

INTEGRATING BUSINESS AND ENTERPRISE APPLICATIONS

DUET™ SOFTWARE – EMPOWERING THE BUSINESS USER

Designed and developed by SAP and Microsoft, Duet™ software lets employees and managers interact with SAP® enterprise software and data via the familiar Microsoft Office environment. The groundbreaking co-innovation extends the partnership between SAP and Microsoft to deliver more value to their customers.



In today's organizations, business users need to use data that resides in two different software worlds – the world of enterprise software, such as the SAP® Business Suite family of business applications, which enables adherence to corporate policies and best practices, and the world of business productivity software, such as Microsoft Office applications. Although most business users spend the majority of their day within the Microsoft Office environment, they require regular access to the data in their enterprise applications.

In practice, these worlds are often far apart, causing workers to switch frequently between the two, which can lower productivity. Besides eating up valuable time, it often results in errors, redundant data entry, and out-of-date information. Clearly, when accurate data from enterprise applications is not available on workers' desktops, decision making suffers. When employees don't have access to business data and policies, best practices encompassed in applications won't be leveraged to the fullest extent, leaving organizations at risk of noncompliance with both corporate and industry regulations.

Duet™ Brings Two Software Worlds Together in Harmony

Duet™ software, a jointly developed and supported solution from SAP and Microsoft, brings these worlds together. The software is well equipped to do so. It is a finely tuned blend of SAP's expertise in enterprise applications and best practices and Microsoft's knowledge of business productivity applications.

The software enables employees and managers to improve their decision-making capabilities and increase their compliance with corporate policy while helping organizations save time and money.

Duet Simplifies Access to Enterprise Processes

Duet simplifies the way business users access and use SAP applications, while enriching the Microsoft Office experience. Managers, employees, and functional area experts can realize greater efficiency and flexibility in the following self-service and lines-of-business activities:

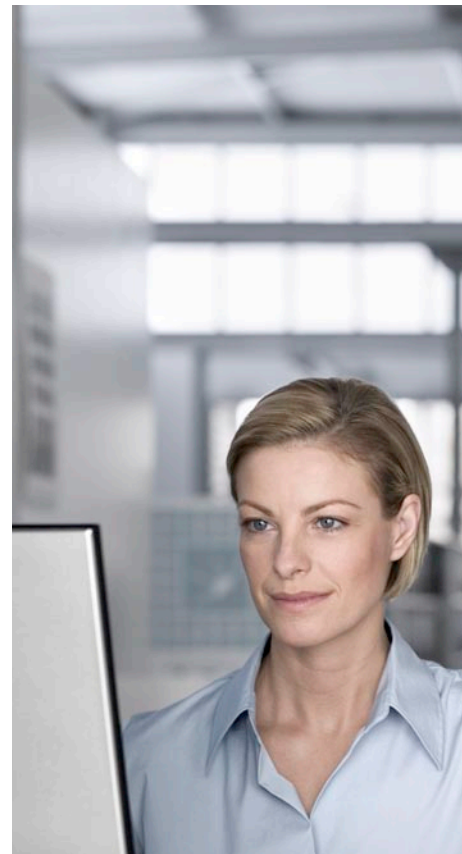
- Time management – Streamline time entry and ensure time reporting compliance by reporting time in the Microsoft Outlook calendar, with time automatically recorded in the SAP ERP application
- Reporting and analytics – Access reports and analytical data from SAP Business Suite applications; schedule reports or generate them on an ad hoc basis and access key performance metrics through personalized views from Microsoft Outlook and Microsoft Excel
- Budget monitoring – Receive financial reports from SAP ERP in the Microsoft Outlook in-box and work with them offline; monitor budgets through proactive alerts and triggers based on time-critical information
- Workflow approval – Approve and reject SAP business workflows directly from Microsoft Outlook, which are delivered as e-mail with contextual business process data to enable rapid and informed decisions

- Sales management – Manage accounts and contacts, create sales activities, and easily access sales reports from the SAP Customer Relationship Management application in Microsoft Outlook
- Team management – Access up-to-date information from SAP ERP about employees, organizational structures, and managerial approvals directly in the Microsoft Outlook contacts area and Microsoft Office documents
- Leave management – Submit leave requests as calendar items that are then processed according to approval guidelines in SAP ERP
- Travel management – Book travel reservations, submit requests for approval, and view contextual reports and analytics to ensure cost-effective travel that is in full compliance with corporate policies supported by SAP ERP
- Recruitment management – Collaboratively schedule interviews with job candidates, capture feedback about each candidate, and generate rankings to automate the selection of the best-qualified person for a position
- Purchasing management – Approve purchase requests, understand spending patterns, and analyze supplier performance in a rapid and cost-efficient manner using the SAP Supplier Relationship Management (SAP SRM) application directly from Microsoft Outlook
- Demand planning – Use Microsoft Excel to create planning sheets and analyze and manage demand planning data from the SAP Supply Chain Management application

Access to Enterprise Processes Through Business Applications

With Duet, employees and managers can perform the following business- and organization-driven tasks:

- **Report distribution** – Display analytic and transactional reports from SAP applications in preformatted or customized Microsoft Excel worksheets. Users can personalize report templates and subscription details and decide, for example, whether to receive reports from SAP applications based on triggered conditions or according to a schedule.
- **Event monitoring** – Receive event-based alerts and notifications from SAP back-end applications in Microsoft Outlook through preset monitoring thresholds that can be configured by users as well as through business rules in self-service processes. Alerts are received as actionable Microsoft Outlook items with attached forms and reports that facilitate resolution.
- **Approval requests** – Follow workflows that include standard or customized e-mails to perform business tasks that require approvals by authorized users. This ensures compliance with administrative directives and corporate regulations. With online guidance and support, managers can reduce data-entry errors and submit data and approval requests more easily and consistently.
- **Offline data management** – Fill out forms and make data adjustments offline, such as entering time or transferring budget data. When users are once again online, data and forms



A finely tuned blend of SAP expertise and Microsoft business knowledge, Duet is well equipped to bring the two worlds of SAP enterprise software and Microsoft business productivity applications together.

are submitted and synchronized automatically with back-end SAP applications.

- **Personalization** – Access and modify SAP transaction data through role-based and personalized access from Microsoft Outlook. For example, users can personalize formats, subscriptions, query parameters, scheduling, and triggers within the SAP report templates.

- **Real-time decision making** – Obtain contextual information from SAP applications while performing daily tasks in Microsoft Outlook. Data is synchronized automatically between Microsoft Outlook and the relevant SAP application. For example, contact and calendar information is synchronized via Microsoft Exchange to ensure users are always working with the most up-to-date information.

Realize the Benefits of Duet

In combining the leading business productivity tools and software that supports best practices for the enterprise, Duet enables organizations to achieve the following:

- **Increase compliance with corporate policies** – Duet increases compliance and improves governance by streamlining business processes and simplifying employees' access to corporate information.
- **Improve decision making** – Duet enables informed decision making by giving employees and managers direct access to relevant, contextual business information.
- **Save time and money** – Duet accelerates the user learning curve and improves productivity, thereby increasing the return on investment of enterprise software implementations.
- **Accelerate user adoption** – By leveraging the widely used Microsoft Office environment, Duet makes the rich functionality of SAP applications and data available to all employees within an organization.

Find Out More

For more information on how Duet software can help your organization deliver the power of SAP enterprise solutions to all business users, please contact your account executive or visit www.duet.com, www.sap.com/duet, or www.microsoft.com/duet.

SAP: Delivering IT-Powered Business Innovation

As the world's leading provider of business software, SAP delivers products and services that help accelerate business innovation for our customers. We believe that doing so will unleash growth and create significant new value – for our customers, SAP, and ultimately,

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entire industries and the economy at large. Today, more than 46,100 customers in more than 120 countries run SAP applications – from distinct solutions addressing the needs of small businesses and midsize companies to suite offerings for global organizations.

Duet simplifies the way business users access and use SAP applications, while enriching the Microsoft Office experience.

Summary

Designed and developed by SAP and Microsoft, Duet™ software lets employees and managers interact with SAP® enterprise software and data via the familiar Microsoft Office environment. The groundbreaking co-innovation extends the partnership between SAP and Microsoft to deliver more value to their customers.

Challenges

- Improve access to data and business processes
- Reduce time spent switching between enterprise applications and business productivity software
- Eliminate redundancy, errors, and out-of-date information
- Improve decision making
- Increase compliance with regulations

Supported Business Processes and Software Functions

- **Time management** – Streamline time entry and ensure compliance
- **Reporting and analytics** – Access reports and analytical data from SAP business software and view key performance metrics in SAP software through personalized views from Microsoft Outlook and Microsoft Excel
- **Budget monitoring** – Monitor budgets through proactive alerts and triggers based on time-critical information
- **Workflow approval** – Approve and reject SAP business workflow directly from Microsoft Outlook
- **Sales management** – Manage accounts and contacts, record customer activities, and access sales reports
- **Team management** – Access employee information and organizational structures
- **Leave management** – Create and approve leave requests that can then be processed in the SAP ERP application
- **Travel management** – Book reservations, request approvals, and view reports and analytics
- **Recruitment management** – Schedule interviews, capture feedback, and generate rankings
- **Purchasing management** – Approve purchase requests, understand spending patterns, and analyze supplier performance

Business Benefits

- **Increase corporate policy compliance** by streamlining business processes and simplifying employee access to information
- **Improve decision making** by giving employees access to relevant, contextual business information
- **Save money** by accelerating the user learning curve and improving productivity
- **Accelerate adoption of SAP applications** through familiarity with Microsoft Office

For More Information

Visit www.duet.com, www.sap.com/duet, or www.microsoft.com/duet.

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