



# **Projects for Influencing SAP's Innovations of Planned Solutions**

Customer Engagement Initiative  
Cycle 2011-3

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# SAP Business Suite

## Accelerate accounting processes in SAP Bank Analyzer with SAP HANA

<p><b>Short description</b></p>	<p>Reason for project: The solution will leverage the SAP HANA technology to speed up accounting processes in SAP Bank Analyzer. Furthermore, it will enable a real-time reporting on the Results Data Layer.</p> <p>Goal: Define the scope which should be covered together with the participants.</p> <p>Role of customer: Participating customers would be asked to validate the solution need, give feedback on potential scenarios and possibly perform testing on prototypes or provide demo/test data.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p> <p>Addressed customer needs: With the solution we address the following topics</p> <ul style="list-style-type: none"> <li>- Fast close support</li> <li>- Real-time slicing and dicing over the subledger</li> <li>- Daily (subledger based) financial reporting (balance sheet, P&amp;L statement)</li> <li>- Significant reduction of the day- or period end processing time in Bank Analyzer</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>HANA</p>
<p><b>Region</b></p>	<p>Global</p>

## Allow users to analyze plant activities in real time and historically through an "Overall Equipment Effectiveness" solution

<p><b>Short description</b></p>	<p>Reason for project: There is a long queue of requests from our customers to build an Overall Equipment Effectiveness (OEE) solution in the manufacturing space. OEE is a manufacturing standard term to allow users to analyze plant activities both in real time and historically to measure, analyze and adjust manufacturing performance.</p> <p>OEE utilizes the most common and important sources of manufacturing data and distills them into metrics that provide a gauge for measuring the availability and performance of equipment and the quality of goods that the equipment produces. We would like to engage with more customers to make the solution versatile and addressing a broader customer base. We are also doing a research on if we can use SAP HANA for the OEE application for which we'd like to receive customer input.</p> <p>Goal: We would like to connect to some large manufacturing customers and validate the use case of OEE and thereby enrich the functionality to cover a broad customer base.</p> <p>Role of customer: Participating customers would be asked to validate the solution need, give feedback on potential scenarios and possibly propose further improvements to address a broader customer base.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at a central location either in Europe or North America, and gather customer's representatives to show the scenarios covered, and engage in further scenarios discussion. Also a meeting of duration 1-2 hours per quarter and 1-2 mail exchanges per month would be essential before conducting the workshop.</p> <p>Addressed customer needs: In the most general sense, OEE can be described as a universally accepted set of metrics that bring clear focus to the key success drivers for manufacturing enterprises. The OEE strategy is considered best practice and dovetails well with the Lean Manufacturing philosophy. In fact, the OEE set of metrics can provide the key indicators of progress on the Lean journey.</p>
<p><b>Relevant involved solutions</b></p>	<p>Enterprise performance management solutions (e.g. SAP BusinessObjects Planning and Consolidation, Strategy Management), HANA</p>
<p><b>Region</b></p>	<p>Global</p>

## Build a work scheduling application for SAP Extended Warehouse Management

<p><b>Short description</b></p>	<p>Reason for project: It is planned to develop an application that analyzes the upcoming workload in the warehouse and compares it with the available workforce. According to the result, the system will propose how to control the resources and how to release the work.</p> <p>Goal: Our goal is to understand how the workforce disposition and the workload estimation are handled in real live and to verify our point of view.</p> <p>Role of customer: We are interested in talking to the line of business departments that actually run a warehouse. Best fit would be people who control the workforce or who release the work.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or to show prototypes.</p> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Efficient processing of all warehouse activities while meeting all timelines.</li> <li>- Early warning in case timelines cannot be met due to a workload which is too high.</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>SAP Supply Chain Management (SCM)</p>
<p><b>Region</b></p>	<p>Global</p>

## Building a solution for Insurance companies to manage sales and customer service processes via multi channels

<p><b>Short description</b></p>	<p>Reason for project: We are currently working on an integrated solution for insurance companies to manage the insurance sales and customer service processes. The solution is planned to help insurance carrier to transform from a product-driven towards a customer-centric business model providing excellent customer service. The solution I planned to be based on SAP CRM and provides access via multi channels e. g. SAP Web Channel Experience Management, Customer Interaction Center and SAP CRM online. The solution will be integrated with the insurance backend systems and enables End-to-End business processes.</p> <p>Goal: Define the scope and thereby the scenarios which should be covered together with the participants.</p> <p>Example of potential scenarios would be Quote and Application processing via customer self-service.</p> <p>Role of customer: Participating customers would be asked to validate the scope of the solution, give feedback on potential scenarios and possibly perform testing during development phase.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or reviews.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Customer Relationship Management (CRM)</p>
<p><b>Region</b></p>	<p>Global</p>

## Collaborative E-Care Management: Community-based Health and Wellness Management Solution

<p><b>Short description</b></p>	<p>Reason for project: SAP plans to deliver a new solution to manage personal healthcare and wellness not just within hospitals but also outside of the traditional healthcare institutions using mobile devices and social media. This solution addresses needs of hospitals, insurance companies or any employer focused on a healthy and active workforce.</p> <p>Goal: After shipment of a pilot release in October 2011, SAP would like to engage with customers to determine the scope of 2012 Collaborative E-Care Management release.</p> <p>Role of customer: Provide feedback regarding the overall health and wellness management processes in your country, your particular requirements, and the planned SAP solution roadmap.</p> <p>Planned activities and estimated effort for participants:</p> <ul style="list-style-type: none"> <li>- 1 Introductory call to roll-out solution news.</li> <li>- 2-3 telephone conferences for 2 hours to discuss current proposals and gather customer feedback.</li> <li>- For customers with higher involvement level: Two times a one day workshop on customer side.</li> </ul> <p>Please note: The telephone conferences will be open to every customer, the on-site visits will be for customers who have some experience in the health and wellness management area already to discuss in-depth requirements.</p> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Need to engage with patients, insured persons, employees etc. in early stages to focus on prevention and a healthy lifestyle before acute care becomes necessary.</li> <li>- Need to manage growth of aging and chronic condition populations with available healthcare budget through smart application of mobile devices</li> <li>- Need to overcome fragmented and uncoordinated care and engage with multiple healthcare partners in- and outside the hospital</li> <li>- Need for timely insight into patient's health status between encounters</li> <li>- Need to evaluate benefits of your strategic healthcare programs</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>SAP Customer Relationship Management (CRM), Analytic applications, Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports), Mobile Application</p>
<p><b>Region</b></p>	<p>Global</p>

## Define business case for end-to-end shift planning and rostering processes

<p><b>Short description</b></p>	<p>Reason for project: We are currently working on our SAP shift planning and rostering roadmap and are discussing a business case within the area of SAP Human Capital management (SAP HCM). This business case describes the processes and environmental prerequisites for an end-to-end shift planning process with focus on three sub processes:</p> <ul style="list-style-type: none"> <li>- demand planning and forecasting</li> <li>- long, mid and short term shift planning</li> <li>- exception handling .</li> </ul> <p>Goal: We would like to discuss this business case with customers to better understand their needs. This would allow for a prioritization of the discussed processes as well as a solid market requirement gathering.</p> <p>Role of customer:</p> <ul style="list-style-type: none"> <li>- Participation in discussions around their current shift planning and rostering environment as well as future requirements and plans.</li> <li>- Joint discussion and prioritization of market trends within this area.</li> </ul> <p>Planned activities and estimated effort for participants: On-site workshops at the customer's site as well as joint group workshops.</p> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Workforce planning and deployment without business disruption.</li> <li>- SAP Solution involved: SAP HCM, SAP Workforce Scheduling and Optimization</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>SAP ERP (enterprise resource planning), Software Architecture (Cross products and deployment options: OnPremise, OnDemand, Cloud)</p>
<p><b>Region</b></p>	<p>Global</p>

## Define Liquidity Risk Management solution for Banks based on SAP HANA

<p><b>Short description</b></p>	<p>Reason for project: Regulatory pressure and internal requirements force banks to increase their liquidity risk management capabilities; this is enhanced by recent stress in the financial markets. SAP HANA with its support of high volume and high speed processes is an ideal candidate for a new platform for our plan to build an application to manage liquidity risk on highly granular data.</p> <p>Goal: Together with customers from the banking industry, SAP plans to develop a solution for Liquidity Risk Management that enables banks to perform real time, high-speed liquidity reporting and risk management on large volumes of individual cash flows and granular assets and liabilities.</p> <p>The planned application allows for pooling all types of cash flows, including operative, simulated, and stressed data from various SAP and non-SAP source systems. It delivers a framework to calculate risk management key figures and provides out-of-the box calculation for a representative set of regulatory key figures such as the Basel III ratios.</p> <p>Users can apply basic stress factors to the data, for example to gauge the effect of varying haircut and run-off rates, or the re-classification of certain assets. Simple and intuitive UIs enable business users to analyze and compare scenarios.</p> <p>Role of customer: Customer Engagement includes the following potential activities:</p> <ul style="list-style-type: none"> <li>- Review of requirements documents</li> <li>- Review of process models</li> <li>- Input regarding volume requirements etc.</li> <li>- Prioritization of requirements</li> <li>- Testing</li> <li>- Review of user interface mock ups</li> <li>- Feedback on demos</li> <li>- Integration in monthly development cycles</li> </ul> <p>Planned activities and estimated effort for participants: In a light-weight 'validation partnership', SAP would offer</p> <ul style="list-style-type: none"> <li>- Monthly Updates About Latest Developments and</li> <li>- Live and Recorded Demos of Selected Major Development Milestones in exchange for reviews by the customer (average 4 hours per month) of Market Requirement Documents, Mockups, Live and Recorded Demos</li> </ul> <p>A more dedicated 'design partnership' could additionally(!) include:</p>
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	<p>from SAP:</p> <ul style="list-style-type: none"> <li>- Dedicated Co-Innovation Single Point of Contact</li> <li>- Onsite Product Design Workshops</li> <li>- Monthly Live and Recorded Demos of All Development Milestones and UI Mockups</li> <li>- Close Collaboration with the Development Teams</li> </ul> <p>from customers (average 2 d effort per month):</p> <ul style="list-style-type: none"> <li>- Onsite Roll in Workshops with SAP with both Business Users and IT</li> <li>- Participation in Surveys to Rank or Validate Proposals</li> <li>- Participation in Usability Studies Participation in Tests (@SAP Offices)(quarterly)</li> <li>- Provisioning of Real / Realistic Data for Test and Development Purposes</li> </ul> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Compliance with regulatory requests (Basel II, FSA etc.)</li> <li>- Management of liquidity risk on a highly granular level, eliminating the need to work on aggregated data, thus enabling customers to get answers they didn't dare to ask before</li> <li>- High-speed intra-day reporting of liquidity key figures</li> <li>- Low latency to support interactive what-if analyses and data exploration on granular data</li> </ul>
<b>Relevant involved solutions</b>	HANA, SAP for Banking
<b>Region</b>	Global

## Develop an Enterprise Tag Catalog within SAP Manufacturing Integration and Intelligence as central tag catalog for the business users

<p><b>Short description</b></p>	<p>Reason for project: We are developing an Enterprise Tag Catalog in the next SAP Manufacturing Integration and Intelligence (SAP MII) release as one of the prime features. It will enable highly complex, process oriented, asset intensive manufacturing customers to maintain a central tag catalog for the business users. This is done to readily identify assets and their associated measurement points, using naming conventions that the business users can understand.</p> <p>It is planned that this tool eases the configuration necessary for identifying which tags map to equipment definitions.</p> <p>It should also track which tags are providing valid data to quickly and easily find out about changes made in the underlying data source.</p> <p>Goal: We would like to connect to large manufacturing customers and validate the use case of Enterprise Tag Catalog (ETC) and thereby enrich the functionality to cover a broad customer base.</p> <p>Role of customer: Participating customers would be asked to validate the solution need, give feedback on potential scenarios and possibly propose further improvements to address a broader customer base.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at a central location either in Europe or North America, and gather few customers representatives to show the scenarios covered, and engage in further scenarios discussion. Also a meeting of duration 1-2 hours per quarter and 1-2 mail exchanges per month would be essential before conducting the workshop.</p> <p>Addressed customer needs: We already engaged one of the largest energy customers to develop the current solution which will make the life easy for the business users to maintain their plant tag catalog and enterprise tag catalog. This will then be a central systematically maintained reference, though there are several 100s of varied system available on the shop floor from different vendors.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP ERP (enterprise resource planning), Enterprise performance management solutions (e.g. SAP BusinessObjects Planning and Consolidation, Strategy Management)</p>
<p><b>Region</b></p>	<p>Global</p>

## Enable the aligned use of business objects across the Channel execution systems like Point of Sale, Web, Interaction Center

<p><b>Short description</b></p>	<p>Reason for the project: SAP ERP and SAP CRM act as backend systems for sales channel execution systems; for example SAP ERP provides master data for POS/Store systems or the SAP Web Channel solution creates sales orders in SAP CRM for further processing.</p> <p>Goal: To ensure cross channel business processes in the execution systems we plan enhancements in SAP CRM, SAP ERP to harmonize some objects like prices, offers.</p> <p>Role of customer: Help us to understand their sales channel related business processes, give feedback to our concepts and development results.</p> <p>Planned activities and effort for participants:</p> <ul style="list-style-type: none"> <li>- The engagement would likely mean 2-3 calls per quarter to review concepts and development results.</li> <li>- Optionally roll-in workshop at customer side</li> <li>- Optionally we would like to involve the customers in testing.</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>SAP Customer Relationship Management (CRM), SAP ERP (enterprise resource planning)</p>
<p><b>Region</b></p>	<p>Global</p>

## Enhance SAP CRM to interact with social network based communities

<p><b>Short description</b></p>	<p>Reason for project: People like and get used to communicate via social networks like e.g. Facebook, Twitter. Social media monitoring tools allow understanding sentiments in such networks. These trends indicate that there will be established new approaches to interact with customers or partners. That's why we plan to enhance SAP CRM to be able to interact with people via their known social network environment. We plan to focus our enhancements on Campaign Management and Interaction Center to enable service or sales processing via social networks.</p> <p>Role of customer:</p> <ul style="list-style-type: none"> <li>- Help us to understand the new way to operate business processes via social networks focusing on marketing, campaigns, service, complaints, sales, call center.</li> <li>- Validate the solution need, give feedback on new solution features and possibly perform testing during development phase.</li> </ul> <p>Planned activities and estimated effort for participants: The engagement would likely mean 2-3 call per quarter to review concepts and development results. Optionally we would like to give opportunity to participate in (remote) testing (about half day per month). Optionally a workshop at customer side.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Customer Relationship Management (CRM)</p>
<p><b>Region</b></p>	<p>Global</p>

## Explore SAP HANA as a platform for accelerating the reporting for Cost Object Controlling

<p><b>Short description</b></p>	<p>Reason for project: Travel OnDemand is one of the four key investments that SAP is making into a portfolio of on-demand applications for key lines of business. Specifically, Travel OnDemand is intended to be a people-centric, cloud-based application focused on the business traveler. The vision for the solution is to take the pain out of business travel and expenses by delivering a people-centric solution that allows travelers to easily manage everything from pre-trip approval, online booking, expense reporting, reimbursement and reconciliation. At the same time, Travel OnDemand will enable finance and line managers to better understand and manage travel behavior and expenses within the organization. All along, it will be designed to work the way people (“people-centric”).</p> <p>This is a net-new solution targeted at SAP customers who would like to provide a fully on-demand, people-centric travel and expense solution to their employees. (It is in addition to the on-premise travel and expense functionality included within SAP ERP.)</p> <p>Goal: Better understand travel and corporation preferences for management of travel and expense (including for mobile and social tools). Better understanding and supporting the needs of:</p> <ul style="list-style-type: none"> <li>- The frequent and infrequent traveler, specifically how to make travel and expenses less painful. Identify tools and concepts that can support key pain points and use cases.</li> <li>- Line manager (need for analyzing and controlling travel spend for their direct reports, collaborating with the team to support)</li> <li>- Auditors (driving compliance, auditing expense reports, etc)</li> </ul> <p>Role of customer: Customers will be helping design and then later review Travel OnDemand use cases/scenarios, mock-ups, and ultimately User Interfaces (UI). First, we will look to collaborate with customers on developing priority use cases and scenarios for key travel management functionality (e.g.: simplifying expenses, on-trip services, collaboration, social networking for corporate travelers). Later, the customers will be expected to validate the appropriate designs and UI mock-ups created by the product and User Experience team, to help ensure we are developing the right designs to support the prioritized use cases.</p> <p>Planned activities and estimated effort for participants: Customers would be expected to participate in full-day, on-site workshop once every 45-60 days for multiple business owner roles. For example, a traveler session would be a maximum of 2 hours; however, the business owner workshop may be 4-5</p>
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	<p>hours. This should then be supplemented with more frequent phone conferences. We would need to have key touch points with customers approximately 1-2 times a month. Participating roles from customer’s side should ideally include frequent travelers, line managers, finance, and IT stakeholders.</p> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Simplify expense reporting for travelers and line managers, while providing key on-trips services</li> <li>- Improve pre-trip planning and collaboration</li> <li>- Enhance auditing capabilities</li> <li>- A people-centric travel and expense solution that is designed to work the way people do, and take the pain out of expenses</li> </ul>
<b>Relevant involved solutions</b>	SAP ERP (enterprise resource planning), HANA
<b>Region</b>	Global

## Improve the Business Object Processing Framework development environment for SAP Business Suite Applications

<p><b>Short description</b></p>	<p>Reason for project: Business Object Processing Framework (BOPF) is a model-based framework used by the SAP Business Suite Applications like SAP Transport Management (8.0 onwards) and SAP Environment, Health and Safety Management (EHSM; 1.0 onwards). We provide tools and reusable functionalities to develop codeless and modification free WebDynpro applications on top of BOPF BOs. This framework is used by customers for the first time.</p> <p>In this current project we plan to include the feedback from customer especially in the area of customer extending the Standard Solution. This will help us to round up the framework tools especially in increasing the usability and reducing the total cost of development (TCD).</p> <p>Goal: We would like to discuss the extensible options the customer needs when they need to adapt the standard solution. This will help us round up the framework tools especially in increasing the usability and reducing the TCD.</p> <p>Role of customer: Participation in the discussions, especially in the area of customer extending the Standard Solution.</p> <p>Planned activities and estimated effort for participants: Onsite workshops at the customer's site</p> <p>Addressed customer needs: Increased usability, reduced TCD by fulfilling the extension possibility</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP ERP (enterprise resource planning), SAP Supply Chain Management (SCM)</p>
<p><b>Region</b></p>	<p>Global</p>

## Improve the Business Process Monitoring & Analytics for SAP Business Suite Processes

<p><b>Short description</b></p>	<p>Reason for project: Most business processes within the SAP Business Suite are based on programmed but configurable business logic using ABAP. We call these 'built-in' processes as opposed to workflows that are “modeled” and driven by some kind of engine.</p> <p>While workflows are reasonably easy to monitor, built-in processes do not offer any easy means to manage, or even just 'see' them, at run-time. Monitoring lead-times, KPI calculation and alerts based on KPIs, SLA handling based on KPI thresholds, is not easily possible. Some applications have found specific solutions for these problems, but these solutions are not applicable for a wider area of applications. PMA is planned to give a general solution to this problem.</p> <p>Goal: Gain full process visibility by enabling real time monitoring and analytics of SAP Business Suite processes.</p> <p>Role of customer: Customers can review the enhancements made to the existing product and provide their feedback by testing the product.</p> <p>Planned activities and estimated effort for participants: At least 2 hours per deep dive and reviews and 1-2 person days in each release in case of testing.</p> <p>Addressed customer needs: Customers gain full visibility about running (actual) business processes resulting in transparency on process quality and costs to understand how the business is performing and to take advantage for productivity gain, e.g.</p> <ul style="list-style-type: none"> <li>- speeding-up and streamlining most critical business processes (process automation)</li> <li>- detecting problem situations as early as possible in order to solve them as fast as possible (monitoring and error handling)</li> <li>- adapting management by exception strategies and foster automation together with a selected set of process KPI's</li> <li>- allowing identification of improvement areas via dash-boards based on statistics, pre-defined analytics, analysis of run-/ lead time</li> </ul> <p>Customers can leverage out-of-box end-to-end (cross) application business processes to easily adopt &amp; extend according business needs.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Customer Relationship Management (CRM), SAP ERP (enterprise resource planning), SAP Product Lifecycle Management (PLM), SAP Supply Chain Management (SCM), SAP Supplier Relationship Management (SRM)</p>
<p><b>Region</b></p>	<p>APJ</p>

## Innovate on mobile solutions for SAP ERP Financials in the Chinese Market

<p><b>Short description</b></p>	<p>Reason for project: Mobility brings customers a lot of benefits by improving their productivity in the enterprise business processes, especially when exploring use cases on SAP ERP Financials. We are now driving the innovation project to develop mobile applications in SAP ERP Financials for the Chinese markets. In our scope, all the processes requiring mobility access to SAP ERP Financials are included:</p> <ul style="list-style-type: none"> <li>- Processes from different LOBs (like Sales, Procurements, Manufacturing, Financials) requiring financial information</li> <li>- All financial related activities, such as approvals, reports, budget, expense, payment, etc.</li> </ul> <p>Goal: We're looking for customers in China that have mobility requirements on above financial related processes to participate in use cases roll-in and define the scope of the project.</p> <p>Role of customer: Participate in the discussion of use cases and business processes for mobile usage that is related to financials. Define priority for the use cases, and provide regular the feedback during the development cycles.</p> <p>Planned activities and estimated effort for participants: onsite workshops at customer site as well as joint group workshops.</p> <p>Addressed customer needs: Improved employees productivity by utilizing mobility on financial.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP ERP (enterprise resource planning), Mobile Application</p>
<p><b>Region</b></p>	<p>Country: China</p>

## Instant Access Risk Compliance Checks in SAP GRC Access Control

<p><b>Short description</b></p>	<p>Reason for project: Dramatic processing improvement across existing and planned Access Control capabilities</p> <p>Goal: The access risk analysis engine is a common component shared across these current and planned capabilities. Analysis time across these capabilities can take anywhere from minutes, hours, to days in processing time. The goal of this project is to improve the speed of real time risk analysis and increase the productivity.</p> <p>Role of customer: Participants are expected to perform the high volume access risk / sod risk analysis and perform risk analysis simulation with access request</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Dramatic processing improvement across existing and planned Access Control capabilities</li> <li>- Distinct competitive advantage with rapid, real-time analysis</li> <li>- Improved customer satisfaction and adoption</li> <li>- Productivity gains across the user base</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>Analytic applications, Governance, risk, and compliance solutions (e.g. Enterprise GRC, EHS), HANA</p>
<p><b>Region</b></p>	<p>Global</p>

## Integration of Web Analytics Tools into SAP Web Channel Experience Management

<p><b>Short description</b></p>	<p>Reason for project: We are currently working on the integration scenario of Web Analytics Tools with SAP Web Channel Experience Management. This includes the tagging of Web Pages to track customer activities on the Web and the analyses of collected data.</p> <p>Goal: We would like to discuss with customers the scope of integration e.g. pre-defined integration points and the requirements regarding analysis of data.</p> <p>Role of customer: Participating customers would be asked to validate the solution need, give feedback on potential scenarios and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean 2-3 calls and/or onsite workshop if needed or requested. Possibly calls regarding review the solution.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Customer Relationship Management (CRM)</p>
<p><b>Region</b></p>	<p>Global</p>

## Mobile SAP ERP HCM Applications for Managers

<b>Short description</b>	<p>Reason for project: We are planning to provide a suite of applications aimed at supplementing the daily tasks of various types of managers on mobile devices. To identify the appropriate manager tasks, we want to do discovery research to reveal the novel behaviors of our target users. After delivering isolated simple apps in wave 1 of our mobile app development, these process-based mobile applications will take the mobilization to the next level.</p> <p>Role of customer: Participating customers would be asked to validate the solution need, give feedback on potential scenarios and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p> <p>Addressed customer needs: Enable managers to stay connected and act anywhere/anytime, increasing manager productivity, providing insight to make better decisions, attracting and retaining key talent.</p>
<b>Relevant involved solutions</b>	<p>SAP ERP (enterprise resource planning)</p>
<b>Region</b>	<p>Global</p>

## Provide mobile consumer apps for the retail industry

<p><b>Short description</b></p>	<p>Reason for project: SAP is planning to provide software support for mobile scenarios in retail industries. In this project, we focus on consumer facing apps which allow retailers to distribute promotional information to their customers' smartphones. Additional features rounding up the scenario (like shopping list management, store locator and loyalty management) are considered as well.</p> <p>Goal: Provide backend functionality, APIs exposing the backend functionality, and to a certain extent web apps or native apps. In an ideal setup, app development itself is done by the customer/partner or in a joint project with SAP.</p> <p>Role of customer:</p> <ul style="list-style-type: none"> <li>- Share with SAP requirements for the mobile scenario described above.</li> <li>- Review SAP concepts and prototypes.</li> <li>- Participate in testing SAP software.</li> </ul> <p>Planned activities and estimated effort for participants:</p> <ul style="list-style-type: none"> <li>- 1-2 on-site workshops in Walldorf, Germany, and/or at customer site during definition phase.</li> <li>- Once a month participation in verification tests during development phase (can be done remotely).</li> <li>- 1 on-site project closure workshop in Walldorf, Germany, or at customer site at the end of the project.</li> <li>- Adhoc calls with experts whenever questions come up (~ 1 call per week).</li> <li>- In case of a joint app development project, additional synch meetings/calls will be done.</li> </ul> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Efficient and integrated solution for electronic distribution of promotional information to customers.</li> <li>- Prove technology innovation potential to customers.</li> <li>- Get competitive advantage by reaching customers at any place and any time.</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>SAP Customer Relationship Management (CRM), Mobile Application</p>
<p><b>Region</b></p>	<p>EMEA, Americas</p>

## Reduce effort for automated regression tests through dynamic test scripts

<p><b>Short description</b></p>	<p>Reason for project: We are currently working on a pilot version for SAP Dynamic Test Scripts. This is a framework that enables the automation of SAP application testing which provides the following benefits:</p> <ul style="list-style-type: none"> <li>- Adaptation to customer context (user interface, configuration, and data)</li> <li>- Simple-to-use automated tests</li> <li>- Reduction of test effort for SAP Business Suite applications</li> </ul> <p>This will be achieved by SAP-delivered automated tests that do not require script development or maintenance.</p> <p>Goal: We would like to discuss the dynamic test script project with customers to better understand their needs. This would allow a solid gathering of market requirements and a prioritization based on it.</p> <p>Role of the customers: Participation in discussions around their testing and test automation activities and also the current solution approach of SAP. Joint discussion and prioritization of market requirements for test automation based on dynamic test scripts.</p> <p>Planned activities and estimated effort for participants: Joint group workshop/discussion as remote conference every other month.</p> <p>Addressed customer needs: Efficient automation of SAP application testing as the current test automation tools build custom test scripts and require scripting knowledge. High cost to build and maintain scripts when the UI changes as it requires wide spread manual testing resulting in high test effort.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Customer Relationship Management (CRM), SAP ERP (enterprise resource planning), SAP Product Lifecycle Management (PLM), SAP Supply Chain Management (SCM), SAP Supplier Relationship Management (SRM), SAP Solution Manager</p>
<p><b>Region</b></p>	<p>Global</p>

## SAP Advanced Metering Infrastructure integration for Utilities

<p><b>Short description</b></p>	<p>Goal: Provision of new functionality in two areas relevant for the Utilities</p> <p>Industry:</p> <ol style="list-style-type: none"> <li>1) Market communication of discrete consumption data</li> <li>2) Enhancements for SAP Advanced Metering Infrastructure (AMI) Integration for Utilities (functionality and processes for Advanced Meter Infrastructure and Smart Grids)</li> </ol> <p>Role of customer:</p> <ul style="list-style-type: none"> <li>- Discussion and validation of business requirements and corresponding solution concepts.</li> <li>- Feedback within the development cycles for realized prototypes and implementations</li> </ul> <p>Planned activities and estimated effort for participants:</p> <ul style="list-style-type: none"> <li>- Conference calls on a quite regular basis, e.g. 2 per month.</li> <li>- Several workshops in Walldorf, Germany, with selected customers (Advisory Customer Council Utilities AMI working group).</li> <li>- Several customers visits in Europe, optionally in US.</li> </ul> <p>Addressed customer needs: The coming functionality plans to complete EhP5/6 developments and are urgently needed by our customers.</p>
<p><b>Relevant involved solutions</b></p>	<p>Utilities</p>
<p><b>Region</b></p>	<p>Global</p>

## Shared Services Framework for Human Resources: Help customers realize their shared service center and gain overall efficiency in their business processes

<p><b>Short description</b></p>	<p>Reason for project: Shared Services have become a must do for large enterprise customers as they are looking for potential to increase efficiency and effectiveness of their human resource shared service support.</p> <p>Processes need to be automated, tightly integrated into the framework and improved governance capabilities built in. The business case comprises of the paradigms:</p> <ul style="list-style-type: none"> <li>- New Shared Service Application Functions to improve usability, image of service center for both agents and employees &amp; managers</li> <li>- Improve Connection between Shared Services Framework applications &amp; HR applications to provide better customer service, reduce cost of service delivery</li> <li>- KPI Analytics to Improve governance capabilities</li> </ul> <p>Goal: We would like to discuss and validate our use cases with the customers to better understand their needs.</p> <p>Role of customer: Participation in discussions around their current Shared services environment as well as SAP’s current solution approach.</p> <p>Planned activities and estimated effort for participants: On-site workshops, discussions in groups as well as regular calls with the customers</p> <p>Addressed customer needs: Achieve operational excellence and gains in efficiency and effectiveness using SAP shared service framework software</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Customer Relationship Management (CRM), SAP ERP (enterprise resource planning)</p>
<p><b>Region</b></p>	<p>Global</p>

## TCO: Enable direct Bank Connectivity without SAP Process Integration Server

<p><b>Short description</b></p>	<p>What topic &amp; functionality will be reviewed: Enabling of a cost-efficient direct bank connectivity and use case prioritization of related topics in order to gain a TCO reduction.</p> <p>Reason for project: Communication with house banks often requires a specific banking software per bank (running on an individual computer).</p> <ul style="list-style-type: none"> <li>- TCO is rising with an increasing number of house banks.</li> <li>- The integration between the banking software and the SAP ERP is missing and therefore a straight through processing is not possible, e.g. release of payments needs to be done externally.</li> <li>- Also an integrated status monitoring is missing.</li> </ul> <p>SAP now offers an integrated solution with SAP Bank Communication Management (SAP BCM) where the communication to the banks is established via the SAP Integration Package for SWIFT.</p> <p>In order to offer every functionality of a direct bank connectivity, an SAP Process Integration (SAP PI) System besides the SWIFTNet access is a precondition. Feedback from customers stated that this is not an optimal solution.</p> <p>Goal: It is planned to make the SAP PI optional without losing the benefit of an integrated solution.</p> <p>In addition feedback and/ or a prioritization of the following topics is planned:</p> <ul style="list-style-type: none"> <li>- Multi-backend functionality: Multiple ERPs or third party systems shall be enabled to operate their bank communication with one central SAP BCM installation. Payment files of third party systems shall be supported.</li> <li>- File formats: Better coverage of payment and status formats (See: ISO20022).</li> <li>- Improvements in the area of online payments. (Transaction RVND).</li> <li>- Improvement in the automatic matching in order to improve matching rate for incoming payments: The current mechanisms (interpretation algorithm and search patterns) cannot be adapted by the business users. It is planned that the system memorizes post processing steps in order to automatically process these steps when a similar incoming payment occurs.</li> </ul> <p>Customer profile: EMEA customers using FI-AP/AR</p> <p>User profile:</p> <ul style="list-style-type: none"> <li>- For the topic cost-efficient bank connectivity: Users from the IT department or business users, who are responsible for customizing and administration of</li> </ul>
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	<p>the bank connectivity.</p> <p>- For the additional topics: Business users (e.g. treasury or cash management or similar) and users from the IT department being responsible for setup of banking middleware (e.g. Multicash or similar)</p>
<b>Relevant involved solutions</b>	SAP ERP (enterprise resource planning)
<b>Region</b>	EMEA

## Total Landed Cost Analysis: Gain insights by discovering, analyzing and trending the key contributors, business and functional requirements for 'Total Landed Cost' analysis

<p><b>Short description</b></p>	<p>Reason for project: We are exploring how Business Analytics can be used to gain insights in total landed cost by discovering, analyzing and trending all the key cost contributors, and easily perform trade-off analysis.</p> <p>Goal: The project will focus on constructing a model to calculate the total landed cost taking into account various contributing functions in the value chain. In particular, the focus will be on determining the analytic workflows need to calculate and analyze the total landed cost. This will need identification of the contributing sources (where the data resides), how to extract it, what calculations and logic need to be applied, at what frequency is the data and hence the results need to be refreshed, and what factors need to be considered in order to perform trade-off and what-if analysis.</p> <p>Role of customer: Participating customers will be asked to share how they compute total landed cost and what challenges they face today. They will also be asked to validate the solution/model, give feedback on potential scenarios and possibly perform testing of prototypes.</p> <p>Planned activities and estimated effort for participants: The interaction will be 2-4 one-on-one meetings/calls, and if logistically possible, 1-2 group workshops over the course of 3-4 months.</p> <p>Participants will need to plan 2-3 hours for the one-on-one meetings. The workshops are expected to be 1/2 - 1 day in duration.</p> <p>Addressed customer needs: Rapidly compute, analyze and report on their total landed cost, information for which resides in a variety of sources. Achieve increased level of accuracy and higher confidence in the TLC information.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP ERP (enterprise resource planning), SAP Supply Chain Management (SCM), Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports), Enterprise information management solutions (e.g. SAP BusinessObjects)</p>
<p><b>Region</b></p>	<p>EMEA, Americas</p>

## Validate the business scenarios for Integrated Warehouse and Transportation Management Scenarios

<p><b>Short description</b></p>	<p>Reason for project: We are working on an integrated Supply Chain Execution Platform comprising the SAP solutions SAP Extended Warehouse Management, SAP Transportation Management and SAP Event Management. In this project we plan to define integrated business scenarios across these three solutions in order to optimize Transportation &amp; Logistic processes.</p> <p>Goal: In this project our goal is to validate the business scenarios together with customers.</p> <p>Role of customer: participants from customer site shall be in transportation &amp; logistics line of business experts who will review these business processes and provide feedback or highlight requirements from their daily experience.</p> <p>Planned activities and estimated effort for participants: we plan to have a workshop as well as clarification of follow up question in calls.</p> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Optimized business process along the logistic chain from picking and packing goods in the warehouse up to loading and transporting goods to its destination.</li> <li>- Increased visibility along the logistic chain.</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>SAP Supply Chain Management (SCM)</p>
<p><b>Region</b></p>	<p>Global</p>

## Work on a concept and prototype on collaborative B2B scenarios for SAP CRM Partner Channel Management

<p><b>Short description</b></p>	<p>Reason for project: We are currently working on our SAP CRM Partner Channel Management Roadmap and are discussing a business case within the area of collaborative Business-to-Business (B2B) scenarios in Partner Channel Management. This business case describes the processes and prerequisites to support customers (brand owners) to perform business with their channel partners by integrating partner systems, therefore using SAP Information Interchange by Crossgate as integration platform.</p> <p>SAP Information Interchange by Crossgate for SAP CRM Channel Management should offer full B2B integration due to a turnkey B2B Content Engine that allows companies to exchange partner relevant business information electronically, regardless of industry standards and with any SAP CRM channel partner worldwide.</p> <p>Following business scenarios are planned to be considered:</p> <ul style="list-style-type: none"> <li>- Account &amp; Contact Management with Channel Partners</li> <li>- Lead &amp; Opportunity Management with Channel Partners</li> <li>- Partner Management</li> <li>- Channel Sales for High Tech</li> <li>- Market Development Funds</li> <li>- Collaborative Campaign Management</li> <li>- Order &amp; Quotation Management with Channel Partners</li> </ul> <p>Goal: We would like to discuss this business case with customers to better understand their needs, to validate the requirements and to provide input to the business case. This would allow for a prioritization of the discussed processes as well a solid market requirement gathering.</p> <p>Role of customer:</p> <ul style="list-style-type: none"> <li>- Participation in discussions around their current Partner Channel Management environment and related processes and our current SAP solution approach.</li> <li>- Joint discussion and prioritization of market requirements within this area.</li> </ul> <p>Planned activities and estimated effort for participants: Onsite workshops (at least one) at the customer's site as well (2 - 3) calls to clarify open questions and to show prototypes.</p> <p>Addressed customer needs: Integrated and seamless Partner Channel Management processes with channel partners</p>
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<b>Relevant involved solutions</b>	SAP Customer Relationship Management (CRM)
<b>Region</b>	Global

# SAP NetWeaver and SAP BusinessObjects products

## Accessing Hadoop Hive via a BI 4 Universe

<b>Short description</b>	<p>Reason for project: We have built a prototype to query an Hadoop Hive data source either in a local cluster or in the cloud via Amazon EMR. We plan to deliver a first version of the Hadoop Hive Universe in 2012.</p> <p>Goal: We want to validate the features of the Hadoop Hive Universe on a real-life data set.</p> <p>Role of customer: Participating customers would be asked to validate the solution need, give feedback on potential scenarios and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p> <p>Addressed customer needs: Business Intelligence with SAP Business Objects client tools like Webl, Crystal report or Dashboard on a Hadoop Hive data source.</p>
<b>Relevant involved solutions</b>	<p>Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports), Business Administration, Business Analysis</p>
<b>Region</b>	<p>EMEA, Americas</p>

## Adding a second Dimension in Business Objects Enterprise Explorer: Defining most important use case and validate the solution

<p><b>Short description</b></p>	<p>Reason for project: Adding a second Dimension is very important for the future of the Business Objects Enterprise Explorer. However, there are a lot of challenges that can be fixed with a better knowledge of concrete use cases.</p> <p>Goal: Define reasonable useful solution to introduce a second Dimension in the next release of Explorer.</p> <p>Role of customer:</p> <ul style="list-style-type: none"> <li>- Provide concrete use cases</li> <li>- Understand product challenges</li> <li>- Help to validate solution with their experience and their user contacts</li> </ul> <p>Planned activities and estimated effort for participants: Some calls (introduction + synch up). 3/5 days Meetings (in which SAP colleagues explain functionality and challenges and customers can explain their detailed business user needs and/or show demos of their environment and data structure)</p> <p>Addressed customer needs: Managing two dimensions (be careful with volume of data and speed and current product interface and keep simple).</p>
<p><b>Region</b></p>	<p>Global</p>

## Automate the execution of local Software Logistics tools to support the evolution of the software

<p><b>Short description</b></p>	<p>Reason for project: Software Logistics (SL) tools (like Installation, Upgrade) are vital for adoption of new/latest SAP Products. The existing customer’s landscapes are rather big, and usually the upgrades of interconnected SAP systems are organized and executed in a rather complex project setup. These upgrade projects encompass few months activities including investigation and change impact, setting test landscape, preparation of custom developed components (e.g. for higher release), planning the maintenance operation (with SAP Solution Manager &amp; Maintenance Optimizer), content download and - finally - SL tools being run on the local systems to apply the changes.</p> <p>Often customers are asking for means to automate the execution of (local) SL tools.</p> <p>In particular such kind of automation is applicable for customers or partners, ISVs who have a big number of SAP NetWeaver systems in their test or development landscapes, where automated and easy to consume SL services are needed to support the evolution of the software (e.g. custom developed Add On components installation or upgrade).</p> <p>Since some years, we already have a working solution that essentially automates big number of such local SL tools execution. This solution is massively used in SAP internally and we are looking for customers or partners that have similar business needs.</p> <p>An example could be: massive update of freshly build custom Java components over some hundreds of SAP NetWeaver Java systems, every night.</p> <p>Goal: In the course of this initiative, we expect to assess the demand, expectations and feasibility of performing fully automated and transparent (local) SL tools’ execution.</p> <p>We do not intend to replace existing recommendations and established practices, rather see some blind spots and rare cases, where the above mentioned practices are having their limitations.</p> <p>If and where applicable, we would offer pilot deployment of our existing solution with customers or partners (ISVs) to evaluate the approach.</p> <p>We also want to figure out whether and how such automation of SL tool’s execution and reports would be integrated in SAP Solution Manager and fit into the end-to-end delivery process.</p>
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	<p>Role of customer:</p> <ul style="list-style-type: none"> <li>- Provide information about their needs related with SL operations.</li> <li>- Participate in pilot implementation of our existing solution.</li> </ul> <p>Planned activities and estimated effort for participants: Onsite workshops; joint work on defining the scope and boundaries of the approach; if needed - allow and participate in pilot installation of the SL tools automation solution in their landscape.</p> <p>Addressed customer needs: Easy consumable, fully automated and transparent SL tools, that allow for mass automation of repeatable SL operations.</p>
<b>Relevant involved solutions</b>	SAP NetWeaver Application Server Java and other Java technologies, SAP NetWeaver Business Process Management (BPM) and Business Rules Management (BRM), SAP NetWeaver Enterprise Portal and Enterprise Workspaces
<b>Region</b>	EMEA, Americas

## Big data: how would having real-time access to very large data-sets impact your analysis needs for SAP BusinessObjects Analysis, Edition for OLAP?

<p><b>Short description</b></p>	<p>Reason for project: “The amount of data in our world has been exploding and analyzing large data sets—so-called big data—will become a key basis of competition, underpinning new waves of productivity growth, innovation, and consumer surplus” - McKinsey Global Institute Report, Big data: The next frontier for innovation, competition and productivity</p> <p>The introduction of in-memory columnar databases has provided an opportunity to analyze data in new, previously not-possible ways. We would like to get a better understanding of the business questions that can now be asked when an analyst has access to large volumes of real-time data. This insight will enable us to design SAP BusinessObjects Analysis, Edition for OLAP in a manner that provides the best insight into a customer’s ever growing data assets.</p> <p>Goal: Develop new features and adjust the workflows within SAP BusinessObjects Analysis, Edition for OLAP to better assist real-time, large data analysis.</p> <p>Role of customer: Provide the business questions and context that you wish to be answered by a front-end analysis tool on top of real-time data.</p> <p>Planned activities and estimated effort for participants:</p> <ul style="list-style-type: none"> <li>- The sharing of business problems and proposed solutions in a one day workshop.</li> <li>- The reviewing and feedback on the requirements created from the above business problems and solutions. Approx a half day.</li> <li>- The reviewing of requirement iterations that have incorporated the above feedback. Approx an hour each iteration. One or two iterations can be expected.</li> </ul> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- The ability to gather insight from large data-sets.</li> <li>- The ability to gain real-time insight into business activity.</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports), HANA</p>
<p><b>Region</b></p>	<p>EMEA, Americas</p>

## Define a tool to maintain and/or create guided procedures in SAP Solution Manager

<p><b>Short description</b></p>	<p>Reason for project: To help Customers solving issues, a list of Guided Procedures are included in many Application Lifecycle Management applications within SAP Solution Manager (Exception Management, Technical Operation, Business Process Operation, ...)</p> <p>Goal: Within SAP Solution Manager the number of Guided Procedures shipped with the product is growing quickly. Therefore a tool to maintain and/or create such Guided Procedure is required. This planned tool, called Guided Procedure Authoring, including Guided Procedure Browser and Guided Procedure Maintenance, should allow customers to create custom guided procedures in different contexts.</p> <p>The benefit will be to build own guided procedures that run automatically or manually. In parallel, there will be different guided procedures delivered as templates by SAP applications. They can be re-used later within different areas such as Business Processes, Technical Operation, Data Volume Management, ...</p> <p>Role of customer: Participating customers would be asked to give feedbacks on potential scenarios and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: Workshops and virtual demos with customers to receive feedback.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Solution Manager</p>
<p><b>Region</b></p>	<p>EMEA, Americas</p>

## Define and prioritize use cases when mixing multiple data sources in BI applications including relational and OLAP sources

<p><b>Short description</b></p>	<p>For future development, need to define and prioritize use cases when mixing multiple data sources in BI applications including relational and OLAP sources</p> <p>Reason for project: We are planning to improve Semantic Layer products to address the need of mixing multiple sources for BI purposes. We already deliver the capability to mix multiple relational sources and we plan now to include OLAP sources in our scope.</p> <p>Goal: Identify the different use cases and scenarios and prioritize in order to start with the most important one for customers.</p> <p>Role of customer:</p> <ul style="list-style-type: none"> <li>- Help to validate and prioritize the different use cases.</li> <li>- Provide additional use cases if needed.</li> <li>- Help to validate the chosen solution</li> </ul> <p>Planned activities and estimated effort for participants: Conference calls, presentations and eventually prototypes demonstration. Customers can also present existing solution installed in their environment. A workshop can also be considered.</p> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Reduce data silos in the enterprise.</li> <li>- Reduce TCO for developing BI applications and documents.</li> <li>- Help BI users in their day to day job.</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>Analytic applications, Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports), HANA</p>
<p><b>Region</b></p>	<p>EMEA, Americas</p>

## Define new guided self-service procedures to analyze and optimize systems

<p><b>Short description</b></p>	<p>Reason for project: With Guided Self Services, SAP offers customers proven procedures to analyze and optimize their systems. These procedures are based on the experience of a multitude of service deliveries to thousands of SAP systems. Guided Self Services are delivered via SAP Solution Manager and available to improve the most common areas like system performance, data volume management, change management, security optimization, and business process. Enterprise Support customers can use them by their own, when and how often they want.</p> <p>With Solution Manager 7.1 the usage of Guided Self Services is supported by a new infrastructure based on a guided procedure framework with intuitive usability.</p> <p>Role of customer: Participating customers would be asked to give feedback on potential usage of this tool and which new self-services are interesting to be delivered as Guided Procedure.</p> <p>Planned activities and estimated effort for participants: Workshops and demos to show the current functionality and collect feedback.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Solution Manager</p>
<p><b>Region</b></p>	<p>EMEA, Americas</p>

## Define scope of SAP BusinessObjects Predictive Analysis to help customer understanding patterns in their data

<p><b>Short description</b></p>	<p>Reason for project: We plan to offer predictive analysis capabilities which help customers to understand interesting patterns in their data using intuitive visualization, while helping them to apply various predictive algorithms to analyze the data.</p> <p>Goal: Define together with the participants the scope of the analysis capabilities that we need to offer and thereby the scenarios which should be covered.</p> <p>Customers should be able to use the data which could be in Microsoft Excel, CSV, Standard Database or HANA. They should be able to apply predictive algorithms to build predictive models with the help of intuitive visualizations which could then be used by other consumers for their day-to-day work.</p> <p>Role of customer: Participating customers would be asked to validate the solution need, give feedback on potential scenarios and perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p> <p>Addressed customer needs: Comprehensive Predictive Analysis solution offering from SAP which would help customers to perform analysis on their data.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Customer Relationship Management (CRM), HANA, Business intelligence</p>
<p><b>Region</b></p>	<p>Global</p>

## Define use cases for mobile solution with SAP BusinessObjects Dashboards

<p><b>Short description</b></p>	<p>Reason for project: This project aims to define the use cases of extending the dashboard solution offered by SAP BusinessObjects Dashboards (formerly known as Xcelsius) to mobile devices. Making dashboards available on mobile devices is highly demanded by the market as the popularity of mobility grows.</p> <p>Goal: We would like to discuss the use cases for this topic along with customers. This would allow for a prioritization of the use cases as well as a solid market requirements gathering.</p> <p>Role of customer: The participating customers would be asked to validate the solution need, give feedback on potential features and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean one workshop at the customer site as well as 2 -3 remote calls per quarter to clarify follow-up questions or show prototypes.</p> <p>Addressed customer needs: enable dashboards usage on the mobile devices</p>
<p><b>Relevant involved solutions</b></p>	<p>Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports), Mobile Application</p>
<p><b>Region</b></p>	<p>Global</p>

## Discuss and Prioritize New Semantic Layer SDK Requirements

<p><b>Short description</b></p>	<p>Reason for project: The SAP BusinessObjects Business Intelligence suite 4.1 plans to contain the first version of the New Semantic Layer SDK.</p> <p>This SDK plans to be provided in Java and should address some very common scenarios requested by our customers or partners for universes administration or security. It will take several releases to provide an exhaustive SDK that cover all the New Semantic Layer capabilities. This project will help us to give priorities to the different directions we can focus on.</p> <p>Goal: For SAP BusinessObjects Business Intelligence suite 4.2, we need customer’s feedbacks to prioritize the possible scenarios we could implement.</p> <p>Once implemented, customers will be asked to test and validate the prototype.</p> <p>Role of customer: Participating customers would be asked to validate the solution need, prioritize potential scenarios, review proposed methods and functions and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes. Customers will also be asked to use the SDK in its own development environment, write some applications with this SDK and review its documentations and samples.</p> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Support multi-tenant configurations (OEM)</li> <li>- Implement their own application to administrate, secure and manage universes, connections...</li> <li>- Automate some tasks related to universes</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports), Business intelligence</p>
<p><b>Region</b></p>	<p>EMEA</p>

## Enable a cloud based solution to solve the connectivity needs between banks and the corporate systems

<p><b>Short description</b></p>	<p>Reason for project: In recent years, banks are seeking to provide a technical connectivity solution for payments and other value add financial related services to their corporate customers. These services need to be based on a technical connectivity solution between the bank and the corporate systems. Corporate customers have wanted to reduce cost of implementation, minimize cash liquidity risk while also simplifying a complex architecture between the multiple banking relationships being maintained. To achieve this, banks and corporates need a single solution that will be low-cost, flexible, multi-bank and takes a shorter time to implement between the corporate and the bank's.</p> <p>This SAP cloud based banking services connectivity solution is a new innovative solution approach from SAP to address the connectivity needs and pain points of both the banks and the corporates. SAP will provide both a connectivity integration service hosted in the cloud along with financial supply chain services specific to the needs of the financial supply chain process, including payments, trade series, hedging, liquidity, cash management and other future roadmap services. The future of the platform will include Financial Services value applications, based in the cloud, offered via an SAP cloud application marketplace.</p> <p>Goal: To gain insight from our customers and provide early innovation knowledge on the SAP cloud connectivity solution.</p> <p>Role of customer: Work with SAP and a number of corporates &amp; banks on validating and reviewing the design and requirements of the solution.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least two workshops at the customer site, or in Walldorf, Germany, over a 4 month period as well as 1 - 2 calls per month to clarify follow-up questions or show prototypes. In addition a number of customers will be given the option to be the Early Starter users of the new solution through 2012.</p> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Corporate to Bank Connectivity</li> <li>- Corporate Payments</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>SAP ERP (enterprise resource planning), SAP NetWeaver Process Integration (including B2B connectivity and integration), Software Architecture (Cross products and deployment options: OnPremise, OnDemand, Cloud)</p>
<p><b>Region</b></p>	<p>Global</p>

## Enable Business Intelligence through a simple yet powerful 'Search to BI' application

<p><b>Short description</b></p>	<p>Reason for project: We want to create further value for customers' Business Intelligence investments by providing 'insights' out of the data on the fly, through a simple search interface, so that more business users can consume BI. We want to show the users the hidden value of information without really going through the lengthy and complex process of report creation most of the time.</p> <p>Goal: To understand the business users' BI consumption pattern to maximize the value that could be provided from this application by working with the participants.</p> <p>Role of customer: Participating customers would be asked to validate the solution need, give feedback on their usage scenarios and perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site as well as 1-2 calls per quarter to clarify follow-up questions or show prototypes.</p> <p>Addressed customer needs: Simplify overall BI usage and deployment in the organization. Understand your data quickly to become more productive at your work, through a simple search box.</p>
<p><b>Relevant involved solutions</b></p>	<p>Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports), HANA, Mobile Application, Software Architecture (Cross products and deployment options: OnPremise, OnDemand, Cloud)</p>
<p><b>Region</b></p>	<p>Global</p>

## Enable SAP ERP data integration in multisource reports

<p><b>Short description</b></p>	<p>Goal: The goal of this project is to show to the customer how to integrate SAP ERP data in reports build on top of single or multiple data sources and get feedback for future release.</p> <p>Role of the customer: The customer should provide information about:</p> <ul style="list-style-type: none"> <li>- missing functionalities (e.g. the SAP ERP 'objects' not planned in the current version but wished to be supported),</li> <li>- performance problems (e.g. possible errors when running reports on large data sets),</li> <li>- most common workflows that are used (and that we could use for ameliorating the performances of the product).</li> </ul> <p>Planned activities and estimated efforts: Several on-site visits at customer site are planned. The planned effort is 1 full day on-site customer visit followed by quarterly calls.</p>
<p><b>Relevant involved solutions</b></p>	<p>Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports)</p>
<p><b>Region</b></p>	<p>Global</p>

## Enable trusted analytics by consolidated and cleansed high volume enterprise customer data, utilizing SAP new in-memory computing technology

<p><b>Short description</b></p>	<p>Reason for project:</p> <ul style="list-style-type: none"> <li>- New On Demand customer data management solution</li> <li>- Provides capabilities to consolidate, cleanse and manage High Volume customer information that originate from different internal and external source systems, to enable trusted analytics.</li> <li>- Leverage SAP new in-memory computing technology aka SAP HANA</li> <li>- Handle mass volume of data up to 1 billion customer records</li> <li>- Provide a Customer Data Integration (CDI) solution to complete SAP MDM offerings</li> <li>- Enhance SAP Business Objects EIM stack with MDM capabilities</li> <li>- Exploit the opportunity to be a pioneer in the On Demand solution space</li> </ul> <p>Goal: We would like to discuss this business case with customers to better understand their needs. This would allow for better prioritization as well as a solid market requirements gathering. In addition, we would like customers to review and validate product beta release.</p> <p>Role of customer:</p> <ul style="list-style-type: none"> <li>- Participate in discussions on their current challenges and needs around this business case.</li> <li>- Participating in review and testing of beta release.</li> <li>- Participate in customer validation process.</li> </ul> <p>Addressed customer needs: Trusted analytics by consolidated and cleansed high volume enterprise customer data.</p>
<p><b>Relevant involved solutions</b></p>	<p>Enterprise information management solutions (e.g. SAP BusinessObjects Data Services, Data Quality Management, Information Steward, Event Insight, SAP NetWeaver MDM), HANA</p>
<p><b>Region</b></p>	<p>Country: USA, Canada</p>

## Enhancements for the Public Key Infrastructures, support of secure mail, and password policies in SAP NetWeaver Application Server ABAP

<p><b>Short description</b></p>	<p>Reason for project: SAP NetWeaver Application Server ABAP provides the SAP Business Suite with a rich set of security features for protecting their processes such as single sign-on using X.509 client certificates and SAML2 or a fine grained authorization concept.</p> <p>X.509 based scenarios: SAP NetWeaver Application Server ABAP supports X.509 certificates for use cases such as SSL, WS-Security, document signing and encryption. With SAP NetWeaver Application Server ABAP 7.31, SAP support for X.509 certificates has been enhanced by additional scenarios:</p> <p>1) Rule based certificate mapping: When using X.509 client certificates for authentication of an end user’s web browser (e.g. when using a Web Dynpro application), the SAP systems needs information on how to resolve the SAP User ID from an X.509 certificate. In previous releases this information had been maintained using report RSUSREXT and table USREXTID.</p> <p>7.31 plans to allow defining a rule on how to map attributes from an X.509 client certificate to an SAP User ID, eliminating the requirement to maintain this information in table USREXTID. Only User IDs which do not fit into the rule pattern are handled as through an exception mapping similar to table USREXTID.</p> <p>Customers with existing mappings in USREXTID can use a migration tool to identify rules and exceptions and change their existing USREXTID mappings to the new rule based mappings.</p> <p>2) Certificate Revocation Lists (CRL): The X.509 standard uses Certificate Revocation Lists to inform SSL Clients and servers if an X.509 certificate should not be used anymore. Examples are an X.509 client certificate that had been stored on a laptop, which has been lost. In that case, the X.509 is not anymore in the possession of the owner, and trusting servers should not accept it anymore.</p> <p>Support for CRLs had been added for SAP NetWeaver Application Server Java in SAP NetWeaver 2004 and is now also planned for SAP NetWeaver Application Server ABAP 7.31.</p> <p>3) S/MIME: Mail is a standard channel for exchanging information between an SAP System and end users. By default, information in emails is passed without additional protection such as signed or encrypted emails. S/MIME is a standard to support signed and/or encrypted emails, which is planned for SAP</p>
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	<p>NetWeaver Application Server ABAP 7.31.</p> <p>Security Policies: Users differ in the way they interact with an SAP system. Some users have more permissions in a system and should have stronger password policies. With SAP NetWeaver Application Server ABAP 7.31, password policies are defined for individual users, which e.g. allow administrators defining user specific password rules.</p> <p>Goal: We would like to discuss with customers how these additional features fit in their system landscapes and what additional functionality might simplify system integration.</p> <p>Role of customer: Participate in discussions and provide feedback to the new features.</p> <p>Planned activities and estimated effort for participants: We plan to provide system access to an SAP NetWeaver Application Server ABAP system demonstrating the new features.</p> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Use X.509 for authentication with AS ABAP, e.g. using an own PKI or SmartCards</li> <li>- Look for a solution for secured mail exchange between end users (typically employees) and SAP NetWeaver Application Server ABAP</li> </ul>
<b>Relevant involved solutions</b>	SAP NetWeaver Application Server ABAP (incl. Web Dynpro ABAP and other ABAP technologies)
<b>Region</b>	Global

## Enterprise Architecture Management (EAM) for hybrid landscapes: Validating SAP's approach to EAM Tools, Methods, and Content

<p><b>Short description</b></p>	<p>Reason for the project: Networked Solutions (NWS) Architecture aims at enabling the deployment and management of IT solutions across hybrid landscapes based on end-to-end business processes. With that it provides simplification and value to Business and IT stakeholders.</p> <p>Goal: This project explores Enterprise Architecture as a formal framework that can be used to capture the goals and needs of the Business and align them with requirements for IT solutions.</p> <p>To the business, this helps to rationally plan investments into information technology based on value generation and performance improvement goals and to measure actual value realization over time. To IT, Enterprise Architecture helps to communicate the capabilities of solutions in a proactive way, overcoming the “language divide” between value generation and technology in the enterprise.</p> <p>The topic will look into three areas of Enterprise Architecture, assessing the methods, tools, and content needed to enable them:</p> <ol style="list-style-type: none"> <li>1. Enterprise Architecture Planning (Defining Business Targets for IT solutions, e.g. cost constraints)</li> <li>2. Enterprise Architecture Exploration (Identifying Opportunity Areas)</li> <li>3. Enterprise Architecture Realization (Execution and tracking of Implementation Plans, achieving transparency on actual realization vs plan)</li> </ol> <p>Planned activities and estimated effort for participants: Interaction format: 2-hour virtual workshop between Customers/Partners and SAP (n:1). Multiple participants per Company are welcome.</p> <p>Sample questions that will be asked during the workshop:</p> <ol style="list-style-type: none"> <li>1. How do you need to communicate Value and Capabilities of SAP solutions to the Business?</li> <li>2. How do you make this information reusable? Where do you source it? How do you maintain it current?</li> <li>3. How do you assess business change impacts on IT? How do you manage them?</li> <li>4. How do you assess the impact of changes in the application landscape to the business? How do you manage them?</li> </ol> <p>Estimated efforts of participants: about 1/2 days, comprising of the attendance of 1-hour initial call and upon commitment to topic, taking part in a 2-hour virtual workshop to discuss concepts and provide feedback.</p>
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<b>Relevant involved solutions</b>	Software Architecture (Cross products and deployment options: OnPremise, OnDemand, Cloud)
<b>Region</b>	Global

## Evaluate Future SAP NetWeaver Programming Model and Tools for Business Process Connectivity

<p><b>Short description</b></p>	<p>Reason for project: Evaluate future SAP NetWeaver concepts against customer requirements in the area of business process connectivity. Some of the aspects for consideration are:</p> <ul style="list-style-type: none"> <li>- Central Connectivity Tools             <ul style="list-style-type: none"> <li>- Web service information center - one place for design time-/configuration-/runtime- information, monitoring and error handling, call statistics, links to documentation, and alerts</li> <li>- Central message monitoring, error handling und alerting</li> <li>- Central configuration (for example, based on Services Registry and pub-sub mechanisms)</li> <li>- Central health checks</li> <li>- Integration of central tools in SAP Solution Manager</li> </ul> </li> <li>- Future SAP NetWeaver Programming Model             <ul style="list-style-type: none"> <li>- Common connectivity handling - for example, for SOAP, RFC, and REST</li> <li>- Business scenario models and their use for model-based configuration including addressing of relevant business entities                 <ul style="list-style-type: none"> <li>- Key-/value-/structure mapping, with different aspects (for example, different versions or extensions)</li> <li>- Lifecycle management (for example, versioning, extensibility, or change management)</li> </ul> </li> </ul> </li> <li>- Additional Aspects             <ul style="list-style-type: none"> <li>- Troubleshooting tools</li> <li>- Interoperability (customer's issues and experiences with interoperability scenarios)</li> <li>- Security (especially identity management)</li> <li>- Auditability</li> </ul> </li> </ul> <p>Goal: Understand what aspects are of high interest for customers, how customers currently use Web services and other connectivity types in their system landscapes, and how such functionality should be designed for the needs and roles of developers and administrators.</p> <p>Role of customer: Discuss their own requirements and help us validate our concepts. In discussion, the most relevant topics will be identified. Possibly validate functionality in an early phase of development (SAP could provide access to tests systems, for example). Give timely and direct feedback when using the features.</p> <p>Addressed customer needs: Massive reduction of Total Cost of Ownership and Total Cost of Development through efficient tools and functionality, especially when managing medium and large heterogeneous landscapes.</p>
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<b>Relevant involved solutions</b>	SAP ERP (enterprise resource planning), SAP NetWeaver Application Server ABAP (incl. Web Dynpro ABAP and other ABAP technologies), Software Architecture (Cross products and deployment options: OnPremise, OnDemand, Cloud)
<b>Region</b>	EMEA, Americas

## Experience and influence the Lifecycle Management for SAP HANA

<p><b>Short description</b></p>	<p>Reason for project: We aim to provide an End-to-End Lifecycle Management for SAP HANA, covering installation, configuration and update processes, which are planned to be shipped in 2011.</p> <p>Goal: We would like to present the main Lifecycle Management procedures, as follows</p> <ul style="list-style-type: none"> <li>- Installation and configuration, executed during SAP HANA Initial setup</li> <li>- Update, executed by Software Update Manager for SAP HANA (SUM for SAP HANA)</li> </ul> <p>As a part of this we want to verify to which extends the current installation and update functionality covers the customer’s needs and are there further potential requirements.</p> <p>We would like to consider customer use cases for SAP HANA technical configurations with respect to the replication from the SAP systems and third party systems, as well integration with the rest of the company landscape.</p> <p>Role of customer: Participating customers would join presentations and demos of Lifecycle Management procedures, would be asked to validate the provided solution, to give feedback on presented scenarios and explain their potential use cases.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean onsite workshops at customer’s side, as well as join group workshops, 2-5 calls per quarter to make demo and clarify/follow-up on questions.</p> <p>Addressed customer needs: We are going to make customers acquainted how to setup and configure properly SAP HANA as well as how to maintain it later applying latest Support Package Stacks.</p>
<p><b>Relevant involved solutions</b></p>	<p>HANA</p>
<p><b>Region</b></p>	<p>Global</p>

## Explore a dynamic invoice discounting as part of new supply-chain financing solutions

<p><b>Short description</b></p>	<p>Reason for project: We are exploring SAP Dynamic Invoice Discounting, which is part of a wave of new supply-chain financing solutions. The planned functionality will allow buyers to pay chosen invoices early in exchange for a discount from sellers on the total amount that is paid. Buyers get a high-yield, risk-free, short-term investment and at the same time help to stabilize their supply chain. Sellers get rapid access to cash at attractive rates and with no need to negotiate with a third party such as a trade financing institution.</p> <p>Goal: Work out the details of the model. One issue is how to negotiate and approve discounts, activities that could potentially involve several departments within the company. Another issue is how best to integrate the application with back-end ERP systems</p> <p>Role of customer: Act as co-innovation partner in the role of a 'buyer.'</p> <p>Planned activities and estimated effort for participants:</p> <ul style="list-style-type: none"> <li>- 1 workshop at customer site,</li> <li>- 2-3 calls per quarter with the customer,</li> <li>- 1-2 additional calls per quarter with 2-3 identified suppliers of the customer</li> </ul> <p>Addressed customer needs: Customer get a high-yield, risk-free, short-term investment and at the same time a stable supply chain.</p>
<p><b>Region</b></p>	<p>Global</p>

## HTML5 for desktop and mobile User Interface

<p><b>Short description</b></p>	<p>Reason for project: The choices taken for the development of a new User Interface library around HTML5 technologies needs to be validated with client scenarios, for both mobile and desktop business applications.</p> <p>Goal: Obtain direct customer input for specific questions, obtain use-cases for mobile and desktop HTML5 scenarios, get the customer feedback for SAP HTML5 UI library, help prioritize, help customer head start on planning future customizations with SAP solutions.</p> <p>Role of customer: Evaluate the HTML5 library build by SAP, give feedbacks related to this framework, provide use-cases of HTML5 mobile and desktop applications (that they might build or they have already developed).</p> <p>Planned activities and estimated effort for participants: Initial kick-off call between SAP and customers, followed by the assessment of SAP library done by 2 or more developers at customer site. Developers commit to regular investment into Proof of concept development including occasional status checks. On-site presentation and discussion of the Proof of concept (up to 1 day).</p> <p>Addressed customer needs: This initiative addresses customers that are already evaluating HTML5 technologies and want to consider existing technologies and libraries provided by SAP, taking a head start on future customizations with SAP solutions.</p>
<p><b>Relevant involved solutions</b></p>	<p>Mobile Application, Software Architecture (Cross products and deployment options: OnPremise, OnDemand, Cloud)</p>
<p><b>Region</b></p>	<p>Global</p>

## Improve and simplify Software Lifecycle processes from planning to implementation and maintenance

<p><b>Short description</b></p>	<p>Reason for Project: We are working out the roadmap of upcoming improvements and innovations in the process of Software Implementation and Maintenance:</p> <ul style="list-style-type: none"> <li>- Discovery : How do I find the right software for implementation? What components do I need for certain functionality?</li> <li>- Simulation: What impact does the implementation of the software have on my system landscape?</li> <li>- Can I run certain functionality with the software currently installed in my landscape?</li> <li>- Implementation Planning &amp; Preparations</li> <li>- What packages do I need in detail for the implementation?</li> </ul> <p>With more and more complex system landscapes and an increasing number of connected systems, planning has become a crucial part of successful maintenance of the system landscape. Maintenance Optimizer enables you to calculate a consistent target state of your system landscape for all major software lifecycle use cases, from implementation of support package stacks to a release upgrade.</p> <p>Software Provisioning: How to I get all the software, files, packages and tools for the implementation?</p> <p>SAP's approach to manage the complexity of software lifecycle and variability in software deployment in a system landscape is SAP Solution Manager with the Landscape Management Repositories and Maintenance Optimizer. It bases on the paradigms to provide up-to-date, consistent and landscape aware plans for changes, which are based on up-to-date system information and a model of dependencies across multiple systems. The current approach does not give sufficient support to all challenges listed above and we are planning improvements to fill in current gaps and to provide better support for the overall process.</p> <p>Goal: In the course of this initiative, we discuss and prioritize future improvements &amp; innovations throughout the process of consuming SAP software.</p> <p>Role of customer: Take part in discussions, provide input and feedback around SAP's current solution and presented future approaches.</p> <p>Planned activities and estimated effort for participants: Phone &amp; Web conferences and joint workshop.</p> <p>Addressed customer needs: efficient and reliable Software lifecycle in their system landscape.</p>
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<b>Relevant involved solutions</b>	SAP Solution Manager
<b>Region</b>	Global

## Improve the quality of the product documentation of technology tools (SAP BusinessObjects products, SAP NetWeaver, SAP Solution Manager)

<p><b>Short description</b></p>	<p>Reason for project: We would like to ensure that the SAP product documentation optimally enables customers to implement and use SAP products. All official product documentation is available via the SAP Help Portal (help.sap.com).</p> <p>Goal: We would like to gather feedback from our customers to help us optimize the quality and usefulness of both current and future product documentation so that it fully meets customer requirements.</p> <p>Role of customer: Customers will review the product documentation and let us know what is good and helpful, and how we can improve, including</p> <ul style="list-style-type: none"> <li>- documentation content</li> <li>- documentation structure</li> <li>- use of examples or graphics</li> <li>- level of detail</li> </ul> <p>We would like you to review the product documentation in any of the following product areas:</p> <ul style="list-style-type: none"> <li>- Business Intelligence solutions (e.g., Information Design tool, Explorer, Web Intelligence, Data Federator, Information Steward, Dashboards, Enterprise Agent, IOMS, BI Workspaces, Platform, onDemand, Crystal Reports)</li> <li>- SAP Solution Manager</li> <li>- SAP NetWeaver Enterprise Portal and Enterprise Workspaces, WPC 2.0, AccAD 2.3 SP04</li> <li>- SAP NetWeaver Enterprise Search 4.0</li> <li>- SAP NetWeaver Business Business Process Management and Business Rules Management</li> <li>- SAP NetWeaver Application Server Java (e.g., Enterprise Content Management Integration, Help Center, Business Client)</li> <li>- SAP NetWeaver Application Server ABAP (e.g., Floorplan Manager, Page Builder, User Interface Elements)</li> <li>- SAP Business Process Blueprinting</li> <li>- SAP HANA</li> <li>- Enterprise Performance Management Solutions (e.g., Spend Performance Management, Supply Chain Performance Management, Sustainability Performance Management, Data Enrichment and Classification)</li> <li>- SAP NetWeaver Master Data Management</li> <li>- Several cross topics (e.g., top-level SAP NetWeaver documentation structure, Operations Guide, NGAP-TLM, NGAP Installation Guide, Streamwork, Adobe Forms, VCM, Enhanced CTS, SUM)</li> </ul>
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	<p>You can select your areas of interest with the first email contact after registration.</p> <p>Planned activities and estimated effort for participants: The authors of the product documentation will provide the documentation in your preferred available format (e.g., HTML, PDF, MS-Word). You review the documentation (1-8 hours depending on the selected documentation) and prepare comments. Afterwards, you will meet with the authors to discuss your comments in detail (at your site, at SAP, or via telephone).</p> <p>Addressed customer needs: Get product documentation to your needs.</p>
<b>Relevant involved solutions</b>	All SAP BusinessObjects and SAP NetWeaver products, SAP Solution Manager, SAP Business Process Blueprinting (including Business Process Analysis)
<b>Region</b>	Global

## Join Iterative Alpha Tests for SAP NetWeaver Process Integration (PI) to provide early Product Feedback on new features

<p><b>Short description</b></p>	<p>Reason for project: Within SAP NetWeaver PI 7.31 many new features to configure, run and monitor PI scenarios were introduced, for example Integration Flow configuration in Eclipse or Central Monitoring and Alerting. We plan to further enhance and improve the new configuration possibilities as well as enable additional scenarios.</p> <p>Goal: We would like to involve customers already using SAP NetWeaver PI and planning to start projects using the new features in remote tact-based Alpha Tests to get first external feedback on the new implemented functionality. This would help to evaluate if the functionality meets the customer expectations and allow the planning of further enhancements.</p> <p>Role of customer: Participating customers would remotely test and evaluate the new functionalities in described end-to-end scenarios and provide valuable feedback to the development.</p> <p>Planned activities and estimated effort for participants: The Alpha Tests are planned as one remote test week every four weeks (one week per tact/month). The test week will start with a remote Kick-Off Session, where the new features are introduced. The tests can be executed time independent during the test week and will take about 6-8 hours per tact. At the end of the week a mandatory Wrap-Up session is planned to collect the feedback. In all 8-10 hours per tact/month will be needed.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP NetWeaver Process Integration (including B2B connectivity and integration)</p>
<p><b>Region</b></p>	<p>Global</p>

## Master data federation and replication in complex landscapes: Validation of SAP's tools and concepts

<p><b>Short description</b></p>	<p>Reason for project: To run business processes in complex landscapes, the availability of the required master data in each system is key. SAP's concept for this relies on master data replication, either Production to Production or mediated via a master data hub (e.g. SAP Master Data Governance).</p> <p>Goal: In this Customer Engagement Initiative Feedback topic, we will introduce you to SAP's concepts and tools of master data replication.</p> <p>Role of customer: We want to collect your detailed feedback and requirements concerning how you handle master data (centralized or locally), what your data integration strategy is, what degree of automation of master data federation is important for you, and how you intend to use replicated master data in analytics. An interactive format is planned: 2-hour virtual workshop between Customer/Partner and SAP (1:1). Multiple participants per Company are welcome.</p> <p>Planned activities and estimated effort for participants: 1/2 day - attendance of initial call and upon commitment to topic, a 2-hour virtual workshop to discuss concepts and provide feedback.</p>
<p><b>Relevant involved solutions</b></p>	<p>Enterprise information management solutions (e.g. SAP BusinessObjects Data Services, Data Quality Management, Information Steward, Event Insight, SAP NetWeaver MDM)</p> <p>Software Architecture (Cross products and deployment options: OnPremise, OnDemand, Cloud)</p>
<p><b>Region</b></p>	<p>Global</p>

## Next Generation Intelligent Solutions for SAP BusinessObjects EPM

<p><b>Short description</b></p>	<p>Reason for project: The software industry is experiencing a critical change that some analysts call the 'Third IT Platform' based on cloud computing, in-memory technologies for big data, mobility and the great emergence of the web of data. SAP is anticipating this change and we are currently defining 'Next Generation Intelligent Solutions' for SAP BusinessObjects Enterprise Performance Management (SAP EPM) to help customers better meet changing financial regulations - such as IFRS or XBRL - while reducing their costs of maintenance.</p> <p>Goal: our goal is to show customers what SAP's plans both from the technology (cloud, in-memory, mobile, web) and business processes standpoints are. We would factor in customers' inputs and comments into overall SAP strategy.</p> <p>Role of customer: Participating customers would be able to provide feedback on SAP's future direction, but also possibly preview or test early-stage prototypes.</p> <p>Planned activities and estimated effort for participants: Customer engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- compliance to financial regulations,</li> <li>- faster time to value,</li> <li>- lower TCI and TCO,</li> <li>- benefit from a software provider that is also a trusted business partner.</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>Enterprise performance management solutions (e.g. SAP BusinessObjects Planning and Consolidation, Strategy Management)</p>
<p><b>Region</b></p>	<p>Global</p>

## Operational BI empowered by existing Semantic Layer tools (Event Insight and Data Federator): gathering customers use cases, needs and requirements

<p><b>Short description</b></p>	<p>Reason for project: Lack of an SAP Operational BI solution based on existing Semantic Layer tools (Event Insight and Data Federator)</p> <p>Goal: gather customers use cases, needs and requirements in order to define and drive an operational BI solution based on existing Semantic Layer tools (Event Insight and Data Federator)</p> <p>Role of customer: provide feedback, use cases and expression of needs.</p> <p>Each customer would participate in a one day workshop at their site, eventually follow up by a one hour phone conference.</p> <p>Planned activities and estimated effort for participants: Each customer would participate in a one day workshop at their site, eventually follow up by a one hour phone conference.</p> <p>Addressed customer needs: an operational BI tool answering customers' needs</p>
<p><b>Relevant involved solutions</b></p>	<p>Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports), Mobile Application, Software Architecture (Cross products and deployment options: OnPremise, OnDemand, Cloud)</p>
<p><b>Region</b></p>	<p>Global</p>

## Operational Business Intelligence for Pharmaceuticals

<p><b>Short description</b></p>	<p>Reason for project:</p> <ul style="list-style-type: none"> <li>- Increase efficiency and lower cost of the drug development process by reacting to issues before they become critical.</li> <li>- Create a pilot project for Event Insight with a drug producer.</li> </ul> <p>Goal: Operational Business Intelligences will make the development process more manageable and responsive:</p> <ul style="list-style-type: none"> <li>- Reduce batch failure rates</li> <li>- Detect exceptions with greater accuracy</li> <li>- Reduce time needed to produce a batch</li> </ul> <p>Role of customer: Provide input to use cases and industry expertise :</p> <ul style="list-style-type: none"> <li>- Provide a deeper market analysis</li> <li>- Offer pharma expertise and experience</li> <li>- Build a prototype to prove the feasibility</li> </ul> <p>Planned activities and estimated effort for participants: We plan virtual calls, on-site workshops and proof of concepts at customer site.</p> <p>Addressed customer needs: Reduce failure rate in drug development, increase efficiency of the drug development process.</p>
<p><b>Relevant involved solutions</b></p>	<p>Enterprise information management solutions (e.g. SAP BusinessObjects Data Services, Data Quality Management, Information Steward, Event Insight, SAP NetWeaver MDM)</p>
<p><b>Region</b></p>	<p>Global</p>

## Predefined Business Intelligence on Mobile KPIs for use with SAP BusinessObjects Planning and Consolidation for SAP NetWeaver

<p><b>Short description</b></p>	<p>Reason for project: We plan to deliver a first set of high-value SAP Dashboard Design Tools 4.0 reports to calculate and retrieve financial KPI's on top of SAP BusinessObjects Planning and Consolidation, version for SAP NetWeaver.</p> <p>Goal:</p> <ul style="list-style-type: none"> <li>- Refine the scope of value-added Financial Close KPIs to be delivered on mobile devices for CEOs and CFOs.</li> <li>- Define with the participants the scenarios which should be covered together.</li> </ul> <p>Role of customer: Participating customers would be able to provide feedback on the future direction, but also possibly preview or test prototypes.</p> <p>Planned activities and estimated effort for participants: Customer engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p> <p>Addressed customer needs: Customer benefits would be the following:</p> <ul style="list-style-type: none"> <li>- Complete dashboard of publishable key financial performance indicators</li> <li>- Customizable calculations based on the starter kit chart of account (IAS1)</li> <li>- Available on mobile devices and SAP BusinessObjects Planning and Consolidation web front-end</li> <li>- Include budget simulation features</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports), Enterprise performance management solutions (e.g. SAP BusinessObjects Planning and Consolidation, Strategy Management)</p>
<p><b>Region</b></p>	<p>Global</p>

## Profitability Analysis and Optimization within Enterprise Performance

<p><b>Short description</b></p>	<p>Reason for the project: Although companies may be able to calculate their profitability at an operating concern or even profit centre level, they rarely have the data to calculate profitability at a lower level of detail such as for an individual SKU, customer, sales channel or any specific combination of these. Companies need to understand where they are making profit and, more importantly, why these segments are profitable. By having access to this information they can increase profitability through various strategies such as:</p> <ul style="list-style-type: none"> <li>- Encouraging unprofitable (profit destroying) customers to change their behavior (for example by making fewer, larger orders)</li> <li>- Identifying and adopting best practice across the organization (by benchmarking departments against each other)</li> <li>- By removing or redeploying spare resources (by comparing resource capacity and usage)</li> <li>- By identifying areas and periods of insufficient resource ahead of time</li> <li>- Focusing investment and marketing at profitable segments</li> <li>- Re-engineering or outsourcing expensive processes</li> </ul> <p>There are a number of approaches to arriving at these numbers such as the Activity Based methods – Time Driven Profitability and Time Splits, the Decomposition of costs and incomes not available at the lowest level, and assignment and reassignment of costs and incomes based on the consumption of resources as measured by drivers.</p> <p>Goal: The solution to the above problem is to provide a profitability platform that allows these methods to be combined in a flexible manner. This allows companies to apply the most appropriate approach for the figure the needs to be processed. The solution must be flexible and put control for the profitability methodology into the hands of the customer rather than enforcing any predefined approaches. It must also provide a solution that is intuitive and suggestive to configure, offer unrivalled scalability and performance and hence provide the ability to be used in a predictive manner.</p> <p>Role of customer: Validate the standard methods provided in the software. Verify the ease of use and configure tests in the area of scalability and performance.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean 2-3 calls reviewing the solution , one day workshop at the customer site to collect requirements followed by usability workshops and usability testing.</p>
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	Addressed customer needs: Calculation of Profitability using a flexible and configurable sequence of standard methods without the need or expense for custom development. Version 1 will focus on Resource Consumption Driven Profitability (also known as Time Driven Profitability)
<b>Relevant involved solutions</b>	Analytic applications, HANA, Business Administration, Business Analysis, Finance, Business intelligence
<b>Region</b>	Global

## Project Trailblazer: Create ABAP custom applications based on HANA

<p><b>Short description</b></p>	<p>Are you an SAP HANA customer or prospect? Do you have a concrete plan to build a custom application on SAP HANA within the next 12 months? Do you want to leverage your ABAP skills for this?</p> <p>Reason for project: We are working on a dedicated, optimized version of our ABAP Server for the SAP HANA database. It should allow to leverage and consume SAP HANA data models directly in ABAP and to push down queries and calculations from ABAP to SAP HANA. This aims to optimize performance of analytical and transactional scenarios.</p> <p>Goal: We are looking for a few customers who have concrete ideas for scenarios which leverage our offering, who build pilots of these scenarios on our technology and provide feedback about the capabilities of the optimized ABAP server and the new development tools. Your feedback will help SAP to determine future product and release strategy decisions.</p> <p>Planned activities and estimated effort for participation: In the initial call we will outline the planned activities and schedule. If you have concrete ideas for scenarios you can participate in further calls to discuss your ideas and we jointly assess their feasibility. We plan individual support for a limited set of customers to realize your scenarios. For special cases we plan to offer workshops in Walldorf and visits of SAP experts at your site. We are evaluating whether we will provide an installation for your landscape or whether we will offer workshops in Walldorf where you can work in our internal test landscape to build your scenarios. For all interested customers who cannot make the commitment for full participation we plan to share the progress and results in further calls.</p> <p>Addressed customer needs: Pilot your custom application scenarios with ABAP on SAP HANA and influence future SAP products.</p>
<p><b>Relevant involved solutions</b></p>	<p>HANA</p>
<p><b>Region</b></p>	<p>Global</p>

## Reporting on Enterprise Performance data: bridging the gap

<p><b>Short description</b></p>	<p>Reason for project: Improve integration of Business Intelligence and Enterprise Performance Management tools, in order to allow customers to better leverage Business Intelligence tools capacities from their Enterprise Performance Management sources.</p> <p>Goal: Understand end user &amp; business user existing usage and future expectations related to Business Intelligence (BI 4.0) from Enterprise Performance Management tools (EPM 10.0). This initiative is meant to get from end- and business users an overview of their existing challenges in that area, in order to identify and rank the key points a solution should address.</p> <p>Role of customer: Participating customers would be asked to describe their current business problems and needs: How are they using (or want to use) reports and dashboards from Enterprise Performance Management data and tools? Which business analysis or questions do they need to perform or answer?</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site (can also be held on SAP premises) as well as a couple of calls for questions or feedback.</p> <p>Addressed customer needs: Improve usability</p>
<p><b>Relevant involved solutions</b></p>	<p>Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports)</p>
<p><b>Region</b></p>	<p>Global</p>

## SAP Commission Check - mobile application that addresses the personal productivity requirements of rank-and-file, quota-carrying sales people

<p><b>Short description</b></p>	<p>Reason for project: This application should allow a sales representative to quickly check the status of their quota achievement and commissions payout.</p> <p>The application currently displays 3 key metrics:</p> <ul style="list-style-type: none"> <li>*The ratio of received to earned payout</li> <li>*The ratio of achieved to target quota (by category)</li> <li>*The ratio of collected to invoiced payment.</li> </ul> <p>In addition, the application provides a single level of drill-down into the monthly and account-specific breakdowns of these three metrics, and alerts when there is any change of status on the underlying objects (sales orders, invoices, clearing documents etc).</p> <p>This is not an incentive compensation (ICM) solution. It is planned to leverage the information contained within an SAP Incentive and Commission Management (ICM) solution and display it on a mobile device. This is a valid use case for customers that already have an SAP ICM solution and want to implement a mobile front end for sales representatives to display relevant information</p> <p>Goal: We are looking for early adopter customers that would help us validate the business case and suggest product enhancements which would help us prioritize our functionality. Potential use cases are:</p> <ol style="list-style-type: none"> <li>1) Serves as a solution the calculates quota achievement and commission earned, displaying this on a mobile device (iPhone, Blackberry)</li> <li>2) Serves as a mobile front end to existing ICM solutions with all calculations and login maintained within customer's existing ICM solution</li> </ol> <p>Role of customer: Discussions with the product team about their current method of communicating quota and commission information to their sales representatives. Joint discussion around prioritization of features and participating in a pilot implementation</p> <p>Planned activities and estimated effort for participants:</p> <ul style="list-style-type: none"> <li>- Presentations and follow-on workshops with the customer teams.</li> <li>- Interviews with customer sales representatives.</li> </ul> <p>This could take be web based or onsite (SAP or customer site). The effort for the customer would be on-hour meetings -- possible once or twice a week initially, reducing gradually as the project progresses.</p>
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	<p>Addressed customer needs:</p> <ol style="list-style-type: none"> <li>1) Up-to date visibility of earned and expected compensation on the mobile devices</li> <li>2) Empowers sales representatives with an ability to impact their potential earnings by providing a much higher level of visibility into previously hard to access invoicing information</li> <li>3) The organization at large also benefits from potentially reduced Days Sales Outstanding (DSO) as a result of increased post deal follow-up by sales representatives</li> <li>4) High degree of automation in calculations and fewer manual corrections</li> </ol>
<b>Relevant involved solutions</b>	SAP Customer Relationship Management (CRM), SAP Business All-in-One, SAP Business ByDesign, SAP Business One, Mobile Application, Sales On-demand
<b>Region</b>	EMEA, Americas, Country: India

## SAP NetWeaver Composition Environment/ Business Process Management 7.31 as game changer for running, operating and orchestrating your business

<p><b>Short description</b></p>	<p>Reason for project: The project objective is to develop a customer on-site showcase for the implementation of defined business processes using SAP NetWeaver Composition Environment/ Business Process Management 7.31. It will give a good overview to customers what to expect of the upcoming SAP NetWeaver Composition Environment release and will increase our knowledge of customer like landscape architecture, concrete requirements and expectations. We will share some best practices for implementing human and system centric business processes.</p> <p>Goal: Provide and get hands-on experience of customer needs implementations using latest SAP NetWeaver Composition Environment/ Business Process Management release. This feedback will then be included in future releases.</p> <p>SAP NetWeaver Composition Environment/ Business Process Management 7.31 will deliver a set of new features like BPM API for Managing Processes and Tasks , combination of human interaction and system integration in one model and running at one system, business rule usability and developer productivity enhancements, SOA simplification , Collaborative Process Modeling, Solution Manager Blueprint integration.</p> <p>Role of customer:</p> <ul style="list-style-type: none"> <li>- Participation in discussion around their current environment and (direct and indirect) processes as well as SAP’s current approach.</li> <li>- Joint discussion of business requirements within this area.</li> </ul> <p>Planned activities and estimated effort for participants: On-site workshop and business process implementation and integration. Estimated effort is 7-10 person days for designing, implementating and integrating of applications.</p> <p>Addressed customer needs: Efficient and effective implementation of human and system centric processes which address existing business need on customer side</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP NetWeaver Business Process Management (BPM) and Business Rules Management (BRM), SAP NetWeaver Process Integration (including B2B connectivity and integration), SAP Business Process Blueprinting (including Business Process Analysis)</p>
<p><b>Region</b></p>	<p>Global</p>

## Understanding your data through the Query Panel and the Data Explorer

<p><b>Short description</b></p>	<p>Reason for project:</p> <ul style="list-style-type: none"> <li>- Have a better user experience in the Query Panel and have more capabilities to navigate in the data.</li> <li>- Have the abilities in the Information Design Tool to build pre-defined queries and to share them.</li> </ul> <p>Goal:</p> <ul style="list-style-type: none"> <li>- We would like to know if customers want to explore their data and want also to share pre-defined queries.</li> <li>- We also would like to receive feedback on the new functionalities like member selector in the query panel and data explorer with charts.</li> </ul> <p>Role of customer: Provide feedback on new functionality which might not be obvious to users from the beginning.</p> <p>Planned activities and estimated effort for participants: Meetings in SAP locations to</p> <ul style="list-style-type: none"> <li>- Show to the customer the hidden features</li> <li>- Explain our new ideas (shared queries, formula objects etc.)</li> <li>- Receive feedback on the above</li> </ul> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Have a better user experience with the Query Panel</li> <li>- Find ways to discover their data</li> <li>- In a future release: reduce the TCO by sharing queries</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports)</p>
<p><b>Region</b></p>	<p>Global</p>

# Industry Solutions

## Citizen Online Services - enable multichannel interaction with citizens for Public Sector Organizations

<p><b>Short description</b></p>	<p>Reason for project: We are exploring citizen online services scenarios that enable citizens to interact with public sector organizations such as cities, councils, states, etc. via the internet and other channels. The planned solution would streamline and simplify the creation of applications for licenses, service requests and similar online and the internal processing in the government agency.</p> <p>Goal: Define the scope and thereby the scenarios which should be covered together with the participants.</p> <p>Examples of potential scenarios would be application for a parking permit, reporting of a pothole or similar issues, application for grants or social benefits.</p> <p>Role of customer: Participating customers would be asked to validate the solution need, give feedback on potential scenarios and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement can have different levels - from reviewing ideas and giving feedback from time to time (validation partner) to being a “roll-in” customer that wants to act as pilot as soon as the software is available. Depending on the engagement level this would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Customer Relationship Management (CRM)</p>
<p><b>Region</b></p>	<p>Global</p>

## Enable Public Sector customers to track loans by fund

<p><b>Short description</b></p>	<p>Reason for project: Public Sector customers are engaged in providing loans and need the ability to track the loans by fund (and other Funds Management account assignments)</p> <p>Goal: To close functional gaps between SAP Consumer and Mortgage Loans and SAP Funds Management</p> <p>Role of customer: Provide business requirements</p> <p>Planned activities and estimated effort for participants: Customer site visit/roll in workshop. Estimated effort for participants would require a commitment from the customer to work with the team from conception to testing</p> <p>Addressed customer needs: Track loans by fund</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP ERP (enterprise resource planning)</p>
<p><b>Region</b></p>	<p>EMEA, Americas</p>

## Extend the scope of the Social Services Management solution

<p><b>Short description</b></p>	<p>Reason for project: We intend to extend the scope of our Social Services Management solution for additional business scenarios / processes. Therefore we explore the business requirements in these areas. Our primary focus areas are:</p> <ul style="list-style-type: none"> <li>- 3rd party service delivery &amp; provider management (in the context of Social Services)</li> <li>- Development &amp; management processes for Business Rules</li> <li>- Citizen Online Services for Social</li> <li>- Integration of Benefit Decision Processes to Funds Management / Budget Control</li> </ul> <p>Goal: Define/review the use cases and business requirements which should be covered for one/several of the mentioned topic areas.</p> <p>Role of customer: The engagement can have different levels - from reviewing our already available results and giving your feedback (validation partner) to being an active “roll-in” customer that is involved in the creation of the results.</p> <p>Planned activities and estimated effort for participants: Depending on the engagement level this would likely mean at least one workshop at SAP or at the customer site as well as 2-3 calls to clarify follow-up questions or show prototypes.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Customer Relationship Management (CRM)</p>
<p><b>Region</b></p>	<p>Global</p>

## Smart monetization of services: moving charging & rating functionality onto the device

<p><b>Short description</b></p>	<p>Reason for project: Leverage intelligence of smart devices to extend the SAP Convergent Charging functionality from a central solution to a solution on-device. Many use cases can be envisaged across multiple industries: Telecommunications, Media, High-Tech, Retail, Transportation, Utilities etc.</p> <p>Goal: We would like to create proof of concepts and run live trials with customers in order to help accelerate the product readiness.</p> <p>Role of customer:</p> <ul style="list-style-type: none"> <li>- Participate in discussions around their current &amp; planned solutions.</li> <li>- Explain their pain points.</li> <li>- Discuss co-innovation possibilities.</li> </ul> <p>Planned activities and estimated effort for participants:</p> <ul style="list-style-type: none"> <li>- Attend workshop to define potential proof of concepts and trials.</li> <li>- Define their business logic (e.g. price plan).</li> <li>- Load the SAP software onto the devices of their customers (mobile phones, smart meters, smart id cards, vehicle on-board units...), sometimes with the help of a third party (Trusted Services Manager).</li> </ul> <p>Addressed customer needs: Smart monetization of services in both online &amp; offline modes, at low cost, with very easy implementation. Personalization of the offers they can present to their subscribers, with real-time loyalty management.</p>
<p><b>Relevant involved solutions</b></p>	<p>Mobile Application</p>
<p><b>Region</b></p>	<p>Global</p>

# On-Demand Solutions for Large Enterprises

## Co-innovate on the new SAP Travel OnDemand solution

<p><b>Short description</b></p>	<p>Reason for project: Travel OnDemand is one of the four key investments that SAP is making into a portfolio of on-demand applications for key lines of business. Specifically, Travel OnDemand is intended to be a people-centric, cloud-based application focused on the business traveler. The vision for the solution is to take the pain out of business travel and expenses by delivering a people-centric solution that allows travelers to easily manage everything from pre-trip approval, online booking, expense reporting, reimbursement and reconciliation. At the same time, Travel OnDemand will enable finance and line managers to better understand and manage travel behavior and expenses within the organization. All along, it will be designed to work the way people (“people-centric”).</p> <p>This is a net-new solution targeted at SAP customers who would like to provide a fully on-demand, people-centric travel and expense solution to their employees. (It is in addition to the on-premise travel and expense functionality included within SAP ERP.)</p> <p>Goal: Better understand travel and corporation preferences for management of travel and expense (including for mobile and social tools). Better understanding and supporting the needs of:</p> <ul style="list-style-type: none"> <li>- The frequent and infrequent traveler, specifically how to make travel and expenses less painful. Identify tools and concepts that can support key pain points and use cases.</li> <li>- Line manager (need for analyzing and controlling travel spend for their direct reports, collaborating with the team to support)</li> <li>- Auditors (driving compliance, auditing expense reports, etc)</li> </ul> <p>Role of customer: Customers will be helping design and then later review Travel OnDemand use cases/scenarios, mock-ups, and ultimately User Interfaces (UI). First, we will look to collaborate with customers on developing priority use cases and scenarios for key travel management functionality (e.g.: simplifying expenses, on-trip services, collaboration, social networking for corporate travelers). Later, the customers will be expected to validate the appropriate designs and UI mock-ups created by the product and User Experience team, to help ensure we are developing the right designs to support the prioritized use cases.</p>
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	<p>Planned activities and estimated effort for participants: Customers would be expected to participate in full-day, on-site workshop once every 45-60 days for multiple business owner roles. For example, a traveler session would be a maximum of 2 hours; however, the business owner workshop may be 4-5 hours. This should then be supplemented with more frequent phone conferences. We would need to have key touch points with customers approximately 1-2 times a month. Participating roles from customer's side should ideally include frequent travelers, line managers, finance, and IT stakeholders.</p> <p>Address Needs of the Customer:</p> <ul style="list-style-type: none"> <li>- Simplify expense reporting for travelers and line managers, while providing key on-trips services</li> <li>- Improve pre-trip planning and collaboration</li> <li>- Enhance auditing capabilities</li> <li>- A people-centric travel and expense solution that is designed to work the way people do, and take the pain out of expenses</li> </ul>
<b>Relevant involved solutions</b>	Software Architecture (Cross products and deployment options: OnPremise, OnDemand, Cloud)
<b>Region</b>	EMEA, Americas

## Research the scope and design of a Talent Acquisition On-Demand

<b>Short description</b>	<p>Reason for project: We are exploring new ways and behaviors in talent acquisition. We plan to provide an application to help large companies hire top talent leveraging social network concepts.</p> <p>Goal: Research, definition and validation of scope and design.</p> <p>Role of customer: Participating customers would be asked to validate the solution need, give feedback on potential use cases and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p>
<b>Relevant involved solutions</b>	<p>SAP ERP (enterprise resource planning)</p>
<b>Region</b>	<p>EMEA, Americas</p>

# Rapid Deployment Solutions

## Accelerated implementation of SAP SAP Supply Network Collaboration Supplier Collaboration - Baseline

<p><b>Short description</b></p>	<p>Reason for project: We are exploring high value and common supplier collaboration related scenarios/processes that could be offered as the baseline of the Rapid Deployment Solution (RDS) for SAP Supply Network Collaboration supplier collaboration. The baseline is the cornerstone of future industry flavored RDS for SAP Supply Network Collaboration supplier collaboration, the first version of a RDS for SAP Supply Network Collaboration supplier collaboration - cross industry.</p> <p>Goal: Define the scope and thereby the scenarios/processes which should be covered in the baseline, together with the participants.</p> <p>Role of customer: Participating customers would be asked to validate and prioritize potential scenarios/processes to be within the scope of the baseline of the RDS for SAP Supply Network Collaboration supplier collaboration.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions.</p> <p>Addressed customer needs: low cost and quick implementation of baseline collaboration platform for supplier collaboration</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Supply Chain Management (SCM)</p>
<p><b>Region</b></p>	<p>Global</p>

## Accelerated solution for Production Control Center

<p><b>Short description</b></p>	<p>Reason for project: ‘Production Planning and Scheduling’ is the most important step in the entire manufacturing process and acts as the ‘brain’ for the manufacturing execution system. While the ‘Production Planning’ process mostly deals with creating a Materials Requirement Planning (MRP) and Capacity Requirement Planning (CRP), the ‘Production Scheduling’ process uses the output of the planning (Planned Orders/ Production Orders) and determines the optimal sequence for execution, to meet delivery commitments based on actual constraints on the shop floor.</p> <p>The planned accelerated solution provides to customers using the MRP process in SAP ERP a fast implementation of the detailed scheduling functionality in SAP APO. Customers can then leverage state-of-the-art planning algorithms, scheduling optimizers and flexible interactive tools to achieve a feasible production plan and optimal production sequence.</p> <p>Goal: Validate the scope of the solution and thereby the scenarios which should be covered together with the participants.</p> <p>Role of customer: Participating customers would be asked to validate the solution need, give feedback on potential scenarios.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site/over the web as well as 1-2 calls to follow-up on questions or to show prototypes.</p> <p>Addressed customer needs: MRP based, advanced and flexible production scheduling tool.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP ERP (enterprise resource planning), SAP Supply Chain Management (SCM)</p>
<p><b>Region</b></p>	<p>EMEA, Americas</p>

## Accelerated Solution for Products in Transit

<p><b>Short description</b></p>	<p>Reason for project: Supply chains and networks become more and more complex including big 'black boxes' - times and areas without visibility into product availability (now and in future). The accelerated solution (Rapid Deployment Solution / RDS) for 'Products in transit' aims at creating visibility at an aggregated level of product type especially for the inbound case, meaning for goods being needed for production or own sales processes. Regarding these volumes there is often no or limited visibility creating high levels of uncertainty and risks.</p> <p>Goal: collecting all relevant status data from the supply chain regarding today's and future material availability from the real world (not just planned dates and stock levels) and create meaningful analyses (dashboards) for decision making.</p> <p>Role of customer: Participating customers would be asked to discuss and validate the solution need and give feedback on potential scenarios.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site/over the web as well as 1-2 calls to follow-up on questions or show prototypes.</p> <p>Addressed customer needs: Visibility on 'products in transit'.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Supply Chain Management (SCM), Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports)</p>
<p><b>Region</b></p>	<p>Global</p>

## Achieve integrated development efficiency with SAP PLM rapid-deployment solution

<p><b>Short description</b></p>	<p>Reason for project: We are looking into streamlining the offer of rapid-deployment solutions in the area of Integrated Product Development, by providing a Proof of Concept of the SAP Rapid Deployment methodology and collect valuable feedback. We plan on involving the customer in the project to explore how we can meaningfully tailor our offering for the SAP PLM rapid-deployment solutions and meet the needs with future offerings as well.</p> <p>Goal: Define the scope and thereby the scenarios which should be covered together with the participants.</p> <p>Role of customer: Participating customers would be asked to validate the solution need, give feedback on potential scenarios and key documents, as well as possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean one workshop at the customer site or at SAP, as well as maximum 3 calls per quarter to collect initial feedback and follow-up on questions.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Product Lifecycle Management (PLM), SAP NetWeaver Enterprise Search, SAP Solution Manager, Collaborative decision making (e.g. SAP Streamwork)</p>
<p><b>Region</b></p>	<p>Global</p>

## Business Case for accelerated solution: Cross industry and industry specific Business Process Management templates for SAP NetWeaver Business Process Management

<p><b>Short description</b></p>	<p>Reason for project: ~2/3 of an organization's processes are not automated by software (e.g. because no standard software is available for it), but are often managed manually/inefficiently (e.g. via spreadsheet &amp; email). That's why many organizations make heavy modifications to SAP standard applications as they try to make the software run the way they need. However, these modifications are inflexible and may cause major problems in case of system upgrades. SAP is considering the idea to streamline inefficient processes while avoiding heavy modifications in backend applications by providing pre-defined process templates for fast implementation of cross industry and industry specific processes.</p> <p>Goal: We would like to discuss the process templates, which are planned to be delivered as part of the first version of our accelerated solution in order to verify that the first solution is covering the most value adding processes from a customer's point of view.</p> <p>Role of customer: We would like to talk to customers, discuss the planned process templates, and collect their feedback and ideas in regard to 'top ranked' processes in their industry.</p> <p>Planned activities and estimated effort for participants: We plan to have calls and workshops with the selected customers to discuss the 'top ranked' processes. The expected effort are 2 workshops/telephone conferences with ca. 3-4 hours per workshop.</p> <p>Addressed customer needs: Planned support for Process Orchestration solutions in SAP's strategic industries by providing templates for critical and reusable industry specific and cross industry processes with implementation services.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP ERP, SAP NetWeaver Business Process Management (BPM), and Business Rules Management (BRM)</p>
<p><b>Region</b></p>	<p>Global</p>

## Business Case for Accelerated Solutions: Enabling on-premise and on-demand hybrid use cases in particular for B2B business scenarios

<p><b>Short description</b></p>	<p>Reason for project: SAP plans to provide two composable and complementary accelerated B2B integration solutions for those customers who still have not integrated their business partner (i.e. networks) electronically or are planning to replace their current B2B integration solution(s): One is designed for on-premise usage based on SAP NetWeaver Process Integration, and the other for on-demand usage based on SAP Information Interchange.</p> <p>Goal: For being able to shape the right B2B integration solutions we would like to better understand customer needs and decision criteria when to go for an on-premise, on-demand or a hybrid approach. Especially for hybrid B2B integration approaches we are looking for some insights what kind of B2B processes would be managed how by our customers.</p> <p>Role of customer: Providing insights, sharing ideas, adviser and reviewer role</p> <p>Planned activities and estimated effort for participants: We plan to discuss the different needs and scenarios in two hours workshops at customer site or via online meeting.</p> <p>Addressed customer needs: Plan to create pre-built, out of the box content for business partners.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP NetWeaver Process Integration (including B2B connectivity and integration)</p>
<p><b>Region</b></p>	<p>Global</p>

## Enhance Order-to-cash monitoring and exception management with SAP Event Management

<p><b>Short description</b></p>	<p>Reason for project: Missing or limited visibility into complex supply chains is a core issue for companies with ever increasing supply and production dependencies. Enhanced transparency and the ability to react on events is a must.</p> <p>Goal: enhance supply chain process transparency and have a better basis for decision making</p> <p>Role of customer: Participating customers would be asked to validate and discuss the solution need, give feedback on potential scenario versions and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site/over the web as well as 1-2 calls to follow-up on questions or show prototypes.</p> <p>Addressed customer needs: complete monitoring of order-to-cash- process</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Supply Chain Management (SCM)</p>
<p><b>Region</b></p>	<p>Global</p>

## Profitability and the Role of Indirect Costs

<p><b>Short description</b></p>	<p>Reason for project: Net Margin Analysis provides a unique, indirect cost inclusive profitability solution.</p> <p>Goal: Understand customer pain points regarding profitability; develop a set of best practices for indirect cost driven profitability analysis, including Cost to Serve and Cost to Acquire.</p> <p>Role of customer: Explore a profitability process with customers and jointly validate business value. Furthermore, explore cost to serve and cost to acquire aspects of the profitability assessment.</p> <p>Planned activities and estimated effort for participants: Workshops to interview customers, present Net Margin Analysis highlights, refine full understanding and opportunity of indirect cost-based solution.</p> <p>Addressed customer needs: Profitability using indirect costs, cost to serve, and cost to acquire elements of solution.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Customer Relationship Management (CRM), Analytic applications, Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports), Enterprise information management solutions (e.g. SAP BusinessObjects Data Se</p>
<p><b>Region</b></p>	<p>EMEA, Americas</p>

## Provide a rapid deployment solution for Enterprise Asset Management Analytics that includes KPI scorecards, dashboards, and reporting

<p><b>Short description</b></p>	<p>Reason for project: SAP Enterprise Asset Management (EAM) customers have invested a great deal in achieving an integrated SAP EAM solution. To help our customers reach the next level of data maturity, we are building a rapid deployment solution (RDS) that leverages day-to-day execution and planning data from plant maintenance to provide holistic reporting and KPI monitoring using SAP BW/BI and SAP BusinessObject tools. This RDS on Asset Analytics will support customers in making business decisions and plans that are aligned with their overall SAP EAM goals to maximize return on assets.</p> <p>Goal: Provide a customer-driven SAP EAM analytics solution that covers reporting and KPI monitoring using SAP BW/BI and SAP BusinessObject tools.</p> <p>Role of customer: Customers will have exposure to early prototype to validate scope and provide feedback on KPIs, dashboards, reports, and overall user experience.</p> <p>Planned activities and estimated effort for participants: The engagement will likely entail one workshop at the customer site as well as 2 calls between project start and December to clarify and follow-up on questions about the prototype.</p> <p>Addressed customer needs: SAP EAM customers need a streamlined and pragmatic analytics solution to support strategic decisions to maximize return on assets. Action-driven KPIs dashboards, scorecards, and reports from the Asset Analytics RDS can be aligned with organizational goals allowing customers to monitor progress toward achieving those goals and be able to perform root-cause analysis whenever progress is challenged.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP ERP (enterprise resource planning), SAP Product Lifecycle Management (PLM), Analytic applications, Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports), Enterprise performance management soluti</p>
<p><b>Region</b></p>	<p>Global</p>

## Provide a risk adjusted planning by complementing SAP Business Planning&Consolidation and SAP Governance, Risk and Compliance

<p><b>Short description</b></p>	<p>Reason for project: To get competitive advantage by developing a risk adjusted planning solution.</p> <p>Goal: To complement SAP Business Planning&amp;Consolidation and SAP Governance, Risk and Compliance functionality by providing integration between them and to provide industry/line of business content for risk adjusted planning</p> <p>Role of customer: To specify the requirements of risk adjusted planning and to validate the solution for the same</p> <p>Planned activities and estimated effort for participants:</p> <ol style="list-style-type: none"> <li>1. Gather requirements from the customers regarding risk adjusted planning process</li> <li>2. Gather integration requirements between SAP Business Planning&amp;Consolidation and SAP Governance, Risk and Compliance</li> <li>3. Gather industry/line of business specific variations in the risk adjusted planning</li> <li>4. To perform gap analysis between the current solution for risk adjusted planning and proposed solution in the future releases</li> </ol> <p>Estimated effort: one to two meetings within two months</p>
<p><b>Relevant involved solutions</b></p>	<p>Enterprise performance management solutions (e.g. SAP BusinessObjects Planning and Consolidation, Strategy Management), Governance, risk, and compliance solutions (e.g. Enterprise GRC, EHS)</p>
<p><b>Region</b></p>	<p>Global</p>

## Rapid deployment of SAP CRM Embedded Analytics for Sales & Marketing

<p><b>Short description</b></p>	<p>Reason for project: Provide an accelerated deployment approach for customers to deploy SAP provided, 'out of the box' analytics and dashboards for sales executives, management and personnel to more effectively make better decisions and execute their work, and identify new sales opportunities with their customers.</p> <p>Goal:</p> <ul style="list-style-type: none"> <li>- Understand which analytics are required, review existing 'out of the box' analytics, identify how to improve them further, and understand what SAP customers require in order to improve our new accelerated implementation approach.</li> <li>- Improve/accelerate the SAP customer's time to value at a reduced cost.</li> </ul> <p>Role of customer:</p> <ul style="list-style-type: none"> <li>- Review and provide feedback on existing dashboards and reports based on SAP CRM (both with and without integration to SAP ERP).</li> <li>- Review and provide suggestions on new implementation approach.</li> </ul> <p>Planned activities and estimated effort for participants:</p> <ul style="list-style-type: none"> <li>- Participate in web-based kick-off and one optional onsite workshop (one hosted in North America, one hosted in Europe).</li> <li>- Review on own time existing content of participants choice, and supply feedback, then participate in one follow up web conference to summarize input.</li> </ul> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Sales and service analysis</li> <li>- Product analysis</li> <li>- Lead an opportunity analysis</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>SAP Customer Relationship Management (CRM), Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports), SAP Business All-in-One, Sales On-Demand, Business intelligence On-Demand</p>
<p><b>Region</b></p>	<p>Global</p>

## Rapid Deployment Solution for Mobile Apps and Infrastructure

<p><b>Short description</b></p>	<p>Reason for project:</p> <ul style="list-style-type: none"> <li>- Customers are confused about how to introduce mobility into their organization and don't know where to start.</li> <li>- Customers don't have the technical expertise to develop their own mobile apps and therefore need out of the box mobile apps to get started.</li> <li>- Customers are looking for hand holding during the implantation and knowledge transfer for how to walk on their own</li> <li>- Customers want a solution that can scale in the future where they can start with a few prepackaged mobile apps but then add more apps on a need basis and develop their own custom apps in the future.</li> </ul> <p>Goal: This Rapid Deployment Solution (RDS) should contain several cross Line of Business mobile apps so must be positioned to customers that have a long term mobile strategy and not for those looking for single point mobile apps.</p> <p>The RDS also makes sense for customers that have adopted multiple mobile devices (Apple, RIM, Microsoft, ...) into their ecosystem.</p> <p>Role of customer: Participating customers would be asked to validate the solution need, give feedback on the apps and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement would probably mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions</p> <p>Addressed customer needs: Enable employees to become highly productive through one-click access to key capabilities for completing routine activities, such as travel and expense capture, approving HR-based requests, entering sales orders and approving or rejecting purchase orders. These simple mobile apps are designed with consumer-grade usability and sharp use case focus for a usage with minimal training.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Customer Relationship Management (CRM), Mobile Application, Mobile Application Platform and Mobile Device Management (e.g. Sybase Unwired Platform, Afaría)</p>
<p><b>Region</b></p>	<p>Global</p>

## Receive feedback on the Rapid Deployment Solution for Supplier Lifecycle Management

<p><b>Short description</b></p>	<p>Reason for project: The Rapid Deployment Solution (RDS) Supplier Lifecycle Management covers the holistic approach to manage supplier relationships from the early stage of prospective supplier through the full supplier lifecycle. Pre-configured Best Practices enables customers to implement and run an end-to-end Supplier Lifecycle Management with low TCO &amp; TCI.</p> <p>This RDS facilitate sales by packaging new content in consumable steps and enabling engine pricing license sales for extended procurement functionality. It delivers rapid deployment with increasing value proposition, lower entry barrier by showing simplicity of implementation &amp; deployment.</p> <p>Goal: New version of SAP Supplier Lifecycle Management delivered via RDS approach. This leads to fast time to value for the customers with fix price, fix scope and fix timeline.</p> <p>Role of customer: Review existing and planned functionality, test new functionality and provide feedback on usability.</p> <p>Planned activities and estimated effort for participants:</p> <ul style="list-style-type: none"> <li>- Web sessions</li> <li>- Customer visits to discuss existing and planned functionalities</li> <li>- Customer testing</li> <li>- Usability workshops</li> </ul>
<p><b>Relevant involved solutions</b></p>	<p>SAP Supplier Relationship Management (SRM), SAP Business All-in-One</p>
<p><b>Region</b></p>	<p>Global</p>

## Reduce project risks and increase visibility using SAP Portfolio and Project Management Analytics

<p><b>Short description</b></p>	<p>Reason for project:</p> <ol style="list-style-type: none"> <li>1. Reduce project risks and increase visibility by highlighting trends and anomalies in financial project spending; including cost, compliance, budget and investments as well as timelines.</li> <li>2. Address the lack of visibility into portfolio of existing products and opportunity areas with new products</li> </ol> <p>Goal: This solution is planned to provide customers with the ability to assess the status of all Research&amp;Development and investment projects in the portfolio by leveraging different data sources.</p> <p>Role of customer: Participating customers would be asked to validate the solution need, give feedback on potential scenarios and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p> <p>Addressed customer needs:</p> <ol style="list-style-type: none"> <li>1. Easy and interactive analysis of project &amp; product portfolio based on best practice KPIs.</li> <li>2. Identify potential risks early to be able to take the necessary measures.</li> </ol>
<p><b>Relevant involved solutions</b></p>	<p>SAP Product Lifecycle Management (PLM), Business intelligence solutions (e.g. SAP BusinessObjects BI platform, Analysis, Dashboards, Crystal Reports), SAP NetWeaver Business Warehouse (BW)</p>
<p><b>Region</b></p>	<p>Global</p>

## SAP ERP Rapid Deployment Solution for Subsidiary Integration

<p><b>Short description</b></p>	<p>Reason for project: We are planning to provide a pre-configured SAP ERP rollout template/package for subsidiaries as cost efficient alternative for own rollout templates.</p> <p>Goal: Review scope of rollout templates</p> <p>Role of customer: Participating customers would be asked to validate the solution need, give feedback on potential scenarios and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: - 1 onsite workshop</p> <p>Addressed customer needs: Cost efficient subsidiary integration alternative compared to own template</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP ERP (enterprise resource planning)</p>
<p><b>Region</b></p>	<p>Global</p>

## Validate the accelerated implementation and planned innovative package of the SAP CRM Rapid Deployment Solution

<p><b>Short description</b></p>	<p>Reason for project:</p> <ol style="list-style-type: none"> <li>1) Several SAP CRM Rapid Deployment Solution (RDS) packages (RDS SAP CRM Sales, Sybase Mobile Sales for SAP CRM , Embedded Analytics for CRM Sales RDS, HANA RDS for Sales Pipeline Analysis, RDS SAP CRM Marketing, RDS SAP CRM Service, Business Communication Management) have been released to the market and we plan to upgrade them in 2012 Q1 and Q2. We need get feedback from existing or potential customers about the accelerated implementation SAP CRM packages so as to improve them in the near future.</li> <li>2) We are also planning our new SAP CRM RDS packages (planned for Q2 2012) and need to discuss the scope and scenario, including:             <ol style="list-style-type: none"> <li>a) E-care (Healthcare solution)</li> <li>b) Collaboration RDS for SAP CRM (The solution plans to consist of an integration between SAP CRM and SAP Streamwork)</li> <li>c) Sales on Demand and SAP ERP integration RDS (Existing installed base SAP ERP shall be able to integrate the Sales On Demand solution seamless with their existing landscape and synchronize most reasonable data only once)</li> <li>d) Mobile Field Service Management RDS (This SAP Rapid Deployment Solution plans to provide a solution for field service planning, execution, and confirmation)</li> <li>e) RDS SAP CRM Partner Channel Management (The solution plans to consist of 5 modules enabling partner channel management for SAP CRM channel sales, service and marketing processes)</li> <li>f) SAP Web Channel Sales for ERP (The E-Commerce rapid deployment solution plans to include capabilities to enable the complete sales process to run on the Internet)</li> <li>g) Trade Performance Optimization</li> </ol> </li> </ol> <p>Goal: Define the scope and thereby the scenarios which should be covered together with the participants.</p> <p>Examples of potential scenarios would be sales, marketing, service, channel management, ecommerce, trade promotion, call center</p> <p>Role of customer: Participating customers would be asked to describe business process, validate the solution need, give feedback on potential scenarios and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: workshops at SAP, onsite visits at the customer site, or virtual interaction</p> <p>Addressed customer needs: The engagement would likely mean at least one</p>
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	workshop at the customer site with several persons as well as 2-3 calls per quarter to clarify follow-up questions.
<b>Relevant involved solutions</b>	SAP Customer Relationship Management (CRM), SAP Business All-in-One, SAP Business Process Blueprinting (including Business Process Analysis), Collaborative decision making (e.g. SAP Streamwork)
<b>Region</b>	Global

# Localization projects

## "Expert Pool Management" and Team Scoring in SAP SRM to support the Chinese "Bidding Management Approach for Government Procurement of Goods and Services"

<p><b>Short description</b></p>	<p>Reason for project: In the past, only purchasers had the authority to evaluate and score the responses to request for quotations (RFx). According to the “Bidding Management Approach for Government Procurement of Goods and Services” from the Chinese Ministry of Finance, which is effective since Sep. 2004, the bids should be jointly evaluated by a committee made out of the purchaser and a team of external experts to enhance the transparency of the bidding process and quality of the procurement. To abide this legal regulation, the additional functionalities of “Expert Team Scoring” are required by six of 500 state-held enterprises in China.</p> <p>Goal: With the help of Expert Pool Management, a pool of evaluated and approved experts as per the need of the purchasing organization would be in place and these experts would also be distributed to SAP SRM as business partners of type ‘Expert’. Furthermore in this document/process, ‘Expert’ would always mean this Business Partner which has been introduced into SAP SRM through the Expert Pool Management.</p> <p>Now further in the 2 envelope bidding solution of Procurement for Public Sector, we need to include this Business partner of type ‘Expert’ and enhance the solution to incorporate ‘Expert Team Scoring’ by enabling the below features:</p> <ul style="list-style-type: none"> <li>- Expert Proposal</li> <li>- Expert Assignment</li> <li>- Questions and Questionnaires for Bid Evaluation</li> <li>- Expert evaluation of Bids</li> <li>- Expert Team Scoring and summarizing the team scores into reports</li> </ul> <p>Role of customer:</p> <ul style="list-style-type: none"> <li>- Verify the solution functionality</li> <li>- Test new features with true business examples</li> <li>- Provide feedback on usability and functionality enhancement.</li> </ul> <p>Planned activities and estimated effort for participants:</p> <ul style="list-style-type: none"> <li>- Conduct workshop with the customer to understand the purpose of the localization (2 days)</li> <li>- Review the Software Requirement Specification (2days)</li> <li>- Review the screen mock-ups (2 days)</li> </ul>
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	<p>- Test and verify system functionality (5 days)</p> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- External expert has to be included in the bidding process to provide evaluation to the purchasing activity according to China government law. This project plans to provide the system functionality in SAP SRM to do this.</li> <li>- Provide a streamlined process to register, qualify and evaluate the external experts.</li> <li>- Provide a central repository to store external expert basic information.</li> </ul>
<b>Relevant involved solutions</b>	SAP Supplier Relationship Management (SRM), SAP NetWeaver Application Server ABAP (incl. Web Dynpro ABAP and other ABAP technologies)
<b>Region</b>	Country: China

## Enabling SAP Business ByDesign Travel & Expenses solution for Italy and Spain

<p><b>Short description</b></p>	<p>Reason for project: For our planned upcoming releases of SAP Business ByDesign, we would like to explore the specific requirements for the delivery of the ERM (Expense Reimbursement Management) solution targeted at the Small and Medium size enterprises, for Italy and Spain country versions.</p> <p>Goal: We would like to demo the solution and get feedback from customers on what could be incorporated into the solution to make it more user friendly and effective. Also showcase the salient features of ByD ERM solution.</p> <p>As of now the planned scope of the solution includes: Mixed settlement of receipts and per diems for both Italy and Spain. Spain – Depending on whether there are receipts entered for Meals and/or accommodation the amount paid out to the employee would differ. Italy – Different variations of Per diem reimbursement ('indennità di trasferta') are present. As of know there are 3 different modes in which the employee could be reimbursed.</p> <ul style="list-style-type: none"> <li>- Reimbursement through payroll – 'Libro paga'(Italy).</li> <li>- Reimbursements for the employees are mainly done through the payroll. The taxable benefits like Mileage reimbursements for example, can only be reimbursed through the payroll.</li> <li>- Multiple provision variants (Italy)</li> <li>- Provision variant for general statutory requirements</li> <li>- Provision variant general and industry specific function for banks</li> <li>- Differentiation between employee taxable amounts and the employer deductible amounts (Italy).</li> </ul> <p>Role of customer:</p> <ul style="list-style-type: none"> <li>- Provide feedback on the functionality and usability of the solution.</li> <li>- Validate the solution and check if it is functionally compliant.</li> <li>- Suggest possible enhancements to the product</li> </ul> <p>Planned activities and estimated effort for participants:</p> <ul style="list-style-type: none"> <li>- Onsite workshop at customer sites and User Groups, where the product can be demoed and customers/partners can have a live experience working on the ByD ERM solution.</li> <li>- 2-3 sync up calls per quarter to clarify follow-up questions or show progress of the solution.</li> </ul> <p>Addressed customer needs: A simple and ready to use ERM solution without much initial set up time. Intuitive and user friendly user interfaces for Travel and Expense Management, and subsequent intergration with Human Capital Management and Financial modules of SAP Business ByDesign.</p>
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<b>Relevant involved solutions</b>	SAP Business ByDesign
<b>Region</b>	Country: Italy, Spain

## Financial Payment Processing in Switzerland: creation and processing of payment files for different payment methods and handling of payment rejections and confirmations in return files for Switzerland

<p><b>Short description</b></p>	<p>Reason for project: In Switzerland it is a general business practice to use Payment Files to process payments related to account receivables and payables using different payment methods. We are currently developing payment process involving LSV+ / Direct Debit and Single Euro Payments Area (SEPA) compliant file processing. All the files are governed by the financial institute and correctness of file submitted to the financial institute is important for payment execution.</p> <p>In addition, after processing of all payments at the financial institute, there are returns file either confirming the payment or rejecting the payment. These files have to be handled in the right way to update the payment status.</p> <p>As there are multiple parties involved along with a complex scenario and different file formats, we need to get early feedback on the functionality developed so that we can be assured that it fits the market requirements and quickly understand the gaps so as to take up enhancement immediately.</p> <p>Also if possible we'd like to interact with the banks to understand their perspective on the functionality.</p> <p>Goal:</p> <ul style="list-style-type: none"> <li>- To get early feedback from customers on the functionality provided for the business process.</li> <li>- Understand gaps if any and incorporate the same immediately in the next development phase.</li> </ul> <p>Role of customer: Participating customers/partners/business consultants would be asked to validate the solution developed, give feedback on available business process and functionality by performing tests on the delivered product.</p> <p>Planned activities and estimated effort for participants: The engagement would either have at least one workshop/demo at the customer site or a group workshop. Afterwards, there will be tests of the developed functionality for 2 days (involving usability experts) and followed by a summary of the feedback. If required a couple of follow up calls to close the activities will be done.</p> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Financial Payments using direct debit and bank transfer payment methods, processing and handling of payment rejections.</li> </ul>
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	- Automated way of handling all the above functionality with bare minimum manual effort.
<b>Relevant involved solutions</b>	SAP Business ByDesign
<b>Region</b>	Country: Switzerland

## Improve HCM hiring and payroll integration with a payroll partner for Mexico, Canada, China and UK

<p><b>Short description</b></p>	<p>Reason for project: SAP Business ByDesign HCM Hiring has a lot of master data specific to a country. We need to understand better about the different master data and processes required as per the SME perspective.</p> <p>SAP Business ByDesign HCM does not have a payroll engine of its own. It has to orchestrate with the payroll solution offered by one of the partners. Currently the approach is to have country specific payroll partners and hence it's required to get feedback and opinion from the customers and partners.</p> <p>Goal: The goal is to achieve a cost effective and user friendly payroll processing module for SAP Business By Design customers. Also ensure all the country specific functionality/features for an SME customer are met for SAP Business ByDesign HCM.</p> <p>Role of customer: We want to receive feedback on usability, flexibility, payroll engagement model and all the available country specific features in SAP Business By Design HCM.</p> <p>Planned activities and estimated effort for participants: We would require having at least a day's workshop at the customer site to demo and discuss the details mentioned above.</p> <p>Addressed customer needs: Currently the SAP Business By Design HCM solution caters to country specific features and data;</p> <ul style="list-style-type: none"> <li>a. Basic hiring</li> <li>b. Payroll hiring</li> <li>c. Compensation and time hiring</li> <li>d. Preparing payroll file for payroll run and it's integration with payroll partners</li> <li>e. Customization for customer specific details</li> </ul> <p>Following countries are handled with the new release: Mexico, Canada, China, UK.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Business ByDesign</p>
<p><b>Region</b></p>	<p>Global</p>

## Improve Usability and Functionality of Golden Tax Interface for SAP Business ByDesign Invoices for China

<p><b>Short description</b></p>	<p>Reason for project: All customer invoices in China have to be approved by the Golden Tax authorities before they are released to the customer. The Golden Tax Interface for SAP Business ByDesign for Invoices in China is already an existing functionality.</p> <p>We are exploring the scope for usability improvements, automatic postings to Golden Tax systems (through B2B messages), BI reports, and other improvements so that the high volume of customer invoices generated by the users can be handled easier.</p> <p>Goal: Define the scope of the usability improvements and additional functionality (for e.g. BI reports) so that large volumes of customer invoices can be handled for Golden Tax processing.</p> <p>Role of customer: The customer would be expected to functionally validate the existing solution and also give continuous feedback on the usability of the solution. The customer is expected to give requirements on any additional reporting functionality that they need.</p> <p>Planned activities and estimated effort for participants: We need at least 1 week at the customer premises to judge the usage of the Golden Tax Interface and to get the areas of improvement from a user's perspective. We would need the customer's feedback on the delivered improvements on an ongoing basis, through demos and prototypes, on an ongoing basis.</p> <p>Addressed customer needs: Better usability of the Golden Tax interface, added functionality (for e.g more reports, mass processing of invoices etc).</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Business ByDesign</p>
<p><b>Region</b></p>	<p>Country: China</p>

## Localization for SAP ERP HCM Performance Management in China

<p><b>Short description</b></p>	<p>Reason for project: SAP’s current solution for performance management is very flexible to cover topics such as appraisal template setting, appraisal process and status configuration, authorization control and different UI realizations. Furthermore, SAP delivers a large amount of Business Add-Ins (BAI) and standard implementations to meet different customer needs. But there are still some gaps between SAP’s standard product and Chinese market requirements.</p> <p>Chinese market grows up very quickly during these years. China’s local enterprises have to face big challenges and competitions:</p> <ul style="list-style-type: none"> <li>- How can they manage the whole enterprises scientifically and healthily?</li> <li>- How can they manage the very important human resources?</li> <li>- How to make performance management a core value?</li> </ul> <p>Therefore, Chinese customers have their localization requirements for SAP’s performance management module.</p> <p>Goal: In a first phase, the goal is to collect and verify localization requirements from customers.</p> <p>A second project phase covers the following requirements:</p> <ul style="list-style-type: none"> <li>- Performance analysis report</li> <li>- Objective databases</li> <li>- Appraisal relationship mapping tool</li> <li>- Integration with payroll</li> </ul> <p>Role of customer: Participating customers would be asked to validate the requirement, give feedback on new solutions and provide potential requirements, and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP ERP (enterprise resource planning)</p>
<p><b>Region</b></p>	<p>Country: China</p>

## Localize SAP for Banking Services for the Brazilian market

<b>Short description</b>	<p>Reason for project: Localization of one of our strategic industry solutions for SAP Banking in our focus market Brazil.</p> <p>Goal: Receive feedback from customer side on our current developments and ensure their compliance with the Brazilian market.</p> <p>Role of customer: involve customers in prototype tests and receive feedback on requirements.</p> <p>Planned activities and estimated effort for participants: regular calls and meetings to clarify requirements details, as well as customer testing of our solution in the SAP Labs Latin America.</p>
<b>Region</b>	Country: Brazil

## Localize SAP Transportation Management to the Brazilian market

<p><b>Short description</b></p>	<p>Reason for project: We are currently gathering key requirements for the localization of SAP Transportation Management to the Brazilian market. Our wish is to validate existing scenarios and identify additional value add requirements where SAP should focus for future releases.</p> <p>Goal: Validate existing scenarios and interact early with customers and end-users.</p> <p>Role of customer: Participating customers would be asked to validate the solution, give feedback on potential scenarios and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: Ideally 1-2 workshops at the customer site.</p> <p>Addressed customer needs: Enabling management of transportation/logistics for Brazil.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP ERP (enterprise resource planning)</p>
<p><b>Region</b></p>	<p>Country: Brazil</p>

## Report Management Platform for Chinese State-Owned Enterprises according to the guidelines of the State State-owned Assets Supervision and Administration Commission of the State Council

<p><b>Short description</b></p>	<p>Reason for project: State-Owned Enterprises in China have some unique requirements which are different to the private corporate environment. Currently we are working on a "State-owned Assets Supervision and Administration Commission of the State Council" (SASAC) report management project for State-Owned Enterprises from the China Growth Plan. Every State-owned enterprise needs to submit some HCM-related report to the department of government on a yearly basis. This report is has a standardized format and the format is changed yearly by the government. For State-Owned Enterprises, it is mandatory to distribute the report to their subsidiaries, collect the results, and summarize the data to submit this to the government on a yearly basis. Since State-Owned Enterprises are usually very huge, there are many subsidiaries for one enterprise, so they want use tools to monitor the reporting process status.</p> <p>So the planned report management system needs to cover</p> <ul style="list-style-type: none"> <li>- a report format management</li> <li>- a distribution function</li> <li>- a data result collection function</li> <li>- a reporting status monitor function</li> <li>- a history data checking function</li> </ul> <p>Goal: We would like to discuss with customers to better understanding the reporting process in the daily business. We plan to show the prototypes to customers to collect feedback directly from the line of business to enable us provide a valuable solution.</p> <p>Role of customer:</p> <ul style="list-style-type: none"> <li>- Discuss the SASAC reporting business.</li> <li>- Prioritize the function they want</li> <li>- Give us feedback for the function we are going to deliver</li> <li>- If possible take part in the pilot testing.</li> </ul> <p>Planned activities and estimated effort for participants:</p> <ul style="list-style-type: none"> <li>- Onsite visits at customer site to collect requirements</li> <li>- Onsite demo at customer site to show the solution and receive feedback</li> <li>- Onsite workshop at customer site to enable customers to use standard solution for pilot testing</li> </ul> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Deliver State-Owned Enterprise reporting system</li> </ul>
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	- Efficient process monitor - Data collect tools
<b>Relevant involved solutions</b>	SAP ERP (enterprise resource planning)
<b>Region</b>	Country: China

## Usage of Central Bank Reporting in SAP Business ByDesign

<b>Short description</b>	<p>Reason for project: We want to ensure that the current solution for the topic Central Bank Reporting in SAP Business ByDesign meets the customer needs/expectation. And since we have to develop Central Bank Reporting also for the new countries we want to have a good solution that can be used by many customers in different countries.</p> <p>Goal: Get Feedback on the current process and input on how we can improve the usage and handling of Central Bank Reporting.</p> <p>Role of customer: Provide input how the customer would use such a reporting and how the software should support in these regards.</p> <p>Planned activities and estimated effort for participants:</p> <ul style="list-style-type: none"> <li>- One on-site workshop</li> <li>- Virtual follow-up calls to clarify questions</li> </ul>
<b>Relevant involved solutions</b>	<p>SAP Business ByDesign</p>
<b>Region</b>	<p>EMEA</p>

# SAP Business ByDesign

## Define how to extend the scope of SAP Business ByDesign usage after starting with a predefined Starter Package

<p><b>Short description</b></p>	<p>Reason for project: A great degree of customers are getting started with SAP Business ByDesign Starter Packages (e.g. CRM) and might be interested in extending to the full scope later on. We would like to evaluate the best way to provide built in support for a delta/ scope extension project.</p> <p>With the help of 'delta templates' for example, the implementation time can be decreased in customer projects that are targeting on extending the solution scope after they went go-live. In addition, predefined scope extension scenarios will enable partners to offer a phased implementation approach to their customers.</p> <p>Goal: The overall goal is to determine the best solution to define, maintain and implement typical scope extension patterns.</p> <p>Role of customer: The ideal candidate would be a SAP Business ByDesign customer on a CRM Starter Package who wants to move to the full ERP scope. Participating customers would be asked to validate the solution capabilities and give feedback on potential implementation scenarios and challenges.</p> <p>Planned activities and estimated effort for participants: The engagement would mean at least 2-3 half a day workshops at the customer site to discuss concepts, prototypes and best practices.</p> <p>Addressed customer needs: By implementing predefined scope extension we address customers who are willing to take advantage of predefined extension packages without the need to do full scoping and fine-tuning.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Business ByDesign</p>
<p><b>Region</b></p>	<p>EMEA</p>

## Define requirements of mid-sized companies for a social media integration in SAP Business software

<p><b>Short description</b></p>	<p>Reason for project: Social media has become a major part of our daily internet usage. The more each of us is using social media the more it's also becoming important for companies to use social media for interacting with their customers. SAP is therefore making its own products more social but also planning to integrate customer conversations on social media easier into their CRM and ERP solutions.</p> <p>Goal: Understand the scenarios that are most important to midsized companies in regards to social media usage as of today. Based on this knowledge more detailed concepts of these scenarios shall be defined for implementation in future releases.</p> <p>Role of customer: Participating customers will be asked to share information about their current usage of social media and to give feedback on potential integration scenarios.</p> <p>Planned activities and estimated effort for participants: 2-3 calls of 30-60 minutes per quarter</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Business ByDesign</p>
<p><b>Region</b></p>	<p>Americas</p>

## Efficient Creation of Customer Specific Fields in SAP Business ByDesign

<p><b>Short description</b></p>	<p>Reason for project: Today, it is too much effort to create customer specific fields on user interfaces (UI) of SAP Business ByDesign and drive these through business processes.</p> <p>Goal: Enable customers to more efficiently create customer specific fields in one guided UI activity.</p> <p>Role of customer: To provide feedback for the concept how to include these fields on UIs and help to prioritize the needs.</p> <p>Planned activities and estimated effort for participants: Give feedback about the provided mockups. The effort will be rather low.</p> <p>Addressed customer needs: Be more efficient in the creation of customer specific fields in SAP Business ByDesign and be more flexible by using a formula editor for calculated fields and for validations.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Business ByDesign</p>
<p><b>Region</b></p>	<p>EMEA</p>

## Enable Inventory Valuation with FIFO in SAP Business ByDesign

<p><b>Short description</b></p>	<p>Reason for project: Inventory Valuation with FIFO is a common requirement across many industries - including Manufacturing, Wholesale, Retail. It is planned that SAP Business ByDesign offers the same with a future release.</p> <p>Customer feedback is required for the same</p> <ul style="list-style-type: none"> <li>- in terms of the scope addressed so far,</li> <li>- gaps in the functionality,</li> <li>- typical reporting requirements - both legally and for internal purposes.</li> </ul> <p>Also, assessing how and if you use</p> <ul style="list-style-type: none"> <li>- the comparison of Lower of Cost and Market Value,</li> <li>- the costs that should be included in Inventory Valuation using FIFO,</li> <li>- costs and flow during issue of goods assuming FIFO, etc</li> </ul> <p>Goal: Identify acceptance levels of the current solution and define the scope for future releases</p> <p>Role of customer: Participating customers would be asked to validate the solution offered, give feedback on potential gaps and possibly perform testing on prototypes</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p> <p>Addressed customer needs: Inventory Valuation using FIFO</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Business ByDesign</p>
<p><b>Region</b></p>	<p>Global</p>

## Evaluate and improve the multi-step approval definition environment in SAP Business ByDesign

<p><b>Short description</b></p>	<p>Reason for project: We are receiving a high number of requests asking for the functionality to define your own approval processes which then perfectly fits to your company, which is why we plan to implement this. But the unanswered questions are</p> <ul style="list-style-type: none"> <li>- what are the most often used features</li> <li>- which features are missing</li> <li>- which are the most often defined approval processes</li> <li>- and which complexity is sufficient and not too much?</li> </ul> <p>Goal: Evaluate the minimal set of functionally currently implemented and define the features which suits customer’s needs</p> <p>Role of customer: Participants would be asked to give feedback on the current functionality by testing it and help to evaluate in which direction to move on.</p> <p>Planned activities and estimated effort for participants: A monthly call and a half day workshop on customer site.</p> <p>Addressed customer needs: In almost every company approval processes contains more than one single step and with this functionality you are enabled to design your own approval process.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Business ByDesign</p>
<p><b>Region</b></p>	<p>Country: Germany and/or China</p>

## Extend the SAP Business ByDesign process capabilities to support the Consumer Products / Wholesales Industry effectively

<p><b>Short description</b></p>	<p>Reason for project: We want to explore process enhancements that could be offered in future releases of SAP Business ByDesign</p> <p>Goal: Review and validate the concept scope and thereby the functionality which should be covered</p> <p>Role of customer: Participating customers would be asked to validate the solution concepts, give feedback on potential scenarios and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one visit at the customer site (concept validation workshop) as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p> <p>Addressed customer needs: Enhanced process capabilities of the Consumer Products / Wholesales Industry</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Business ByDesign</p>
<p><b>Region</b></p>	<p>Global</p>

## Improve Marketing Capabilities of SAP Business ByDesign

<p><b>Short description</b></p>	<p>Reason for project: We are exploring additional marketing functionality that could be offered in future releases of SAP Business ByDesign. We plan to provide e.g. the possibility to mass send emails out of SAP Business ByDesign during Campaign Execution, a simplified lead creation and Address-and-list-Management functionality.</p> <p>Goal: Define the scope and thereby the functionality which should be covered together with the participants.</p> <p>Role of customer: Participating customers would be asked to validate the solution need, give feedback on potential scenarios and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one visit at the customer site (workshop or observation of end users during their daily work) as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p> <p>Addressed customer needs: Effective and efficient enhanced marketing capabilities.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Business ByDesign</p>
<p><b>Region</b></p>	<p>EMEA, Americas, Country: (China)</p>

## Provide Feedback on a planned End-to-End (E2E) Cost Management Application

<p><b>Short description</b></p>	<p>Reason for project: New technology (e.g. in-memory computing, graphical user interfaces, new devices) allows us to develop a new class of applications: Decision support as a part of day-to-day operations. End-to-End Cost Management should provide product cost information and profitability information for Product Managers, Category Managers, Purchase Managers, and Controllers/Business Analysts. Essential question of the E2E Cost Management project: “How can we provide the different roles an overview of cost influencing factors and simulation capabilities so that they can ensure product profitability and market share?”</p> <p>Planned capabilities of End-to-End Cost Management Application: Simulate manufacturing cost rates, cost center allocation rates, and product profitability triggered by raw material price development, changed expenditures in the overhead cost areas, efficiency programs in production, product (re)designs, and currency exchange rates. Today this kind of calculation is a cumbersome, time-consuming and fragmented process. It crosses several independent application areas and many business transaction need to be started sequentially.</p> <p>Goal: The planned application provides real-time simulation capabilities for end users embedded in their day-to-day work environment.</p> <p>Role of customer: Process expert and feedback provider.</p> <p>Planned activities and estimated effort for participants: 1 onsite visit (tbd), several phone discussions.</p> <p>Addressed customer needs: Fact-based decision support by simulation.</p>
<p><b>Region</b></p>	<p>Global</p>

## SAP Business ByDesign Account, Lead and Opportunity Management on the Apple iPad - What else do you need?

<p><b>Short description</b></p>	<p>Reason for project: with the next release, we plan to offer the first version of a generic SAP Business ByDesign player for the Apple iPad. We defined a first set of function for CRM Sales, now we need your help to decide if the selected scenarios are the right one and which scenarios we need in addition.</p> <p>Goal: Get clear advice which scenarios and functions are needed on the Apple iPad to improve our customers productivity</p> <p>Role of customer: Participating customers would be asked to give feedback on potential scenarios and perform testing on our first version</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p> <p>Addressed customer needs: What exactly do our customers request on the Apple iPad to better support their needs</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Business ByDesign</p>
<p><b>Region</b></p>	<p>Global</p>

## Verify business processes in Professional Service Industry with large companies

<p><b>Short description</b></p>	<p>Reason for project: With Feature Pack 3.5, SAP Business ByDesign provides a comprehensive solution for Professional Service Providers. SAP Business ByDesign is targeting mid-sized as well as large Professional Service Providers.</p> <p>With this project we want to focus in detail on processes and requirements of larger service providers (50 - 2000 Employees, running 100+ projects in parallel).</p> <p>Goal:</p> <ul style="list-style-type: none"> <li>- Discuss Processes and scenarios from the perspective of large companies</li> <li>- Understand specific requirements from large companies</li> <li>- Derive customer requirements based on those processes</li> <li>- Collect feedback on existing scenarios.</li> </ul> <p>Role of customer: Participating customers are invited for conceptual validation, to give feedback on potential and existing scenarios and possibly perform testing on prototypes.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean 1-2 workshops at customer site as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p> <p>Addressed customer needs: Large Professional Service Provider running multiple (100+) complex projects.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Customer Relationship Management (CRM), SAP Business ByDesign, Sales On-Demand</p>
<p><b>Region</b></p>	<p>Global</p>

# SAP Business One

## Enhancing the interaction from mobile devices with SAP Business One

<p><b>Short description</b></p>	<p>Reason for project: SAP Business One apps should be available for all relevant major mobile platforms. These core apps provided by SAP are generally supposed to cover all the basic needs of customers regarding business process handling, reporting and generic extensibility, by giving real-time interaction with business information and transactions. Since its release in October 2010, SAP continuously enhanced the mobile solution regarding function, customizing options, and usability; leveraging innovations from the SAP Business One backend system. Further development and additional interaction features will bring our customers much closer to their business and enable new, faster and leaner processes.</p> <p>Goal: Define the scope and capabilities of the mobile solution for SAP Business One / SAP Business One apps and influence the further mid-term strategy on mobile solutions together with the participants.</p> <p>Role of customer: Participating customers would be asked to validate the current solution, give feedback, and detail further needs / potential scenarios.</p> <p>Planned activities and estimated effort for participants: The engagement would likely mean at least one workshop at the customer site as well as 2-3 calls per quarter to clarify follow-up questions or show prototypes.</p> <p>Addressed customer needs: Mobile applications allow read- and write-access to most important data in the integrated business management application, SAP Business One. This anytime, and anywhere interaction makes our customers more productive and effective.</p>
<p><b>Relevant involved solutions</b></p>	<p>SAP Business One, Mobile Application</p>
<p><b>Region</b></p>	<p>Global</p>

## SAP Business One - Optimize the Total Cost of Operations of the Subscription Based Hosting

<p><b>Short description</b></p>	<p>Reason for project: SAP has recently introduced a new pricing model - Subscription Based Hosting (SBH). The new pricing model provides flexibility for customers to pay per user per month or quarter which eliminates the initial costs for obtaining perpetual SAP Business One licenses and hardware infrastructure.</p> <p>Customers can access and use SAP Business One which is entirely deployed and hosted by an authorized SAP Business One Hosting partner (public cloud providers, authorized data centers).</p> <p>In order to enable cloud providers to efficiently deploy, host and manage SAP Business One in their data centers, SAP would like to identify possible optimizations of SAP Business One and automations of the application management in order to make the solution cost-effective and volume ready for the deployment in the cloud.</p> <p>Goal: The goal of this project is to investigate opportunities for lowering the Total Cost of Operations (TCO) of SAP Business One for cloud providers:</p> <ul style="list-style-type: none"> <li>- To identify optimal and efficient setup of the technical landscape for hosting SAP Business One</li> <li>- To identify which hardware and software resources can be shared among multiple customers.</li> <li>- To identify possible automations of the application management of SAP Business One to in order lower the TCO.</li> <li>- To design automated application management processes (automatic updates/upgrades, application provisioning)</li> <li>- To identify which TCO elements are the most costly and to propose how to reduce or eliminate their costs.</li> <li>- To identify which of the business processes implemented in SAP Business One need to be adjusted to fit the cloud deployment model (integration, mobile solution, mailing, local printing, data imports and exports, license sharing).</li> </ul> <p>Role of customer:</p> <ul style="list-style-type: none"> <li>- Evaluate the feasibility of the technical setup which is proposed in the current Subscription Based Hosting whitepaper</li> <li>- Feedback on the application management and cooperate on the calculation of the TCO</li> <li>- Discuss alternative solutions / configurations of the hosting landscape</li> <li>- Discuss feasible business models of providing SAP Business One in the cloud</li> <li>- Discuss and design possible automations of the             <ul style="list-style-type: none"> <li>o Application management</li> </ul> </li> </ul>
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	<ul style="list-style-type: none"> <li>o Provisioning new customers with default implementation of SAP Business One automatically</li> <li>o Enabling prospects to access trial / demo system</li> <li>o Integration of the application management into the infrastructure of cloud provider / hosting partner</li> </ul> <p>- Deployment of add-ons in the hosted environment</p> <p>Planned activities and estimated effort for participants:</p> <ul style="list-style-type: none"> <li>- Online meeting with all participants: Introduction into SAP Business One SBH (1.5 hour).</li> <li>- Detailed follow-up call on open topics with each individual participant (1.5 hour).</li> <li>- Workshop on customer site to discuss and design in details the topics mentioned above (1 – 3 days).</li> </ul> <p>Addressed customer needs: - Efficient provisioning of SAP Business One in the cloud; further lowering the TCO of SAP Business One solution via automated application management.</p> <ul style="list-style-type: none"> <li>- Efficient hosting of large volume of SAP Business One customers in the cloud by introducing automation of provisioning, monitoring, upgrading, licensing.</li> </ul>
<b>Relevant involved solutions</b>	SAP Business One, Software Architecture (Cross products and deployment options: OnPremise, OnDemand, Cloud)
<b>Region</b>	Global

# SAP Research

## “ahead”. An intuitive user interface for advanced business predictions on mobile devices - SAP Research

<p><b>Short description</b></p>	<p>SAP Research is the global technology research unit of SAP. The group significantly contributes to SAP's product portfolio and extends its leading position in the market by identifying and shaping emerging IT trends and generating breakthrough technologies through applied research. In contrast to SAP's product groups and development labs that work on new functions and releases, the researchers explore opportunities that haven't yet been developed into products. The SAP Research prototype 'ahead' aims to support business users to make the right (strategic) decisions by analyzing the future and the impact of alternative strategies fast and in an intuitive and easy way. 'ahead' tries to enable business users to apply different assumptions about the future and analyze their impact, identify business drivers, and detect risks and chances without having any prior knowledge in the area of statistics. Summarizing, with sophisticated algorithms users will quickly get up-to-date results while an intuitive user interface makes the advanced prediction capabilities easy to use.</p> <p>Reason for project: With the envisioned prototype, business users shall be supported in planning and decision making by advanced prediction capabilities without the need:</p> <ul style="list-style-type: none"> <li>- to ask the IT department for an appropriate report or</li> <li>- to have deep statistics expertise. Predictions will be done on current data easily and fast.</li> </ul> <p>Goal: The goal of the customer engagement is to get a tested user interface that meets the user's requirements.</p> <p>Role of customer: The customers will be involved to collect their (real-world) requirements for the envisioned prototype through interviews; we also would like to get their feedback about the usability and the functional range of the planned user interface by testing the User Interface software over the internet.</p> <p>Planned activities and estimated effort for participants:</p> <ul style="list-style-type: none"> <li>- Interviews regarding requirements: 1 day per customer (Q4/2011);</li> <li>- Testing to get feedback on the user interface: each about 3h per customer (3-5 times within Q1-Q3/2012)</li> </ul> <p>Addressed customer needs: With the “ahead” prototype, SAP Research addresses the increasing need for user-friendly tools allowing business</p>
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	predictions (no IT support, no complex user interactions, no hours to wait for results,...). The customers can bring in their requirements and needs in the development of new technology. The customers get an insight on possible future SAP technology.
<b>Region</b>	Global

## Co-innovate on a sustainable supplier management solution

### Short description

SAP Research is the global technology research unit of SAP. The group significantly contributes to SAP's product portfolio and extends its leading position in the market by identifying and shaping emerging IT trends and generating breakthrough technologies through applied research. In contrast to SAP's product groups and development labs that work on new functions and releases, the researchers explore opportunities that haven't yet been developed into products.

Reason for project: At SAP Research we believe that only sustainable supply chains equally focusing on financial success as well as environmentally and socially sustainable practices can succeed in the long run. Sustainable business networks have a competitive advantage that can only be enabled and sustained through collaboration between the partners of the network and transparency towards customers and investors. A Sustainable Business Network (SBN) consists of supply chains that provide financial, environmental or social value. It thus returns profit, or at least does not run unprofitable or harm the market, enhances the lives of people involved in it, or at least does not create disadvantages for them, and enhances environmental health, or at least does not harm the environment.

Goal: SAP Research's SBN platform is planned to allow customers to share with the platform (and publicly if they wish) their sustainability profile, their internal corporate structure, and a list of their suppliers. In turn, they are enabled to understand their own sustainability in context (what do their quantitative and qualitative measures actually mean?) and their supply chain's sustainability. In the second stage, they will also be enabled to run on demand apps to increase their own sustainability and their supply chain's sustainability in collaboration with their vendors. Credibility of provided information is ensured by a partner network of for-profit and non-for-profit sustainability auditing organizations.

Role of customer:

- Commitment to co-innovate. SAP Research seeks the advice on how to progress the research prototype to a stage where an organization could effectively use and benefit.
- Supply of testing data (customers) / IP (partners)

Planned activities and estimated effort for participants: The planned SAP Research prototype is envisioned as an on-Demand prototype that aims to link an organization's supply chain management into the sustainability strategy.

The first planned application will be a Sustainable Supplier Management solution enabling the management of questionnaires when collecting supplier assessments and answering customer questionnaires. SAP Research asks for

	<p>the following commitment from customer</p> <ul style="list-style-type: none"> <li>- Duration to commit to project: 6 months</li> <li>- 1 to 2 half day workshops with participants from procurement, supply chain, and sustainability departments at the beginning</li> <li>- Timely updates on development strategies/plans to ensure the alignment of the cooperation</li> </ul> <p>Addressed customer needs:</p> <ul style="list-style-type: none"> <li>- Exploration of a company’s supply chain, its sustainability data and collaboration with its suppliers for improvement</li> <li>- Identification of sustainability-related risks and opportunities in the supply chain</li> <li>- Collecting, answering, and analysis of sustainable supplier questionnaires and to be shared within the sustainability network to reduce survey fatigue</li> <li>- Improved communication of sustainability efforts to stakeholders, such as potential customers or in bidding processes</li> <li>- Partners (usually NGOs) are offered a platform to promote their sustainability assessment programs to a wider audience</li> </ul> <p>SAP Research offers the following benefits</p> <ul style="list-style-type: none"> <li>- Integration of customer feedback as prototype requirements in the roadmap</li> <li>- Demo access to the prototype and questionnaire application</li> <li>- Help with on-boarding onto the platform to fully use its potential</li> <li>- Trial of the questionnaire application and analytics</li> <li>- Implementation of partner IP within</li> </ul>
<b>Relevant involved solutions</b>	SAP Supply Chain Management (SCM), SAP Supplier Relationship Management (SRM), Analytic applications, Governance, risk, and compliance solutions (e.g. Enterprise GRC, EHS), Mobile Application, Sourcing, contracts, and supplier management, Carbon and energy
<b>Region</b>	Global

## Evaluation and improvement of novel concepts for modeling and advancing process variants by tightly integrating workflows with events and business rules - SAP Research

### Short description

SAP Research is the global technology research unit of SAP. The group significantly contributes to SAP's product portfolio and extends its leading position in the market by identifying and shaping emerging IT trends and generating breakthrough technologies through applied research. In contrast to SAP's product groups and development labs that work on new functions and releases, the researchers explore opportunities that haven't yet been developed into products.

Reason for the project: Modeling variant and data-dependent business processes often result in a large number respective highly complex process models, which are difficult to understand, maintain and hard to evolve over time or to even adapt instantaneously for tackling new business situations.

Therefore SAP Research is currently prototypically implementing a new and innovative approach for using business rules with a customizable catalogue of pre-formulated adaptation patterns in Business Process Model and Notation (BPMN; OMG standard) to tailor reference workflows to specific business situations. Even context-aware time restrictions and event-reactivity can be imposed by this approach.

Compared to existing hard-coded or statically modeled business processes, the approach grants the ability to more quickly and conveniently adapt workflows to a large number of different situations, saving time and implementation effort for the tailoring itself.

Goal: SAP Research would like to gather information on which major problems customers are facing when modeling or implementing complex/variant business processes in their systems, when process changes are conducted, and how our approach could help to increase the degree of process adaptability for customers. The major outcome will be a set of evaluation statements and improvement recommendations for the existing prototype in terms of which features are especially relevant to the customer.

Role of customer: Customers are asked to provide qualitative feedback on the new approach from SAP Research and - in a later stage - to grant insights into their own pain points related to process complexity.

Planned activities and estimated effort for participants: Within the timeframe of 5 months, SAP Research would like to cover the following two phases:  
Phase 1: 3h web session for the presentation of a hypothetical reference case

	<p>where SAP Research exemplary has applied the approach to improve the handling of complex or variant process logic and for the collection of the feedback from the customer.</p> <p>Phase 2: Adaptation of the reference case, using an example from the customer (if customer is interested in this) or change of hypothetical pain points by using real pain points from the customer; discussion and collection of feedback on the applicability of the approach. This will be done in 1 or 2 further web sessions.</p> <p>Per request and interest of the customer, additional more in-depth onsite sessions could be conducted to apply the approach to more customer-specific processes and with customer’s own data.</p> <p>Addressed customer needs: The approach addresses the following customer needs:</p> <ul style="list-style-type: none"> <li>- Representing complex business processes in a comprehensible process model based on the (extended) OMG BPMN2 standard.</li> <li>- Saving implementation and maintenance costs for variant-rich business processes</li> <li>- Empowering business users to quickly adapt running processes to changing business situations.</li> </ul> <p>The customer therefore will get insights and the opportunity to shape a modern approach for integrating workflow, eventing and business rule concepts.</p>
<b>Region</b>	Global

## Turn any flat surface (flipchart, whiteboard, a wall) into a smartboard using sticky notes and your phone

<p><b>Short description</b></p>	<p>SAP Research is the global technology research unit of SAP. In contrast to product groups and development labs, researchers explore new opportunities that have not yet been developed into products. They create prototypes to demonstrate an idea’s potential. These prototypes can subsequently be turned into products or become part of existing SAP solutions.</p> <p>The application we would like to get customer input for has been developed by SAP Research in Australia and is in prototype stage. 'Innoboard' transforms any whiteboard (or flipchart or wall) into an electronic/interactive whiteboard by using a smartphone and a projector. The application uses a smartphone’s camera to recognize sticky notes that are put on a whiteboard. It creates a digital copy of these notes in an online application. This way someone who is not in the room where the whiteboard is can see and interact with the notes.</p> <p>Someone who is not in the room with the whiteboard can contribute to the discussion by adding virtual sticky notes in the online application or by adding their own real sticky notes on their own whiteboard. These virtual and real notes are linked to the notes on the original whiteboard and are shown together with them as e.g. one business process model or one software development backlog item tracking space. This way, team members can work together from multiple locations using virtual and real sticky notes and 1 or more whiteboards. Innoboard connects all contributions from all involved locations into one “virtual whiteboard”.</p> <p>Users can save and access the captured results using collaboration tools such as SAP StreamWork. They can also look at how their e.g. brainstorming session evolved from beginning to end by using Innoboard’s “replay” feature.</p> <p>Reason for project: Find a low-cost alternative to smartboards and interactive whiteboards, using equipment that is available in a standard office environment.</p> <p>Goal:</p> <ul style="list-style-type: none"> <li>- Involve remote team members in brainstorming sessions in a way that was not possible before.</li> <li>- Offer a low-cost alternative to smartboards and interactive whiteboards, using technology that is present in every office.</li> <li>- Provide the first ever solution for dynamic capturing, storage, and sharing of whiteboard discussions in a collaborative way, as well as an ability to perform further automated actions based on the changes on the whiteboard.</li> </ul> <p>Role of customer: The project team would like to get customers to test the</p>
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	<p>research prototype, including testing it in everyday work situations that involve brainstorming in front of a whiteboard, validating the app’s applicability in these situations, providing feedback to the project team and thus helping to shape the app further.</p> <p>All that’s needed to test it is an Apple iPhone (3GS or above). Optional but recommended are an iPhone 4, a projector, a cable to connect iPhone and projector and an SAP StreamWork account.</p> <p>Planned activities and estimated effort for participants:</p> <ul style="list-style-type: none"> <li>- The project team would like to conduct regular feedback and general discussion calls, e.g. monthly. In between and during these calls, customers will test the prototype.</li> <li>- During the calls the project team will collect feedback about functionality and usefulness of the app in everyday work situations.</li> <li>- Customer site visits and workshops are possible and subject to discussion.</li> <li>- There will only be minor efforts on the customer’s side as using the app will be part of e.g. brainstorming meetings or development planning sessions that would also happen without the app.</li> <li>- 1 hour per month for regular update call, approx. 1-5 hours per month for app testing, possibly half-day workshop once per quarter, subject to discussion.</li> </ul> <p>Addressed needs:</p> <ul style="list-style-type: none"> <li>- Involve remote team members in brainstorming and planning sessions.</li> <li>- Have a low-cost alternative to smartboards and interactive whiteboards, using technology that is present in every office.</li> <li>- Have first ever solution for dynamic capturing,</li> </ul>
<b>Relevant involved solutions</b>	Mobile Application, Collaborative decision making (e.g. SAP Streamwork)
<b>Region</b>	Global