SAP Solution Brief
Solution Extensions

SAP Document Access by OpenText and SAP Archiving by OpenText

Enterprise-Wide Document and Data Management for SAP® Solutions

Quick Facts

Summary

With the SAP® Document Access application by OpenText and SAP Archiving application by OpenText, enterprises can manage increasing amounts of structured and unstructured content efficiently, with minimum effort and resources.

Business Challenges

- Access documents distributed across various sites and application silos
- Comply with government mandates on information handling and retention
- Manage unstructured content such as e-mails, audio and video files, PDFs, and Microsoft Office files

Key Features

- **Ease of use** – Enables quick retrieval of content using user-friendly, customizable navigation
- **Ready access** – Provides access to non-SAP documents and data within your SAP software environment
- **Aged data archiving and management** – Off-loads aged data from SAP software and securely stores both SAP and non-SAP data on an archive server
- **Flexible storage and retrieval** – Uses your choice of storage hardware to archive outgoing or incoming documents

Business Benefits

- **Process transparency** via a single point of access to all business information
- **Higher productivity** through sharing content across applications, so users can make the most of business content no matter where it resides
- **Easier compliance** with fast access to documents company-wide and secure archiving of data in durable, unalterable form
- **Lower costs for implementation, maintenance, and support** due to integration with SAP software
- **Increased system response time and availability** with less data to be processed and less downtime for software upgrades

For More Information

Contact your SAP representative or visit us at: www.sap.com/solutions/solutionextensions/index.epx

The SAP® Document Access application by OpenText and SAP Archiving application by OpenText help enterprises manage increasing amounts of information with minimum effort and resources. With tight integration with SAP software, these applications let you handle both structured and unstructured content efficiently.

THE CHALLENGE OF MANAGING UNSTRUCTURED INFORMATION

Over the years, we've seen a broad range of applications that allow organizations to handle their business processes efficiently. From simple spreadsheets to complex enterprise resource planning applications, this software plays an essential role in enabling business processes that measure, record, and document activities across the enterprise. But these applications can't deal efficiently with unstructured content – such as paper documents, contracts, proposals, invoices, and e-mail – that comprise most of an enterprise's essential business information. This means that none of this data is integrated into the organization's core business processes.

Business documents are often geographically distributed across various sites, or they may reside in different electronic systems, causing information silos. This becomes a major problem when government regulations such as the Sarbanes-Oxley Act require compliant identification and storage of these documents over and above their operational use.

Failing to deal with unstructured data can lead to unpleasant consequences, beyond the compliance issues. At a departmental level, not integrating content into core business procedures – such as accounts payable or purchasing – can result in labor-intensive processes, higher costs, and poor customer service. At the enterprise level, mishandling unstructured content can cripple a company's essential business processes, such as dealings with trading partners and vendors.

MANAGING DOCUMENTS AND DATA FOR SAP SOLUTIONS

Enterprise content management applications allow you to electronically integrate unstructured content with your organization's business processes. They let you incorporate paper and electronic documents, such as e-mail, invoices, proposals, and contracts, into your core enterprise applications. They enable creation of shared service centers and meet the information management requirements of decentralized offices. And they help eliminate nearly all manual paper processing.

SAP Document Access and SAP Archiving harness superior technology, exceptional integration, and global enterprise expertise to let you securely manage all structured and unstructured documents within a single repository. With these applications, you can link document content to business processes within your SAP software.

SAP Document Access

SAP Document Access is powerful enterprise content management software that integrates fully with your SAP applications. It allows you to store, manage, and retrieve SAP and non-SAP documents across SAP transactions or applications such as SAP ERP or SAP Customer Relationship Management (SAP CRM). Non-SAP documents can originate from various sources such as Microsoft Office, host systems, legacy software, or customer-specific applications.

Some of the key functions SAP Document Access provides include:

- Ease of use – Enables even occasional users to quickly retrieve content by working with the intuitive, customizable navigation based on folder structures
- Ready access – Offers 360-degree views of SAP and non-SAP documents and SAP online and archived data
- Archiving – Supports the secure storage of data and all types of documents with SAP Archiving
- Web interface – Provides a convenient Web user interface that can be integrated into a customer portal or in the SAP NetWeaver® Portal component

SAP Document Access in Action

Because SAP Document Access consolidates content with the creation of a single customer or project folder, the application enables cross-departmental or cross-business collaboration. For example, you can present "one face to the customer" by providing front-office employees with a complete view of all customer interactions, helping raise both your customer service levels and your revenue.

Effective CRM requires swift access to every type of documentation involving the customer. SAP Document Access makes this possible by capturing, managing, and retrieving all customer documents related to SAP CRM–supported business processes.

Improved accounts receivable workflow also speeds up the payment collection process, increasing profitability by reducing days sales outstanding. SAP Document Access streamlines the accounts receivable process with integrated accounting, sales, and support information that helps dramatically shorten days sales outstanding.

SAP Archiving

SAP Archiving minimizes your database growth and improves performance, resulting in a lower total cost of ownership for your SAP software. In addition it securely stores all types of documents and links them to SAP transactions via the SAP ArchiveLink® software.

Some key functions SAP Archiving provides include:

- Aged data management – Securely stores SAP data on an archive server and provides both logical and physical archive management functionality. Data is stored in durable, tamperproof form.
- Flexible storage and retrieval – Uses your choice of storage hardware to archive outgoing or incoming documents, office documents, and e-mail. Once documents or data have been archived, you can retrieve them within seconds via the SAP user interface.
- Rendering office documents into standard, long-term formats like TIFF or PDF/A – Uses imaging components to scan paper documents and imaging viewers to add notes to documents.

SAP Archiving in Action

SAP Archiving functionality enhances your ability to address the compliance requirements associated with document retention regulations from agencies such as the U.S. SEC and FDA, as well as mandates such as Sarbanes-Oxley and Germany's Principles of Due Operation of Electronic Bookkeeping Systems (GoB) and Principles of Data Access and Auditing of Digital Documents (GDPdU).

The application reduces IT consolidation and maintenance costs by off-loading old data from your SAP software and providing long-term access to the archived information. By archiving all documents in a central repository, it helps your organization prove that your stored financial records are accurate by linking these scanned records with related financial records generated by SAP software.

Paper-handling inefficiencies are eliminated by scanning incoming paper documents or digitizing entire paper archives. Paper-based processes can be replaced with electronic documents, thus greatly increasing processing speed and accuracy and reducing cost per transaction. And electronic documents enable document-related shared service center processes.

MAKING THE MOST OF DOCUMENT MANAGEMENT AND ARCHIVING

By extending your SAP software with process-oriented and application-spanning document management and archiving software, you can meet and manage the challenge that the exploding volume of structured and unstructured information presents to your enterprise. SAP Document Access and SAP Archiving can help you immediately realize a number of benefits.

Benefits Associated with SAP Document Access

Benefits offered by SAP Document Access include:

- Process transparency – Provides a single point of access to all business information – structured or unstructured, from SAP or non-SAP sources. Your employees can concentrate on results, not on searching for information.

Enterprise content management applications allow you to electronically integrate unstructured content with your organization's business processes. They let you incorporate paper and unstructured electronic documents into your core enterprise applications.

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- Productivity increases – Boosts productivity due to ease of use. Employees can share content across applications, to make the most of business content no matter where it resides.
- Lower total cost of ownership – Requires no additional administration or separate user rights management.
- High scalability – Grows to meet your needs and can be used from the departmental to the enterprise-wide level. The application supports regional distributed scenarios and high security requirements.
- Instant document access – Integrates structured and unstructured documents into SAP-supported business processes, providing a single customer or project folder for cross-functional collaboration.

Benefits Associated with SAP Archiving

SAP Archiving offers the following benefits:

- Lower total cost of ownership – Provides cost savings due to more efficient resource use. When information is no longer needed on a daily basis, the application together with SAP standard data archiving tools allows you to safely and quickly remove the data from the active database and archive it for later retrieval if necessary.
- Increased system availability – Reduces system downtime by reducing the time required for software upgrades, data backups and recovery, and database reorganization, and also enables faster system response time by reducing the amount of data that must be processed. Online functionality means you do not have to shut your system down when archiving.
- Lower IT costs – Allows legacy decommissioning, which streamlines IT and reduces administrative expenses while lowering resource consumption.
- Stronger compliance – Provides secure and compliant long-term storage of archived data and documents in durable and unalterable form.

YOUR ENTERPRISE-WIDE CONTENT MANAGEMENT SOLUTION

SAP Document Access and SAP Archiving provide powerful solutions to your document management problems. By embedding these applications in your SAP software, you can readily incorporate unstructured content, ranging from paper documents to e-mail, into your core SAP enterprise applications. You eliminate information silos and the need for resource-intensive manual procedures, postal mail, express delivery services, and paper archives. To learn more, call your SAP representative or visit us on the Web at www.sap.com/solutions/solutionextensions/index.epx.