

# CONNECTING ENTERPRISE CONTENT TO SAP® BUSINESS SUITE

## IMPROVE PRODUCTIVITY AND MITIGATE RISK WITH SAP® EXTENDED ECM

As organizations move to standardize and streamline core business processes, they increasingly find the need to interconnect unstructured information with those highly structured operations. The SAP® Extended Enterprise Content Management application by Open Text can help you meet this challenge.

### Why Connect Unstructured Content to Structured Processes?

Most companies and government agencies today have invested in enterprise applications, such as enterprise resource planning, customer relationship management, and supply chain management, to support their core business processes. These applications have proven their value in enabling operational efficiency. They excel at managing highly structured, transactional information such as addresses, customer numbers, and order numbers used in business processes.

Similarly, facing a rising flood of unstructured information – e-mail, presentation slides, contracts, photos, résumés, and much more – many organizations have adopted enterprise content management (ECM) applications to coordinate and control that content. ECM applications offer numerous services to help users create, collaborate on, share, store, archive, and eventually destroy this content.

However, until now, the worlds of structured business processes and unstructured content have existed in parallel isolation from one another. And large organizations have frequently found that this can cause critical problems. In almost every customer- or partner-facing process, extensive unstructured information is exchanged. At the moment it arrives or is created, its author and recipient understand its full context, and thus its importance. But soon that memory fades, and the content, stored haphazardly on desktops, shared drives, or stand-alone applications, is effectively lost to the organization. Even if an individual recalls its existence and location, there is

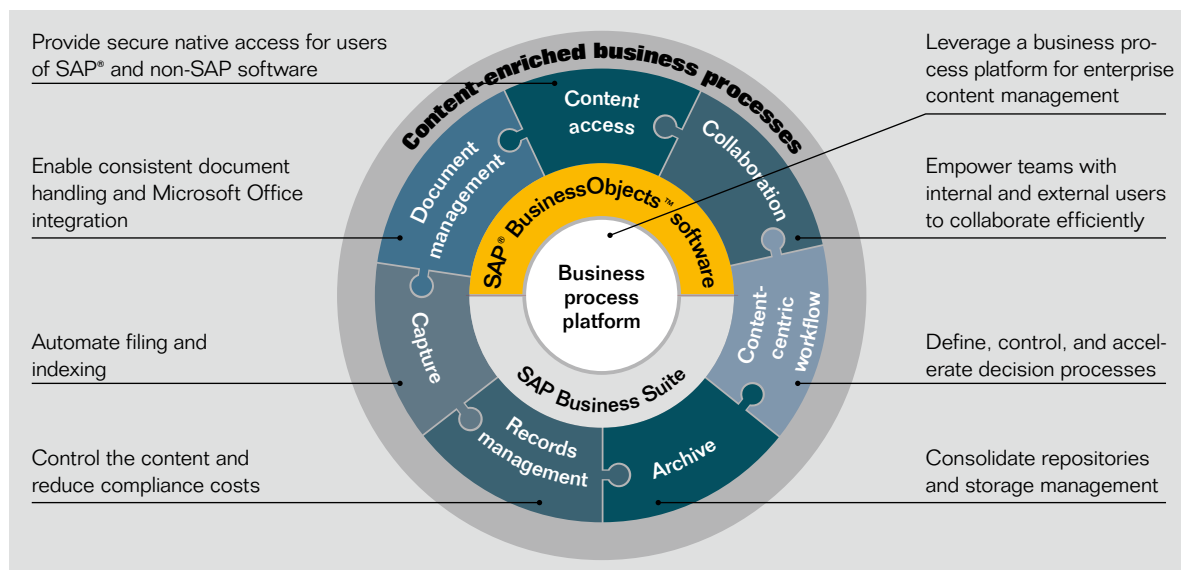
no connection maintained between the content itself and the context of the business process that made it relevant in the first place. And the lack of authoritative information relating to a business process is one of the greatest sources of legal risk facing large companies today.

### SAP® Extended ECM by Open Text

To overcome the disconnect between structured processes and unstructured information, SAP offers a groundbreaking solution. The SAP® Extended Enterprise Content Management (SAP Extended ECM) application by Open Text is integrated with SAP Business Suite software such as the SAP ERP application. SAP Extended ECM enables management of unstructured content in the context of the processes and transactions supported by your enterprise applications, giving you content-enriched business processes.

As shown in the figure, key functionality includes document management (version control, access control, and approvals); collaboration (with shared work spaces, approval workflows, and records management (for the full lifecycle of both electronic and physical records); and archiving (for access to archived information across any storage medium). With SAP Extended ECM, users of SAP software can attach unstructured documents and entire ECM work spaces to transactions in SAP applications, and no longer have to log into multiple applications to find information. Users of other applications can be given access to SAP information via the SAP Extended ECM interface, allowing them to leverage SAP content without extensive training.





**Figure: Content-Enriched Business Processes with SAP Extended ECM**

SAP Extended ECM is also designed to minimize total cost of ownership from the IT perspective. The product is powered by the SAP NetWeaver® technology platform, and uses SAP user management tools to minimize administrative overhead. The following are just a few ways that you can benefit.

### Improving Productivity – Making Content Accessible

In many environments, business users must log into multiple systems and search them independently for all of the pieces of information relating to a particular transaction. This inefficiency can have huge impacts on organizational responsiveness.

SAP Extended ECM improves productivity by providing unified 360-degree access to structured and unstructured information in a choice of interfaces.

Users of SAP software have access in their standard SAP interfaces, making it easier for them to learn and use the full range of SAP Extended ECM functionality. You can also extend access to users of SAP content and non-SAP content via the SAP Extended ECM Web interface, empowering users who need to be part of the overall process, but who don't need (or shouldn't have) direct access to SAP enterprise applications.

### Empowering Teams – Collaboration Tools

Business processes can run across departments, divisions, and regions, and even between different organizations outside its boundaries. SAP Extended ECM allows you to include all appropriate stakeholders, both within and outside of the organization, in collaborative processes.

For internal projects, SAP Extended ECM enables team collaboration with features such as project team work spaces, discussion forums, collaborative approval workflows, tasks, and polls. For projects including external stakeholders, SAP Extended ECM expands that capability, allowing you to set up a secure extranet environment and work spaces in which to share documents. Because the interface is Web-based, all your partners need is a browser and their user name and password to be integrated into your processes.

### Reducing Legal Risk – Managing Corporate Records

The exponential growth of unmanaged, unstructured content is a growing regulatory and legal risk for many organizations. If you don't know where your unstructured content is, who has access

to it, if it still has value, or whether it should be destroyed, these uncertainties poses a tangible risk to your organization. Valuable content might not be fully leveraged, or the wrong people may have access to it, or it may be lost in a disaster. Obsolete content may be kept unnecessarily, driving up storage costs and becoming discoverable in the case of litigation. Auditable content control and retention is also necessary to comply with various regulations.

SAP Extended ECM mitigates these risks by applying records management classifications to content to control its entire lifecycle from creation through archival to destruction. SAP Extended ECM lets you apply records management classifications to all unstructured content, whether it is added by users working in the ECM interface or in native SAP interfaces. It can be configured to apply records management classifications to documents automatically, eliminating the need for users to classify documents manually and helping ensure that the classifications are performed consistently and accurately. This records management function is certified to be compliant with the U.S. Department of Defense 5015.2 regulation on records management.

But of course, not all enterprise content is electronic. SAP Extended ECM also enables you to track the location, manage the circulation, manage the warehouse space, and control the lifecycle of physical objects, such as boxes of files, DVDs, magazines, books, or any other type of physical object.

## **Reducing Storage Costs – Digitizing Paper Processes**

Even though SAP Extended ECM provides the means to track and manage boxes of paper files, you can achieve even greater cost reductions by digitizing paper files and integrating the content of those documents into core business processes. By digitizing paper, the cost of physical storage space can be eliminated; the risk of loss due to fire, flood, or other disaster is greatly diminished; and the content is made available to all users electronically at the same time.

SAP Extended ECM supports the digitization of paper through its scanning function. This allows you to connect a scanning device and release digitized versions of paper documents into the central ECM repository, where they can be controlled and used more effectively. The function also supports bar code recognition, enabling quick input of paper-based information.

## **Reducing IT Operating Costs – Archiving Data and Content**

Another very expensive challenge for IT organizations is managing the huge volumes of information (both structured and unstructured) being generated daily by their customers. SAP Extended ECM includes archiving functionality that allows you to offload data and documents from your production SAP databases into an archive. This archiving compresses the content, eliminates content duplicates, and abstracts stor-

age management. This way, you can leverage low-cost storage devices while continuing to make archived content accessible to end users. The result is that content storage costs are significantly reduced, production database backup times are minimized, and production system performance is optimized.

Finally, if you are planning to upgrade your SAP applications or decommission an old one, you can use the archiving functionality of SAP Extended ECM to archive data and documents from your production SAP database before you upgrade. This minimizes system downtime during the upgrade, minimizes the size of the upgraded database, and optimizes the storage requirements and performance of the upgraded system. SAP Extended ECM is certified for the SAP NetWeaver Information Lifecycle Management component and is the preferred archiving solution to complement that data extraction method.

### **Find Out More**

For more information about how you can use SAP Extended ECM to improve document management and reduce costs, please call your SAP representative or visit us online at [www.sap.com/solutions/solutionextensions/index.epx](http://www.sap.com/solutions/solutionextensions/index.epx).

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## Summary

The disconnect between structured content in enterprise applications and unstructured content (which may reside in disparate systems) presents a serious business challenge. The SAP® Extended Enterprise Content Management (SAP Extended ECM) application by Open Text bridges this gap by capturing unstructured content in a proven, comprehensive ECM application that is tightly integrated with SAP Business Suite software.

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## Business Challenges

- Bridging the gap between structured information in SAP Business Suite applications and related unstructured information
- Improving the efficiency of content-centric steps in business processes managed within SAP applications

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## Key Features

- **Content creation and access** – Enable business users to quickly brainstorm, develop, share, comment on, and approve any type of unstructured content; retrieve content from any authorized source; and view it through a choice of interfaces
- **Integration with SAP software** – Embed unstructured content to enrich any process supported by SAP software, with related metadata automatically uploaded
- **Content archiving** – Store content in a secure archive
- **Scanning** – Scan paper documents and input them into the ECM application
- **Records management** – Control the complete lifecycle of unstructured enterprise content with functionality certified by U.S. Department of Defense 5015.2

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## Business Benefits

- **Increase content-centric process efficiency** by making unstructured content easily accessible within the context of business processes and transactions
- **Increase the productivity of business users** by eliminating the time wasted to find or recreate unstructured content related to business processes, and by fostering collaboration
- **Minimize the risk** associated with unstructured content by controlling its complete lifecycle
- **Reduce costs** by digitizing paper documents, reducing storage requirements, facilitating database backups, and optimizing system performance

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## For More Information

Call your SAP representative or visit us online at [www.sap.com/solutions/solutionextensions/index.epx](http://www.sap.com/solutions/solutionextensions/index.epx).

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