

# MAKE-TO-ORDER COMPOSITION FOR SAP® BUSINESS SUITE

## INNOVATIVE COMPOSITE APPLICATIONS PROVIDED QUICKLY AT A FIXED COST

SAP offers make-to-order composite application development services that help you reuse existing IT assets and provide agile response to business needs. These services, in combination with optional on-site coaching services, deliver composites quickly, at a fixed cost, and with minimal investment risk.

To meet the changing demands of business, IT organizations must evolve their infrastructures into flexible environments that support rapid innovation. For this reason, many organizations have embraced service-oriented architecture (SOA) as a basis for application development.

SAP® Business Suite software is fully service-enabled, providing ready-to-use assets through your business process platform that you can use to extend the scope of the software. In fact, many organizations using SAP Business Suite software are building composite applications that reuse these existing assets and provide agile response to business needs. Composite applications target a specific business need, such as solving challenges related to adapting or simplifying user interfaces or specializing processes for specific user groups.

Yet not all IT organizations possess the resources or expertise needed to develop composite applications quickly, and they are turning to SAP to provide development support.

### Using Services from SAP to Create Composite Applications

The SAP Services organization can work with you to quickly design and develop composite applications that meet your business requirements. The make-to-order composition service composes custom applications, based on existing SOA services, on your business process platform. To support the full lifecycle of the composite application development from idea to deployment to productive use, SAP also provides optional on-site consulting support.

**Make-to-Order Composition Service**  
SAP offers a make-to-order composition service in which you can work with experts from SAP to design and develop a user-centric or process-centric composite application, at a fixed price and on your schedule.

Development of the composite application is executed using existing SAP enterprise services and the SAP NetWeaver® Composition Environment offering. The finished composite application runs on standard SAP Business Suite software. When complete, the composite application is delivered and implemented remotely into your IT landscape.

The make-to-order composition service is designed to help you develop small to medium-size composite applications, which can be built using the enterprise services provided by SAP Business Suite as well as publicly available Web services. Small, low-complexity composite applications often address user interface simplification requirements or role adaptation needs. These applications generally do not involve the creation of business logic, nor do they require data persistency inside the composite application. Medium-complexity composite applications can require SAP to create dedicated business logic and data persistency inside the composite application. They also can span multiple process steps.

To get started with the make-to-order composition service, SAP provides a template that helps you specify a use case for your composite application. This template is designed to help you understand and clearly communicate



your business needs, analyze end-user requirements, and identify technical and system requirements.

Many organizations using SAP Business Suite software are building composite applications that reuse existing assets and provide agile response to business needs.

#### On-Site Coaching Service

To complement the make-to-order composition service, SAP also offers an optional on-site coaching service for composite application development, which enhances your existing IT assets with expertise from SAP.

An on-site SAP consultant can help you plan and define the business scenarios that you want to support. Then your consultant can help you determine whether a composite application is the appropriate solution for your business requirements.

Once the need for a composite application has been established, your SAP

consultant can assist you in completing the template that defines the use case. You can also get help with analyzing end-user needs, filling out the requirements sections, assessing technical and system requirements, and submitting the template to request the make-to-order composition service.

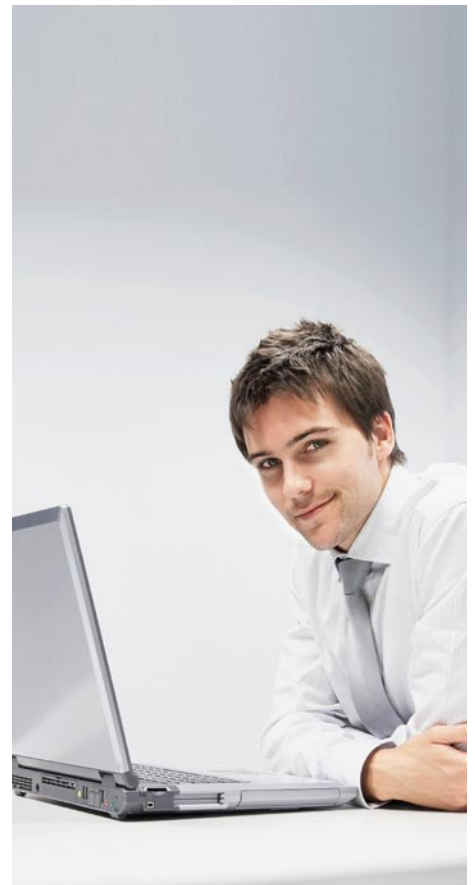
In addition, the on-site coaching service provides support across the entire development cycle of make-to-order composite applications. Technical and business process experts from SAP support the development process, integrate the composite application into your IT landscape, and help your end users efficiently use the new application.

#### Engagement Process for Make-to-Order Composition

To engage the make-to-order composition service, you can use the following steps:

##### Identify Interest in a Make-to-Order Composite Application

Identify the business need that may require development of a composite application. If you are unsure whether the project is appropriate for a composite application, or if you are unable to formally describe your business chal-



SAP offers a make-to-order composition service in which you can work with experts from SAP to design and develop a user-centric or process-centric composite application, at a fixed price and on your schedule.

lenge, you can contact SAP for on-site coaching. An expert can validate your business need and help you determine whether make-to-order composition is an appropriate choice to address this need.

If you are already familiar with the make-to-order composition service, you can also go directly to the SAP EcoHub site to contact SAP.

##### Create and Communicate Use Case for Composite Application

Use the template provided by the make-to-order composition team to clearly

### Services to Meet Your Make-to-Order Composition Needs

Using predefined interaction models and deliverables, experts from the SAP® Services organization can help you with the following steps in the make-to-order composition process:

- Describe the business challenge and identify the composite application potential
- Provide guidance in describing a use case for the composite application
- Clarify process details with SAP composition experts
- Answer inquiries that arise during composite application development
- Organize and run all test and validation exercises
- Handle cross-system deployment and business user enablement
- Prepare system landscape for application deployment and provide technical support for rollout

describe the features that you want to include in the composite application.

If your organization lacks the necessary expertise to complete the template, you can opt to use the SAP coaching services. Then SAP can assign business process experts and solution architects to help you complete the template.

Once the template is complete, you return it to the make-to-order composition team.

#### **Clarify Use Case Details and Establish Contracts**

The make-to-order composition team analyzes and clarifies the details of your request. Solution architects will meet with you in a Web-based conference to discuss the solution specification. If needed, the make-to-order composition team will create a user interface mock-up and review it with you at this meeting. This process helps refine your requirements so that the team can deliver a solution specification.

If you have engaged on-site consulting services, your assigned business process experts will support you on this step.

You then execute the contract for make-to-order composition services, and if needed, on-site coaching.

#### **Develop the Composite Application**

Working with the make-to-order composition team, you finalize and confirm details of the solution mock-up and specification. The team begins developing the application.

The SAP team collaborates with you to answer any questions about requirements details or technical dependencies that arise during the application development process. If you have engaged on-site coaching services, your on-site coach can collaborate with the make-to-order composition team as needed.

#### **Test and Deploy the Composite Application**

Once development is complete, you test the composite application remotely in the SAP test environment.

After a successful test, SAP packages and deploys the application into your development or test environment. This process is handled remotely by the SAP development team, in a joint session with you. Joint execution of test cases in that remote session validates that the composite delivers the requested functionality.

#### **Roll Out the Composite**

Once the application is deployed at your site, you can roll out the composite and train business users to use it efficiently. If you have engaged the on-site coaching service, the coaching team will support you in this process. In addition, this team can also perform a baseline configuration for the deployed solution.

#### **Rapid Development, Reduced Risk**

The fixed-price model and standardized approach of the make-to-order composition services from SAP offer you:

- **Faster time to value**, helping you quickly turn your ideas into workable solutions

To support the full life-cycle of the composite application development from idea to deployment to productive use, SAP also provides optional on-site consulting support.

- **Reduced risk**, thanks to the expertise, optimized development and delivery techniques, and knowledge repository that helps SAP deliver safe and intuitive solutions to meet your end-user needs
- **Cost-effective solutions**, which take advantage of SAP's proven global delivery model and further leverage your investment in SAP software
- **Precisely targeted solutions**, developed to meet the needs of your end users
- **High-quality composite applications** based on best practices for creation of SOA-enabled applications
- **Extensible solutions**, where you receive all models, source code, and technical documentation with the composite, allowing you to leverage your investment by adapting the solution dynamically to meet future process changes

#### **Find Out More**

To learn more about how SAP Services can help you develop make-to-order composite applications, contact your SAP representative or visit the SAP EcoHub site at [www.sdn.sap.com/irj/ecohub/solutions/sapmaketoorder](http://www.sdn.sap.com/irj/ecohub/solutions/sapmaketoorder).

---

## Summary

The SAP® Services organization can work with you to quickly design and develop composite applications that meet your business requirements at a fixed cost. The make-to-order composition service and the optional on-site coaching service for composite application development help you reuse existing IT assets and provide agile response to business needs, with minimal investment risk.

---

## Business Challenges

- Use service-oriented architecture as a basis for application development to meet dynamic business requirements
- Build composite applications to target a specific business need
- Develop composite applications quickly and at fixed cost, even when internal resources are unavailable

---

## Key Features

- **Reuse and optimization of existing IT assets** – Use SAP enterprise services, existing Web services, and the SAP NetWeaver® Composition Environment offering to create composite applications that run on SAP Business Suite software
- **Expert development service** – Develop and design user-centric or process-centric composite applications at a fixed cost, on your schedule
- **Simplified use case template** – Understand and communicate business needs, analyze end-user requirements, and identify technical and system requirements
- **On-site coaching service** – Engage an SAP consultant to help determine if a composite application is appropriate for your business need, complete the use-case template, and provide support across the composite development cycle

---

## Business Benefits

- **Reduce time to value** by quickly turning your ideas into workable solutions
- **Reduce risks** using the expertise, optimized development and delivery, and knowledge repository available from SAP
- **Enhance cost-effectiveness** with the SAP global delivery model and by leveraging your existing investment in SAP software
- **Optimize spending** with extensible, precisely targeted solutions developed at a fixed cost
- **Maximize composite application quality** using the best practices for creation of SOA-enabled applications

---

## For More Information

Call your SAP representative or visit us online at [www.sdn.sap.com/irj/ecohub/solutions/sapmaketoorder](http://www.sdn.sap.com/irj/ecohub/solutions/sapmaketoorder).

50 096 229 (09/07)

©2009 by SAP AG.

All rights reserved. SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP Business ByDesign, 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 in 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 S.A. in the United States and in other countries. Business Objects 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.