• Leverage extensive integration across SAP® and non-SAP applications to provide single source, enterprise-wide process automation<br>• Fully test end-to-end process steps as they'll run in production to help ensure quality outcomes |
| **Process Run Phase: Operate and Optimize** | |
| Provide the process automation engine | • Establish a platform-agnostic, dynamic, event-driven automation environment to adapt quickly to changing business needs<br>• Provide business-user decision points and process transparency to reduce reliance on IT<br>• Orchestrate the change management and promotion process to increase accuracy and efficiency |

Enterprise process automation speeds innovation, lowers cost, and reduces risk – driving value by focusing on business outcomes.

www.sap.com/contactsap

**50 105 845 (11/06)** Printed in USA. ©2011 SAP AG. All rights reserved.

SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP BusinessObjects Explorer, StreamWork, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects Software Ltd. Business Objects is an SAP company.

Sybase and Adaptive Server, iAnywhere, Sybase 365, SQL Anywhere, and other Sybase products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Sybase, Inc. Sybase is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

- Industry solution portfolios: Improve the efficiency and speed of SAP applications used for high-volume processing in industries such as utilities, banks and insurance, telecommunications, and retail
- SAP NetWeaver® technology platform: Natively supports SAP NetWeaver functions such as business warehousing, master data management, business process management, and process integration
- SAP Solution Manager application management solution: Automates advanced solution deployment, operation, change management, and continuous improvement

## DELIVERING IT VALUE

Enterprise process automation provides significant operational benefits:

- Fully supported by SAP as part of the standard SAP enterprise software delivery lifecycle
- Only native SAP automation solution that fully supports the extended enterprise
- Unique integration with SAP solutions through a business automation enabler
- Enterprise-wide process lifecycle support from design through operation to continuous improvement
- Business and IT process-focused design and management of complex IT workload
- Dynamic, event-driven architecture that enables flexible, real-time process design and execution

As the process automation canvas from SAP, enterprise process automation improves process quality, continuity, and consistency by connecting applications to the enterprise processes they support right from requirements definition. It eliminates custom test coding and streamlines the build cycle.

Employing enterprise process automation in the build and test phases of implementation dramatically smoothes the transition to production. SAP Central Process Scheduling readily orchestrates the most complex processes, managing dependencies and asynchronous and parallel processing as well as automating error detection and resolution. Built on an efficient, multithreaded, standards-based architecture, enterprise process automation manages execution across systems, platforms, and locations. Together, these functions enable IT staff to manage by exception, freeing these valuable resources to focus on activities of higher value.

## FIND OUT MORE

Enterprise process automation can deliver rapid ROI, lower your total cost of ownership, and optimize your business processes to help you meet constantly changing customer and market requirements. To learn more, contact your SAP representative or visit us at www.sap.com/solutions/solutionextensions.

The Best-Run Businesses Run SAP™