Best Run Chemical Company Roadmap

March, 2015

Chemical Industry Business Priorities

Rapidly position for **globalization & growth**

Safely optimize **asset performance & utilization**

Sustainably drive **product innovation and integrity**

Globally manage **complex & volatile supply chains**

Proactively manage **knowledge and talent**

Profitably drive **customer-centric sales & service**

PWC 2014 Survey of Chemical CEOs

Chemical Industry Solution Map 2015

● 1st row - Core Industry Priorities   ● 2nd row - Cross Enterprise Supporting Priorities   ● 3rd row - Technology Platform

Product Innovation and Integrity	Manufacturing	Supply Chain Management	Sales and Marketing
Integrated Product Development	Production Operations Management	Demand-Driven Business Planning	Insight-Driven Marketing
Product Safety and Stewardship	Production Network	Responsive Supply Network	Collaborative Quote to Cash
Quality Management and Compliance	Environment, Health, and Safety	Logistics Fulfillment	Transparent Service Process and Operations
Information Risk Management	Asset Operations and Maintenance	Supply Chain Monitoring	Omnichannel Commerce Management
	Asset Network		

Human Resources	Finance	Procurement
Core Human Resources and Payroll	Financial Performance Management	Strategic Sourcing and Supplier Management
Talent Management	Accounting and Financial Close	Direct Procurement
Time and Attendance Management	Treasury and Financial Risk Management	Indirect/MRO Procurement
Workforce Planning and Analytics	Collaborative Finance Operations	Contingent Workforce Management
	Enterprise Risk and Compliance Management	Services Procurement
		Travel Management
		Regulated and Complex Procurement

Enterprise Technology	Analytics Technology	Mobile Technology	In-Memory Technology
Middleware	Business Intelligence	Enterprise Mobility Management	In-Memory Platform
Enterprise Information Management	Predictive Analytics	Mobile Application Development Platform	Applications (powered by SAP HANA)
IT Management and Operations	Governance, Risk, and Compliance	Messaging Services	Data Warehousing
Security	Enterprise Performance Management	Mobile Apps	Data Management
Collaboration Tools			

Best Run Chemical Company KPI's Considered

- **Days Sales Outstanding (DSO)**
- **Days Sales of Inventory (DSI)**
- **Operating Profit Margin**
- **Days Payable Outstanding (DPO)**
- **Chemical Sales ($M) Change Year Over Year**
- **Total Sales Change Year Over Year**
- **Chemicals Sales as % of Total Sales**
- **Chemicals Operating Profits ($ M) Change Year Over Year**
- **Chemicals Profits as % of Total Operating Profit**
- **Identifiable Chemical Assets ($ M)**
- **Chemical Assets as % of Total Assets**
- **Return on Chemical Assets**

Source: Forbes Finance, Chemical Week "Billion Dollar Club" metrics, C&EN Global Top 50, and company 10K's

Best Run Chemical Company Profiles

- **8 headquartered in US**
- **3 headquartered in Europe**
- **Revenues ranged from $6.4B to $95.6B**
- **4 companies had revenues under $10B**
- **2 companies had revenues $50B or over**
- **Average revenues per employee ranged from $380,000 to $1,100,000**
- **Wide range of chemical sub-segments represented:**
  - Specialty chemicals
  - Agricultural chemicals
  - Bulk chemicals
  - Industrial gases

Adoption Trends

ERP
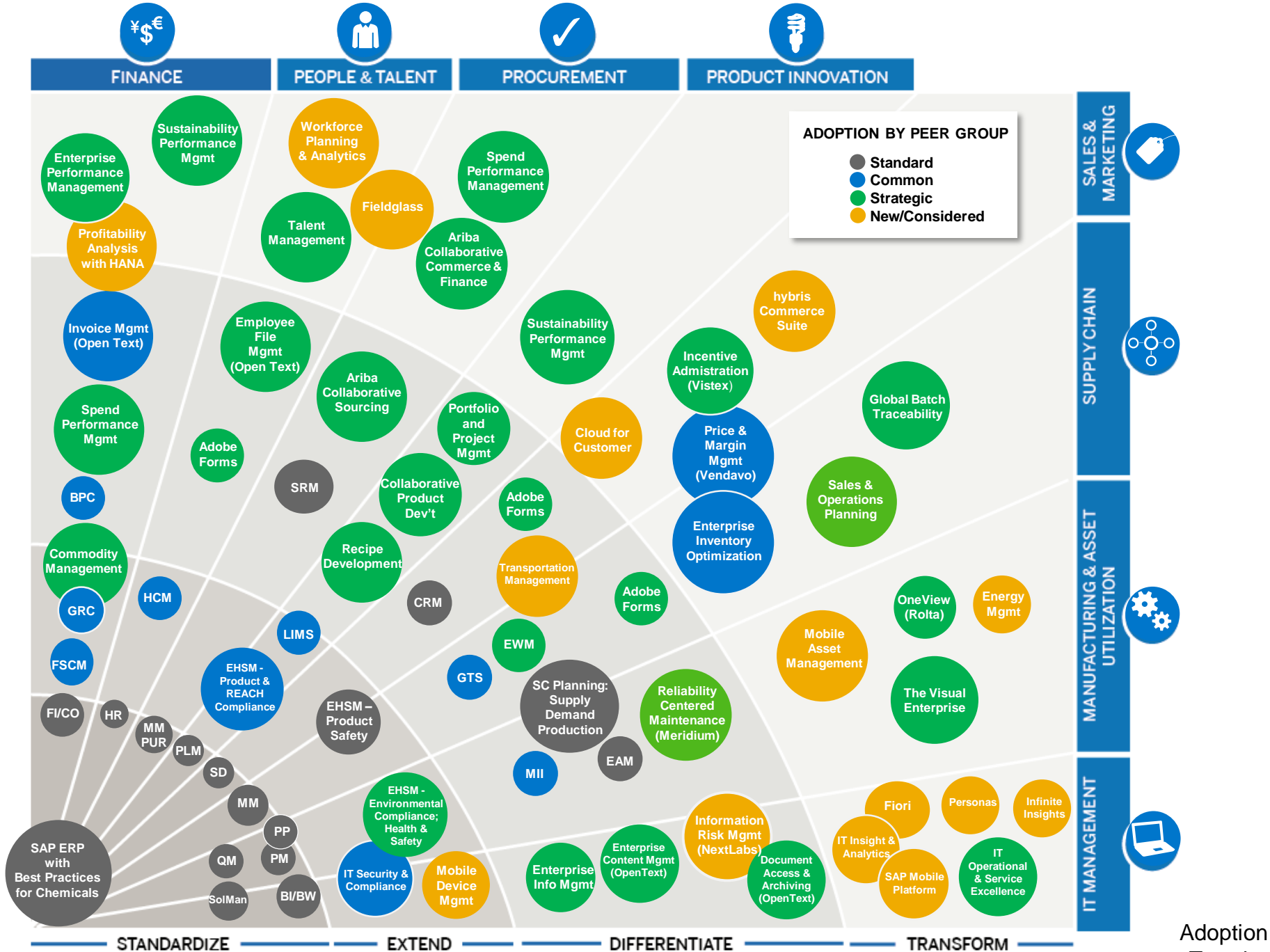
Adubos Trevo, one of Brazil's leading fertilizer manufacturers, needed to overhaul its IT infrastructure to remain competitive and anticipate growth. It turned to SAP for the functionality of SAP ERP and enlisted the help of SAP Consulting. Nine months later, Adubos Trevo went live and continued to improve its core business processes.

Air Liquide, the world's leading supplier of industrial and medical gases and related services, chose SAP's ERP solution as their Business Process Platform. The large-scope upgrade project was completed in just 5 months. This upgrade enabled Air Liquide to reduce their expected IT total cost of ownership, reduce the number of applications and minimize user training.

Artecola With over 60 years of experience, Artecola indústrias Químicas Ltda. is a Brazilian company considered a Latin American reference in adhesives and engineering plastics. it has almost 2,000 employees, operates 9 plants in Brazil, and has sites in Argentina, Peru, Mexico, Chile, and Colombia. Its strategic partnerships include firms in Switzerland, France, and the United States. As an SAP ERP software user, the company was one of the first to use the business function prediction offering to pinpoint relevant improvements in enhancement packages for SAP ERP.

Champion Technologies Inc., the world's largest privately owned specialty chemical company, faced the happy challenge of rapid and prolonged global growth. Champion needed to adjust its business strategies and IT infrastructure in order to continue providing innovative and environmentally acceptable production solutions to its customers. By implementing SAP ERP, Champion Technologies now has greater accuracy and timeliness and has achieved a significant improvement in their ability to share information with their business partners.

Deuchem, is one of the leading suppliers of additives and resins in Asia. Deuchem implemented SAP solutions to gain a strong foundation for integration, streamline its business processes, and gain an edge on the competition.

Godrej Agrovet Limited is a diversified agribusiness with multiple business lines and 45 manufacturing facilities across India. In the past, it was difficult to consolidate information across such a widespread enterprise, so GAVL decided to centralize operations on the SAP ERP application. Today, GAVL has clearer visibility into its various businesses and is able to serve the country's farmers with greater efficiency and innovation.

Grasim, a flagship company of the Aditya Birla Group, ranks among India's largest private sector companies, with consolidated net turnover of Rs.184 billion and a consolidated net profit of Rs.22 billion (FY2009). Grasim's businesses comprise viscose staple fiber (VSF), cement, chemicals and textiles. Grasim replaced six legacy systems with a single, robust and scalable IT platform.

ERP

Henkel Group is a global chemical company with subsidiaries in over 75 countries. Henkel implemented SAP PLM recipe management and EH&S capabilities to standardize its operations globally. Recipe management is crucial in the process industries, particularly consumer products, where 80% of the products are less than six years old.

India Glycols Limited is the only Indian petrochemical firm that manufactures bulk, specialty, and performance chemicals from renewable agricultural resources. Growing fast, the company needed to standardize processes and ensure visibility across operations. The SAP® ERP application helped it achieve a single version of the truth and consistently exceed customer expectations on quality.

Invista Resins & Fibers is one of the world's leading manufacturers and distributors of polyester and nylon intermediates. The company wanted to take the advantage of SAP's latest ERP release through a technical upgrade. It opted for a one-stop solution from SAP including consulting, training, and expert testing support.

Juhua Group is China's largest fluoro-chemicals producer and largest exporter of refrigerants. Juhua turned to SAP for a new, chemical-specific IT solution that would replace its legacy environment, manage business processes more efficiently, enable better decision making, and reduce costs.

Lyondell (now LyondellBasell) is one of the world's largest chemical companies. Lyondell needed to upgrade to the SAP NetWeaver platform to leverage new functionality and to implement a common instance. With an uneventful go-live that came in on time and within budget, Lyondell also installed the SAP NetWeaver Portal and SAP NetWeaver Exchange Infrastructure components.

National Petrochemical Industries (NATPET) began operation as a Greenfield site in Jeddah, Saudi Arabia, with the aim to produce polypropylene for the world market. It had to decide which business software to implement; the key criterion was integration, which fosters accurate information. NATPET wanted a single solution that could be used company-wide to support informed decision making. That's why it selected SAP ERP.

Navin Fluorine International Limited (NFIL) is a leader in India's fluoro-chemicals industry. To gain operational efficiencies and better decision-support tools, NFIL upgraded to the SAP® ERP application and added a business intelligence solution. The new software enabled proactive monitoring of day-to-day business operations through dashboards and automated reports. As a result, business processes are controlled and closes are faster.

ERP

NewMarket Corporation, the parent company of Afton Chemical Corporation and Ethyl Corporation, recently experienced an exceptionally smooth, four-month upgrade to SAP ERP, on schedule and within budget.

Paradeep Phosphates is a premier fertilizer company engaged in manufacturing and marketing of complex phosphatic fertilizers. Read how this company increased their efficiency in raw materials management and manufacturing processes and improved visibility into stocks, sales and distribution and dealer payments.

Petroquimica Triunfo, a petrochemical firm that manufactures chemicals for the plastics industry, needed to replace its decentralized in-house tools with a unified system. Along with an upgrade to the SAP NetWeaver platform, Petroquimica also implemented SAP NetWeaver Portal and SAP Strategic Enterprise Management to improve the speed of the monthly close from 15 days to 2 days.

Rashtriya Chemicals and Fertilizers Ltd. is one of India's leading producers of fertilizers. With sales spanning 20 Indian states and about 6,000 dealers, RCF operates through a network of distributors and regional sales offices. In order to support its growing and complex business operations, the company replaced its existing legacy software with a single integrated application that provides greater operational control across the enterprise.

Rohm and Haas Company (now Dow Chemical), a $7.5 billion leading specialty chemical manufacturer, chose the SAP Business Suite to facilitate Six Sigma methodology implementation. With five key drivers identified in adopting SAP NetWeaver and SAP Business Suite, Rohm and Haas is empowering knowledge management across the enterprise.

State Industrial Products has solved facility maintenance and cleaning problems for over 90 years, with high-quality products and personal service. The company needed a solution to enable mobile sales staff to enter orders while on the road. State Industrial Products implemented SAP CRM on top of their existing SAP ERP system, consolidating several systems and reducing time for order entry by 10%.

ERP

Swancor Ind. Co. Ltd. wanted a sustainable enterprise resource planning solution to ensure the cost-efficiency of its operations, now and in the future. The company decided to implement the SAP ERP application, which provided the integration, stability, and sustainability the firm needed to make cross-department operations smoother and address future expansion needs.

Tessenderlo Kerley Inc., a division of Tessenderlo Chemie, is a worldwide leader in the production and marketing of specialty chemical products. The company wanted a single, unified software system, and a solution that would help the company streamline inventory management and truck and railcar management across multiple lines of business. After the implementation of SAP ERP, SAP transportation management, and Railcar Management, business processes are more transparent and streamlined through integrated processes and data.

Vertellus Specialties, Inc. is a leading provider of specialty chemicals for the agriculture, nutrition, pharmaceutical and medical, personal care, plastics, coatings and industrial markets. Vertellus was formed in July 2006 through the merger of Reilly Industries and Rutherford Chemicals and had to quickly roll out systems and processes to enable operation as a single business entity.

Xianglu Petrochemicals recently built the world's largest pure Terephthalic acid plant. Despite owning this state-of-the-art production line, Xianglu was having trouble in managing flow of information throughout the company because of a patchwork of non-integrated IT systems. The SAP project's primary objective was to replace these incompatible legacy systems with one integrated IT platform.

Yantai Wanhua Polyurethane Co. Ltd After years of development, chemical producer Yantai Wanhua Polyurethane Co. Ltd. has formed a nationwide operational network centered in China and has established branches in the United States, Japan, Europe, Russia, and the Middle East. Yantai Wanhua has set the long-term goal of developing into a world-class company for manufacturing new chemical materials.

Best Practices for Chemicals

Aarti Industries Ltd. Aarti Industries Ltd. is a leading manufacturer and supplier of chemicals used around the world. As business grew, the company's legacy software could not keep pace. In response, Aarti implemented ChemOne, a qualified SAP® Business All-in-One partner solution for specialty chemicals. The software, which supports industry best practices, today helps Aarti run at peak performance by providing enhanced visibility into global business operations.

Actega is a specialty chemicals manufacturer based in Bremen, Germany. Thanks to the qualified SAP Business All-in-One partner solution IBM Express Solution for Chemicals, the company has harmonized and standardized its internal business processes. As a result, Actega DS now benefits from efficient end-to-end processes and integrated data. It has achieved time savings of up to 25% in the supply chain.

AZ Electronic Materials was a spin-off of Clariant Ltd. The new company was given one year to establish its own IT system. Using SAP Best Practices for Chemicals, AZ accomplished its global rollout of SAP ERP across nine countries in just nine months, beating the original timeline by three months.

CABB GmbH is a global leader in the production of monochloro-acetic acid. CABB needed to implement an IT solution with built-in industry functionality within twelve months. The result: using SAP Best Practices for Chemicals, SAP ERP was implemented in just four months, and IT costs were reduced by 20%.

Chemtura Corporation is a global manufacturer and marketer of specialty chemicals, crop protection, pool, spa, and home care products. Chemtura upgraded their two older releases of SAP software to a single instance of the SAP ERP application. By using SAP Best Practices for Chemicals to deliver the majority of the needed business processes, Chemtura achieved a very stable implementation for its chemicals business unit within just a few months.

Coatex Corporate dedication to continuous research has earned a global presence for this producer of high-performance, environmentally friendly chemical additives. Coatex has improved visibility across integrated business processes with the SAP® Business All-In-One for Chemicals solution.

Crystal Phosphates engages in the technical manufacturing, formulation and marketing of agrochemical products – insecticides, fungicides, herbicides, PGR (Plant Growth Regulator) and micronutrients. Their goal was to implement a standardized solution to accelerate business processes and support future growth.

Devi Polymers Private Limited, a rapidly growing supplier of molding compounds, had poorly integrated software for financials and none at all in manufacturing or its subsidiary business units. Devi integrated its departments and subsidiaries with an SAP Business All-in-One solution. With a single, centralized information source, Devi has introduced big efficiency improvements that are helping the company continue market leadership.

Best Practices for Chemicals

Emery Oleochemicals faced one of the most difficult IT challenges of any business. Following its parent company's decision to sell the chemicals producer, Emery Oleochemicals needed to build its own fully functional enterprise resource planning (ERP) system and IT infrastructure. It succeeded – on time and within budget – with the help of the SAP Business All-in-One for Chemicals solution.

FutureFuel Corp. is a custom and specialty chemicals and bio-based products and biofuels company based in Batesville, Arkansas. The company resulted in a divestiture of a large chemical company. FutureFuel needed to change their inherited, customized ERP system to better suit their business and to support future growth. They implemented SAP ERP and SAP Railcar Management using SAP Best Practices for Chemicals in a record five month timeframe, one month ahead of schedule.

Kraton Polymers Kraton Performance Polymers Inc., a leading global producer of engineered polymers, needed to consolidate data, streamline processes, and reduce the time needed to produce financial reports. By standardizing on SAP Business Suite software and tapping into the SAP Best Practices for Chemicals package, the company streamlined operations, gained better and faster insight into data, and was able to go public with confidence.

Nordmann Rassmann - Migrating large volumes of data from one application to another can be a daunting task. Companies are often concerned that data will be lost or damaged in the move. Rightly so - the effects of a chink in the chain could be far reaching and detrimental to the business. So when German chemical distributor Nordmann, Rassmann GmbH decided to replace its legacy software with an SAP Business All-in-One solution, it wanted to ensure a smooth switchover.

Pelican Products is a global leader in the design and manufacture of advanced lighting systems and rugged protective cases. Pelican Products Inc. is also recognized as one of the fastest growing companies in the United States. This innovative company decided to consolidate its worldwide operations on a single instance of the SAP ERP application – gaining greater operational transparency and establishing a platform for continued growth.

Best Practices for Chemicals

REC Silicon is one of the largest dedicated producers of polysilicon and silane gas for the solar energy industry. To enable further growth and expansion into other emerging markets, REC Silicon needed to consolidate its complex system landscape. With help from the SAP ERP application and the SAP Best Practices for Chemicals package, the company has retired multiple legacy systems while establishing a platform that is a single system of record. improvements that are helping the company continue market leadership.

Trelleborg Hercules was formed in 2001, when Singapore-based Hercules Rubber & Chemical Industries were acquired by the Sweden-based Trelleborg Group. The Polymer solution provider replaced their legacy MRP system with Chem-XPress, an SAP All-in-One solution, and used it to automate its accounting, sales and production processes.

WeylChem is a producer of chemicals for agricultural, pharmaceutical, and industrial markets. When a private equity firm 'carved out' the custom manufacturing operations of Clariant International Ltd., the new company had to set up an IT solution fast. WeylChem did it in six months, rolling out the industry-specific SAP solution that included the SAP Best Practices for Chemicals package; it also deployed the SAP Environment, Health, and Safety Management (SAP EHS Management) application.

Yunnan Yuntianhua International Chemical, a shareholding subsidiary of Yuntianhua Group, is a leading chemical manufacturer in China. Yuntianhua International has an annual production capacity of 5.1 million tons of high-concentration phosphate compound fertilizers. Their goal was to optimize processes for greater productivity, leverage industry best practices, and create new efficient processes.

Heubach Colour Private Limited of India is no stranger to innovation. When it wanted to integrate facilities to improve visibility, speed decision making, and minimize downtime, it implemented an SAP Business All-in-One solution from ZenSar Technologies Limited. Now the company enjoys an integrated software environment that dramatically improves business performance.

Finance

3P – Produits Plastiques Performants is a plastics manufacturing company located in France. They implemented SAP BusinessObjects Planning and Consolidation and as a result they could reduce the time required to produce monthly reports by 2 days.

AkzoNobel N.V. When AkzoNobel N.V. – a global market leader in paints and coatings and a major producer of specialty chemicals – merged with Imperial Chemical Industries, it had to quickly streamline cash processing and ensure financial transparency across two previously separate organizations. The Amsterdam, Netherlands–based fortune 500 company chose treasury applications from SAPto handle the mission, with the SAP® Treasury and Risk Management application playing the leading role.

Allegheny Energy, Inc. is an American utility company. To best serve its customers, Allegheny Energy, Inc. needed to have strong controls in place for internal system access and authorizations. To make sure they did, the company implemented access risk management functionality of SAP BusinessObjects governance, risk, and compliance solutions.

Betek Paint and Chemical Inc. has led the Turkish paint and coatings market since 2001. The firm used SAP NetWeaver® Process Integration technology to enable e-invoicing processes, the first such use in Turkey. Betek now sends and processes over 45,000 electronic invoices every month to customers and suppliers via the SAP® ERP application, complying with government regulations and saving the firm considerable time, effort, and cost.

Dow Chemical is a global company with subsidiaries all over the world and its headquarter in the US. To help Dow address its financial close process, SAP suggested the SAP Financial Closing cockpit. The SAP Financial Closing cockpit along with SAP Central Process Scheduling allows Dow to build the global close schedule with one template and implement that globally throughout the company. Moreover, Dow uses the SAP BusinessObjects Planning and Consolidation application to watch over all the numbers.

Finance

FMC Agricultural Products To one of Brazil's more traditional yet fast-growing agricultural products companies, staying current is a key to longevity and growth. The time came for the company to replace its treasury system with a new, integrated solution to increase control over financial operations and transactions. To achieve that goal, it chose the SAP® Treasury and Risk Management application.

Johnson Controls Power Solutions Europe is a German automotive company. They implemented SAP GRC Access Control application that continually checks the system, giving them the security to check and ensure authorization compliance in real time, 24 hours a day.

The K+S Group is one of the world's leading manufacturers of potash and magnesium products for agriculture and industry. The company decided to implement the SAP Strategic Enterprise Management in order to make revenue and sales cost planning and profit and financial planning more transparent.

Old World Industries Inc. , a leader in Chemicals and automotive products, chose the SAP BusinessObjects Planning and Consolidation application to save time on consolidating financial results and speed month-end closing.

One of **W. R. Grace**'s major corporate objectives was to transform their financial landscape into a 'global financial standard '. The Columbian company decided to implement SAP General Ledger to achieve this goal.

Rhodia, a specialty chemicals company, uses SAP Global Trade Services to protect its products and customers from the risks and volatility of today's global trade environment, gaining competitive advantage in the process.

People & Talent

Human Resources

Momentive Specialty Chemicals, a global leader in specialty chemicals and materials, needed a centralized performance and learning management solution that would standardize processes across business units. By integrating **SuccessFactors Performance and Learning Management** with their core SAP HR system, they Improved consistency in the performance process and leveraged the master data in their SAP system.

Chevron, the second largest integrated energy company in the US, wanted to strengthen their organizational capability and develop a talented global workforce. They selected **SuccessFactors Performance and Goals** solution to serve as their electronic performance management solution. After their first round of performance assessments, over 90% of their employees evaluated the tool as easy to use, and they had close to 90% compliance with the performance process.

Air Products and Chemicals Inc., based in Allentown, is a leading manufacturer of industrial gases. They needed a solution, which improved information sharing and overall efficiency of their HR processes therefore they chose SAP ERP Human Capital Management.

Polinter Venezuela-based Poliolefinas Internacionales, C.A. (Polinter) chose the SAP® Talent Visualization application by Nakisa to automate its processes for workforce management. With the new software in place, Polinter can now cost-effectively provide timely and accurate information about its organizational structure and create the succession and employee replacement plans it needs to support its strategies for rapid growth.

Videolar S.A. Brazil's Videolar S.A. has reinvented itself several times over the years. Initially, it manufactured videotapes, then DVDs, and now the company's product lines also include a range of polystyrene resins. This evolving company needs flexible business systems. That's why Videolar chose payroll functionality from the SAP® ERP Human Capital Management solution.

Product Innovation

Chemicals industry giant **Ashland Inc**. used to employ paper-based methods for managing recipes for the 40,000 products it manufactures around the world. Now the firm relies on the SAP Recipe Management application for streamlined processes – saving manual effort, improving compliance, and greatly increasing recipe data visibility, usability, accuracy, and security.

To ensure it has the necessary structures in place to comply with the legislation, the Ludwigshafen, Germany–based chemicals giant **BASF SE** prepared in good time. By collaborating with SAP on the development of new substance volume tracking functionality within the SAP Environment, Health & Safety (SAP EH&S) application, the company harnessed its existing SAP IT infrastructure to ensure timely and efficient compliance management.

Champion Technologies Inc., a specialty chemical company, offers environmentally sound solutions for oil and gas production facilities. To enhance corporate sustainability, the company deployed the incident and accident management functionality of the SAP Environment, Health, and Safety Management application. Integrated with the SAP ERP application, the software is helping Champion improve its environmental, health, and safety compliance.

Clariant is a global leader in the field of specialty chemicals. While Clariant's leadership position and heritage are impressive, both its size and its history have resulted in some real challenges when it comes to REACH compliance. They needed a system that provided all information they need to manage the registration process. With the developed SAP software they are now able to meet the REACH requirements.

From its headquarters in Zurich, Switzerland, **DKSH** operates in 35 countries all over the world. One of its four business units deals in specialty chemicals for the chemical, food, pharmaceutical and cosmetic industries. This is the area affected by the European Community's REACH Regulation. Thanks to the SAP application, DKSH fulfills the requirements of REACH and maintains constant compliance with the reporting obligations required by law.

Product Innovation

Dow Corning Corporation develops silicones and silicon-based technologies for a host of industries. The firm is a giant in the chemicals industry and one of Dow Corning's core principles is sustainability. Instead of having a huge number of applications around the world supporting their sustainability initiatives, they now have a single, reliable application, the SAP EHSM application, that is centrally managed by a small team. The savings in IT are obvious.
To link manufacturing operations with its SAP ERP application, the company chose the SAP Manufacturing Integration and Intelligence development platform. The software connects process, business, and quality data throughout Dow Corning's global supply chain.

Givaudan S.A. is the global leader in the fragrance and flavor industry. The challenge the company faced was to stay compliant with customer-specific regulations and changing national and international regulations, including Registration, Evaluation, Authorization, and Restriction of Chemicals. That's why it chose to implement the state-of-the-art, integrated SAP Environment, Health, and Safety Management application.

Henkel AG & Co. KGaA High-quality brand-name products are the pillars of the enduring market success of Henkel AG & Co. KGaA to ensure its products are always manufactured to the same high standard, the company must be able to document the entire lifecycle of each product in detail and rely on error-free communication with external manufacturing partners. it implemented the Collaboration folders (cfolders) application and integrated it with the SAP® Product Lifecycle Management (SAP PLM) application in order to enable comprehensive, transparent document sharing.

INX International Ink Co. is the third largest producer of ink in North America and is a global supplier as part of Sakata INX Corporation. Seeking to automate the authoring of material safety data sheets as well as substance-volume tracking processes, INX implemented the SAP Environment, Health, and Safety Management application. INX now has a fully automated solution to improve its compliance with local and foreign chemical and hazardous material regulations.

Momentive Performance Materials GmbH is a global chemical company with its headquarter in Albany, New York. At Momentive Performance Materials Inc., it now takes only 15 product stewards to manage environmental, health, and safety compliance across 20,000 products, 5,000 chemical substances, 1,000 hazardous substances, and 800 dangerous goods.

Product Innovation

Pulcra Chemicals is a German company that produces specialty chemicals for the textile, fiber, and leather industries. When the company was founded in 2008, it needed to build its IT and business process infrastructure quickly and at minimal cost. For the environment, health, and safety aspect, this was no easy task for a company active in 14 countries. Deploying the SAP Product Safety Management OnDemand solution enabled Pulcra to keep EHS expertise in-house while using a shared, integrated infrastructure with global regulatory coverage.

Rhein Chemie Rheinau GmbH which sells chemical additives for use in the rubber, plastics, and lubricant oils industries stays current with the latest SAP releases. That's a big reason why the midsize chemicals firm was able to implement functionality to support compliance with European regulations for chemical substances in only four months – as soon as the software became available and without any changes to the company's IT landscape.

Rohm and Haas Company is a global manufacturer of specialty materials used in industries such as paint and coatings, electronics, water treatment, and plastics. To prepare for compliance with new European Union chemical regulations, this industry leader implemented substance-volume tracking functionality within its SAP Environment, Health & Safety application. Now the company can quickly and efficiently comply with regional registration and volume-based restrictions using a single platform.

Siltronic AG began conducting research and development work in the area of hyperpure silicon back in 1953 and today the company is one of the world's leading vendors of silicon wafers. But its growth brought with it the challenge of managing its data. Thanks to SAP PLM, they can now manage all of their technical documentation effectively throughout the lifecycle of their processing facilities and supply and disposal systems.

Product Innovation

When **Solvay S.A**., a Belgium chemical and plastics firm, needed to comply with new REACH legislation, it turned to SAP for help. To ensure the safe production, handling, and use of chemicals, REACH requires communication and reporting that leverages master data about customers, partners, and substances.

WeylChem Frankfurt GmbH produces chemical intermediates for this purpose. It uses the SAP Product Safety Management OnDemand solution to drive compliance with Registration, Evaluation, Authorization, and Restriction of Chemicals (REACH); Toxic Substances Control Act (TSCA); and other regulations. The software and regulatory content are delivered on demand, minimizing IT cost and effort while providing full functionality.

To realize its corporate vision for environmental management, the **Woongjin Holdings Co. Ltd**. deployed the SAP EHS Management application as a solution in two of its subsidiaries: Woongjin Coway and Woongjin Energy. As a result, the companies' compliance with both domestic and global regulatory requirements is more robust, and the subsidiaries have reduced their total cost of ownership.

Sales & Marketing

State Industrial Products Inc. (SIP) offers market-leading drain maintenance and aircare programs – combined with innovative cleaning systems, maintenance supplies, and auxiliary programs. In 2004 SIP realized that – to develop more personalized customer interactions – its staff needed access to a single view of customer-related information. After reviewing several options, SIP selected the SAP Customer Relationship Management application and the SAP Mobile Sales packaged solution. Field associates now have real-time access to comprehensive, up-to-date information on not only customer accounts but also on fluctuations in inventory and pricing.

Sudarshan Chemical Industries Ltd. is India's largest supplier of pigments to cross-industry manufacturers. To support rapid global expansion, the company turned to the SAP Customer Relationship Management application. As a result, it has dramatically accelerated customer-related processes and has fully integrated its manual, disparate sales operations into the rest of the business, reducing inventory and improving productivity.

Headquartered in Munich, Germany, the **Süd-Chemie Group** is a global provider of innovative specialty chemicals. They faced the challenge of lacking integration between heterogeneous sales solutions and core SAP software. After evaluating a number of options of state-of-the-art customer relationship management (CRM) software, Süd-Chemie chose SAP CRM. The epmloyees of Süd-Chemie are now able to share information much faster.

Wacker Chemie AG, headquartered in Munich, is one of Germany's leading specialty chemical manufacturers. To provide a new level of service to its customers, Wacker selected the SAP Customer Relationship Management solution, enabling a personalized, 24x7 online shop.

Supply Chain

Rhodia, a specialty chemicals company, uses **SAP Global Trade Services** to protect its products and customers from the risks and volatility of today's global trade environment, gaining competitive advantage in the process.

Chemicals industry giant **Dow** exports all over the world and faces a dizzying array of customs regulations. Dow uses **SAP Global Trade Services** to implement automated export control processes across multiple jurisdictions with complex export authorizations.

Colgate-Palmolive, a global leader in personal and home care**,** implemented **SAP Sales & Operations Planning** with the goal of creating a common platform to manage business planning, increasing collaboration between functional groups, and enabling rapid planning and "what-if" analysis. The solution enabled them to improve the quality of the decision making process, while dramatically cutting planning cycle time, allowing them to meet commitments on sales, profit, and share targets

Dupont found the right formula for integrating inventory management for more than 6,000 product lines across 15 business units and operations in 80 countries. DuPont used **SAP Enterprise Inventory Optimization** to reduce costs while improving customer service globally.

Dow turned to **SAP Inventory Optimization** to help them implement optimal and visible inventory policies across the supply chain, gain visibility into the drivers of supply chain performance, and improve planner productivity. The solution enables them to reduce days coverage of supply by up to 15 days and reduce safety stock by 50%.

Momentive Performance Materials, global manufacturer of silicones, ceramics, sealants, and adhesives, has integrated **SAP Environmental Health and Safety** into its daily workflow across sales, distribution, production, and logistics to ensure rapid, continuous compliance along the supply chain. Momentive credits SAP EH&S for its lean operations, including a reduction in the number of product stewards required to manage compliance of over 20,000 products shipped to customers from14 country locations across Europe, Asia-Pacific, and the Americas.

Supply Chain

BASF is the largest chemical company in the world. Complying with REACH regulations that took effect from 2007 presents chemical companies with a significant challenge. With its business processes already supported by SAP software, BASF approached SAP for help. SAP created an additional functionality within the **SAP Environmental Health and Safety** application which enabled BASF to track substance volume in a way that is seamlessly across our processes and that saves BASF significant time and money.

Cargill Incorporated, an international producer of food, agricultural, and industrial products, uses **SAP Transportation Management** to optimize transportation opportunities across its 72 business units. Cargill integrated SAP TM into both their ordering and their financial processes, improving both the performance and the speed of transportation management. SAP TM provided Cargill with clear visibility into their freight spend and enabled them to reduce yearly transportation spend.

C.H. Guenther & Son, Inc., a milling company that produces food products for retail and foodservice trades, uses **SAP Transportation Management** to optimize freight planning, tendering, and execution. TM streamlines management of direct customer shipments, shipments to pool distribution centers, and container shipments overseas, enabling C.H. Guenther to focus more on their customers and less on their internal processes.

The Austria–based chemical company **Borealis AG**, a leading provider of plastic resins and compounds with more than 40 years of experience in making polyethylene (PE) and polypropylene (PP) wanted to make a step change to achieve operational excellence and get control of their processes. **SAP Advanced Planning & Optimization** helped them achieve their goal.

Manufacturing & Asset Utilization

Arla Foods amba is one of the largest dairy cooperatives in the international dairy industry. Serving millions of consumers around the world, Arla Foods is owned by more than 8,500 Danish and Swedish members and has 75 production sites worldwide. To integrate its far-flung operations, the company set out on an ambitious journey in 2002, called "One Arla," to harmonize processes across the company's global empire through **SAP Manufacturing Integration and Intelligence** application.

British American Tobacco plc is today the second largest quoted tobacco group by global market share. The group's 50 cigarette factories are spread over 41 countries. British American Tobacco has an approximate use of 400,000 tons of leaf every year, 80% of which comes from farmers and suppliers in emerging markets. For all the stakeholders in this industry, the threat of illicit tobacco trade is an ever-present and growing concern. Therefore, British American Tobacco implemented **SAP Object Event Repository** which is used as the central British American Tobacco Track and Trace reporting tool.

Dunn-Edwards Corporation had to get a new plant up and running in nine months. It not only had to install equipment and control systems – it wanted to link the shop floor with its business software. The paint manufacturer picked the **SAP® Manufacturing Integration and Intelligence** application because the software's prebuilt templates enabled rapid integration between production and business. Now Dunn-Edwards has a tenfold increase in capacity and can react to changing events and variable demand.

FMC Corporation recently set out a mission for feeding the world, protecting health, and providing the conveniences of life through its chemistries. As the pace of business rose, so did the need for standardization and real-time information sharing, with the goal of better serving customers. Starting with a pilot in its Norway facility, FMC used SAP® software to integrate global manufacturing and business systems for better planning and communication between the shop floor and business leaders.

Manufacturing & Asset Utilization

NOVA Chemicals is a global company incorporated in Canada. The company produces plastics and chemicals essential to everyday life for customers that produce consumer, industrial, and packaging products. The company needed to extract data from plant systems to make faster and more informed decisions. The process that led to NOVA's selection of SAP MII and Pavilion MPI was straightforward as they already had some SAP systems running. With the SAP MII solution they could realize significant savings from higher productivity and asset utilization as well as from lower inventory. Moreover, to improve maintenance scheduling and operations at 11 manufacturing facilities, the company deployed advanced plant maintenance functionality of the SAP Enterprise Asset Management solution. The software enables NOVA Chemicals to better manage and coordinate maintenance activities, reduce related expenses, and sustain its world-class plant uptime levels.

The Solae Company manufactures soy-based ingredients used in many food products. To maximize yield in its plants, which is extremely important, Solae needed real-time access to manufacturing process parameters along with related cost data. This required a link between plant systems and the company's SAP ERP application, a need Solae met with the SAP Manufacturing Integration and Intelligence application – a key enabler in helping the firm save millions of dollars annually.

Leading oil refiner Valero Energy Corporation used a distributed network of the SAP Manufacturing Integration and Intelligence application at its many refineries to gain greater visibility into operations such as safety, energy usage, unit performance, and inventory. This real-time view helped Valero realize benefits that include better optimization of refinery operations and US$120 million in energy savings in the first year alone.

IT Management

A leading supplier of gases, chemicals, equipment, and services, **Air Products** serves a wide range of customers in industry segments including food and beverage, health and personal care, and transportation. To sustain business growth, it needed an integrated, mobile solution to handle field data. The Afaria mobile device management solution helped the European healthcare division of Air Products boost field productivity and better meet customer and patient needs.

Asian Paints Ltd., a leading Indian paint manufacturer, is growing fast. To remain competitive, they need to constantly source new materials and add them into their business applications so they can bring new products to market as quickly as possible. How they handle master data for materials is critical to this end. This is why they chose SAP NetWeaver MDM.

Braskem S.A. is Latin America's leading manufacturer of thermoplastic resins. To help support this expanding business, Braskem used the SAP NetWeaver Business Process Management component and the service-oriented architecture transformation methodology from SAP to deploy more integrated and transparent business processes. Initial improvements from this large-scale project have already resulted in new operational efficiencies and cost reductions.

Dow Corning Corporation's global IT staff must maintain high availability for the Web-based, service-oriented architecture in a complex IT environment. The company chose the SAP Extended Diagnostics application by CA Wily to provide 24x7 application monitoring, proactive incident detection, and troubleshooting.

Dr. Woellner Holding GmbH & Co. KG is a mid-size chemical company. They outsource application management and use hosting services for its SAP software so they can focus on their core business.

Monsanto Latin America South faced a big challenge. When its corporate parent in St. Louis chose to implement the SAP NetWeaver Business Warehouse component worldwide, the Buenos Aires, Argentina–based unit had to migrate from its own business warehouse and business intelligence platform to align with the new global standard. Crucially, Monsanto LAS had to ensure that, during the transition, there would be no interruption to the flow of some 200 reports it depended on to run its business – so it called in the SAP Consulting organization.

IT Management

REHAU AG + Co is a German chemical company operating in the plastic processing industry. The more complex their range of products became the more diversified got their IT landscape. Therefore, they chose Adaptive Computing which helps them to implement new applications really quickly and to use the reserve capacity of their existing IT flexibly.

The global chemicals company Rhein Chemie Rheinau GmbH, which specializes in manufacturing additives, was looking to make another kind of change. Responding to its customers' needs, the Mannheim, Germany–based company sought to provide customers with visibility into order status and other information. To accomplish this, Rhein Chemie chose the SAP NetWeaver technology platform.

SAFECHEM, a subsidiary of The Dow Chemical Company, needed to start subsidiary operations with very limited time and funds. Installing the parent company's existing software would have been time consuming and costly. SAFECHEM found its answer with the SAP Business ByDesign solution.

Total Petrochemicals makes base chemicals and raw polymers used in the production of plastic products for industrial companies and consumers. it's a competitive business with a tight focus on cost. That's one reason why Total is an SAP® MaxAttention™ services customer – so its iT team can deliver, at a low total cost of ownership, the business applications, user experience, and incisive reporting the global firm needs.

SAP ERP

Customer Pain Points:
- Meeting the challenges of global competition and market consolidation
- Business transparency
- Talent shortages
- Heightened expectations from customers and shareholders
- Increased regulatory demands
- Ability to respond and transform business quickly, simply and with minimal additional cost
- Flexible IT to support business

Value Proposition:
- SAP ERP is a world-class, fully integrated solution
- Fulfills core business needs of midsize and large organizations across all market sectors
- Together with SAP NetWeaver and a repository of enterprise services, SAP ERP can serve as a solid business process platform that supports continued growth, innovation, and operational excellence
- Improve operational efficiency by extending the reach of business processes throughout and beyond the enterprise
- Enhance financial management and reporting
- Effectively manage your workforce – both locally and globally
- Achieve superior flexibility for addressing new business requirements
- Gain easier access to enterprise information and reports
- Lower the cost of deploying industry based processes
- Simplify development and support of enterprise processes
- More easily integrate add-on applications and processes
- Reduce total cost of ownership

Key Components:
- End-user services
- Analytics
- Financials
- Human Capital Management
- Procurement and logistics execution
- Product development and manufacturing
- Sales and service
- Corporate services

Implementation Highlights and Examples:
Chemtura
- Implementation project for Asia-Pacific subsidiaries on time, on budget in 90 days. Rollout for several countries and multiple languages.
- See 'Best Practices for Chemicals' for accelerated implementation offerings tailored for the chemical and related industries.

Solution Details:
- SAP ERP is powered by the SAP NetWeaver technology platform, a composition platform that enables organizations to build new business solutions rapidly while realizing more business value from existing IT investments.
- SAP NetWeaver supports new cross-functional business processes and helps to lower your total cost of ownership (TCO) by reducing the need for custom integration and by offering complete life-cycle management for your applications.
- It is also the foundation for enterprise service-oriented architecture (enterprise SOA) and helps align people, information, and business processes across organizational and technological boundaries.
- Together, SAP NetWeaver and Enterprise SOA enable you to refine your business processes on an ongoing basis, which makes it possible for your enterprise to respond quickly in the face of new opportunities and new challenges.

Success Stories:
Chemetall, Monsanto, Navin Fluorine, Sahara, Yara, Givaudan, Ashland, Dow Corning, WR Grace

For More Information:
Information on SAP.com

High Level Description

The SAP ERP application is the software foundation enterprises trust to achieve business excellence and innovation. Leveraging this foundation and its natively integrated industry-specific functionality, you can build the business processes you need today – and tomorrow.

Based on industry best practices, SAP ERP draws from more than 35 years of experience with more than 40,000 customer implementations.

SAP ERP delivers the powerful functionality, global orientation, and flexible enhancement package options you need to gain a sustainable, competitive advantage and position your organization for profitable growth.

SAP Best Practices for Chemicals
(Chemical Industry Template for SAP ERP/ECC, including EHS)

Customer Pain Points:
- Risk involved in selection and implementation of a new ERP system
- Time and cost related to an ERP implementation project
- Following industry best practices

Value Proposition:
Bundled experience from over 30 SAP system integration partners
- Reduced implementation effort by 30-50%
- Reduced project duration by 30-50%
- Flexible building block technology
- Industry-specific content (95 business processes/scenarios)

Faster implementation
- Preconfigured content
- Fast learning curve
- Project quick-start
- Easy creation of additional processes

Lower cost
- Reduced project length
- Reduced maintenance
- Reduced number of interfaces
- Reduced project cost
- Reduced customization effort

Lower risk
- Reduction of configuration issues
- Industry-specific solution
- Future-proof solution

Resources:
- SAP Best Practices for Chemicals Website
- Download at SAP Services Marketplace

Implementation Highlights and Examples:
- Chemtura Corporation, a global manufacturer and marketer of specialty chemical, crop protection, and pool, spa, and home care products, upgraded its two versions of SAP software to a single instance of the SAP ERP application. Now 90% of the firm's users in 17 countries are on a single SAP ERP instance using common business processes.
- CABB GmbH (Germany) is a global leader in the production of Monochloroacetic acid. CABB needed an IT solution with built-in industry functionality within twelve months. The result: using SAP Best Practices for Chemicals, SAP ERP was implemented in just four months, and IT costs were reduced by 20%.
- Kraton Performance Polymers Inc., a leading global producer of engineered polymers, needed to consolidate data, streamline processes, and reduce the time needed to produce financial reports. By standardizing on SAP Business Suite software and tapping into the SAP Best Practices for Chemicals package, the company streamlined operations, gained better and faster insight into data, and was able to go public with confidence.

Solution Details:
- Best Practices for Chemicals is the basis for partner All-in-One solutions.
- Industry scenarios for sales & marketing, quality management and compliance, research and development, supplier collaboration, supply chain planning and execution, manufacturing planning and execution

Success Stories:
Kraton Polymers, Arizona Chemicals, Chemtura, Yunnan Yuntianhua, AZ Electronic Materials, CABB, FutureFuel, Juhua Group, Trelleborg Hercules, Polyglass, Linde Gas, Pelican Products, Crystal Phosphates, REC Silicon, WeylChem, Actega, Emery Oleochemicals, Trodat, Tigerwerk, Linde Gas, Grasim Industries, Sahara PetroChemicals, Paradeep Phosphates, Champion Technologies, Nippon, Nissian Chemical, Polison Holding, Degussa China, Air Liquide , Agrium

For More Information:
Information on Help.SAP.com > Best Practices > Industry Packages > Chemicals

SAP Best Practices for Chemicals Website

High Level Description

SAP ERP is a fully integrated application designed to address business requirements of the chemical industry, no matter of company size or industry sub-segment.

Based on the tremendous experience gained through thousands of customer projects over the years, SAP developed cross-industry and industry-specific templates to support preconfigured business processes and business scenarios, which are delivered through SAP Best Practices.

SAP Best Practices is primarily designed to help to accelerate implementations, reduce costs, and mitigate the risks associated with an ERP implementation project.

SAP Product Lifecycle Management

Customer Pain Points:
- Better identify and exploit business opportunities
- Increase development efficiency
- Conform to compliance regulations
- Reduce development costs
- No established R&D methodology
- No IT tools to support idea management, stage gate process
- Manage Information and collaborate globally
- Bring products to market on time

Value Proposition:
SAP is the only major enterprise applications vendor to offer:
- A proven, leading solution for product life cycle management
- Seamless support of the entire life cycle, from idea management to service management
- Superior support for new product development and introduction from ideation to product delivery with full support
- Integration scenarios with project software such as Collaboration Folders and Collaboration Projects
- Support for both discrete and process industries
- CAD neutral interface providing direct out-of-the-box integrations to UGS, Catia, SolidWorks, SolidEdge, PTC, and AutoCAD to SAP through PLM alliances
- Direct integration with software from Bentley Systems

Key Components:
- Project and Product Portfolio Management
- Life Cycle Data Management
- Corporate Services

Solution Details:
- Product and portfolio planning: SAP PLM provides leading functions to plan, manage, and control the complete product development process. This includes idea and requirements management, portfolio management, strategic and operational resource management, and project management. Key functionality in this area includes idea management, which incorporates portfolio management and requirements management.
- Product development and manufacturing definition: SAP PLM provides an environment for product development and engineering, including the handling of specifications, bills of materials, routing and resource data, and related technical documentation throughout the product life cycle. Product data management is a key element, incorporating engineering change management, variant configuration, recipe management, and digital manufacturing.
- Product and process synchronization: Synchronization includes the product infrastructure and all cross-enabler capabilities. They provide the foundation for all PLM business processes, including collaborative engineering and project management. A broad set of cross-functionalities puts our customers into a position to master their integrated PLM processes from first idea to sharing information, such as project plans, documents, and product structures across virtual teams.
- Product compliance: Complying with government regulations is essential for companies looking to serve new markets. SAP PLM provides a solution for environment, health, and safety (EHS), as well as quality issues, by enhancing business processes to comply with government regulations.
- Product and operational service: Organizations gain real-time visibility into asset performance and maintenance to reduce operating costs, manage capital expenditures, and improve asset productivity. Key functionality in this area includes enterprise asset management and maintenance, repair, and overhaul

Implementation Highlights and Examples:
K+S Group
- Very short implementation period
- Mapping of 3,500 PCs, 12,000 functional locations, and more than 30,000 equipment records

Success Stories:
Degussa Specialty Polymers, GE Bayer Silicones, Henkel, K+S Gruppe, Silitronic

For More Information:
Information on SAP.com
Solution Brief

High Level Description

SAP PLM helps companies increase product development throughput with better idea management, concept development, resource management, and portfolio and project management.

It integrates with existing ERP, CRM, and PLM systems, catalyzing great ideas into innovative new products. SAP PLM also addresses a range of environment, health, and safety issues.
In addition to enabling you to manage risk and comply with government regulations, the solution integrates a variety of environment, health, and safety functions

SAP Collaborative Product Development

Customer Pain Points:
- Time to Market
- Open Innovation

Value Proposition:
- Leverage information from the entire enterprise to support engineering, R&D, and the decision making processes
- Invite key partners to collaborate in a secure fashion with your scientists
- Increase the re-use of information, components, and ingredients as much as possible
- Ensure seamless information exchange between engineering, R&D, manufacturing, supply chain, procurement, service, marketing and sales

Key Components:
- Recipe Development
- Access Collaboration Context
- New collaboration architecture
- Business Context Viewer
- Engineering Change Record

Solution Details:
- New UI for recipe development
- Generate labels directly from recipe management
- Create ingredient, allergen, and nutrition statements automatically
- Calculate recommended dietary requirements automatically
- Assemble and transform formula information into a final view of your label
- Use the business context viewer for process industries embedded in SAP PLM
  - Use compliance checks to comply with regulations quickly and before product launching
  - Minimizes the impact of product related changes by providing change management centric workflows and transparency across the product life cycle
  - Change Record – to collect all objects and information to initiate, investigate, approve, and execute change management process
  - Predefined Process Routes & Templates
  - Change management integrated into the PLM Web UI
  - Ad-Hoc Workflow: Process Route for all PLM objects.
  - Change process analytics to track and maintain workflow processes

For More Information:
SAP PLM on SAP.com

High Level Description

SAP Collaborative Product Development for Chemicals is a solution to enhance the development process. Process partner can be tightly integrated with the product development phase with direct access to laboratory data.

A context-based authorization protects the company's intellectual properties. Navigation through product information allows to understand dependencies. Analytical functions provided by side panel accelerate the decision making process.

SAP EHS Management: Product and REACH Compliance

Customer Pain Points:
- Vast amount of product data to be managed and prioritized (which substance to register and when)
- Very complex and data intensive compliance information exchange required along the entire the supply chain
- Tracking & monitoring of REACH program status and activities difficult due to lack of process integration and data harmonization
- Uncertainty on registration activities at suppliers and customers end
- Large data volumes and comprehensive documents to be generated and exchanged with authorities/ consortia
- Uncertainty around market value vs. costs and risks
- A number of international compliance regulations (ELV, EU RoHS, China RoHS, California RoHS, Korea RoHS, …) requires implementation of compliance controls along the design to delivery process of a product
- Manual compliance analysis on material and product level
- Integration of different internal departments is needed in order to effectively reduce non-compliance risks: Design, Production, QM, Purchasing, Sales, etc.

Value Proposition:
- Protect Revenue: Business customers are asking for environmental compliance and performance data to cover their own liabilities. With SAP, you can generate such information accurately and on-demand.
- Ensure Compliance: Non-compliance can lead to costly investigations and even fines. SAP reduces the overall risk of non-compliance by embedded compliance controls in all relevant processes. Additionally, it enables demonstration of due diligence, thereby limiting the impact of any noncompliance incidents.
- Protect Brand: Non-compliance incidents that become public can have a damaging effect to a company's brand. Non- Government Organizations, including Greenpeace, are making an effort to hold manufacturers more accountable for the environmental safety and impact of their products. The solution helps develop "greener" and compliant products, thereby positively impacting the brand.
- Efficient Collaboration and Data Management: SAP enables centralization of compliance data management, and supports all key data exchange and reporting formats, minimizing communication & integration efforts.
- Lowest TCO: The solution leverages and extends existing SAP systems; it is seamlessly integrated into a company's SAP landscape, thereby lowering cost.

Key Components:
- Registration & Notification Management
- Supply Chain Collaboration
- REACH Portfolio Management
- REACH related Data Mgmt. for Materials, Substances and Organizational Aspects

Implementation Highlights and Examples:
BASF SE
- Piloted solution at world's largest chemical complex, located in Ludwigshafen
- Rolled out software to about 50 European locations
- Worked closely with internal BASF implementation team to resolve performance issues

Solution Details:
- Substance management and material compliance
- Supplier material declaration (standards based formats)
- Data import, including 3rd party content providers
- Bill of substance analysis (product level compliance)
- Compliance task management
- Compliance and registration document management
- Substance volume tracking
- Compliance and registration reporting

Success Stories:
Clariant, DKSH Holding, Rhein Chemie

For More Information:
Information on SAP.com

High Level Description

SAP EHS Management: Product and REACH Compliance enables customers to meet requirements posed by EU legislation introduced in 2007, which constitute an extensive reform of European chemicals policy under the acronym REACH (Registration, Evaluation, and Authorization of Chemicals.

Based on the SAP EHS Management (SAP EHS) application, SAP EHS Management: Product and REACH Compliance tracks regulated substances through the production, buying, and sales processes, showing in which materials and products a substance is used and in what quantity.

SAP Portfolio and Project Management

Business Challenges:
Ongoing innovation, global price pressure and product liability are some of the challenges many businesses must overcome in order to grow, compete and perform in line with shareholder and consumer expectations. Open innovation is helping many companies tackle these issues; however, keeping track of the relevant information and processes can be difficult. SAP Portfolio and Project Management, SAP Enterprise Project Connection and "Edison" can be used separately to address specific issues or together as an end-to-end solution linking ideas and strategy with the necessary project data, workflows and business processes, enabling portfolios and project management to run smoothly from start to finish.

Value Proposition:
These new separate yet complimentary applications help you leverage the power of the SAP Portfolio and Project Management application:

Idea management – leverage idea management capabilities that help you collect, consolidate, categorize, and manage all ideas into one system. Document and formalize reviews and evaluations of ideas. Harness the innovation potential inside and outside your organization to identify the most promising ideas – and bring innovative products and services faster to market.

SAP Enterprise Project Connection – enable project information exchange among project and portfolio management applications – in context. Optimized synchronization of project information ensures that it is timely, accurate and complete – reducing risks attributable to schedule and cost variance. Success is no longer about who has the best Gantt chart – but about who has the best information.

Implementation Highlights and Examples:
Deliver profitable projects on time and on budget. It is much easier to monitor all of your projects, when you rely on preconfigured portfolio and project management software – now packaged together with services in a single rapid-deployment solution:
- Monitor projects across your product portfolio
- Focus on projects that align with your company's goals
- Make fact-based investment decisions and manage approvals efficiently
- Improve resource utilization and maximize the use of your talent

Information on SAP.com

Solution Details:
- Prebuilt integration with SAP and non-SAP systems provides transparency into project-cost actuals, forecasts, baselines, and other KPIs across your entire portfolio.
- Integration with your HR system, including support of both line and pool management, enables resource allocation and strategic capacity planning based on up-to-date information on skills, availability, and approval workflows.
- Flexible dashboards analytics drawn from disparate systems enable continuous monitoring of your portfolio's performance and project execution tracking
- Integrated management of project scope, timelines, and budget, along with definition of resource demand and search for suitable resources based on qualification are other benefits.

Success Stories:
Oerlikon

For More Information:
Information on SAP.com

High Level Description

SAP Portfolio and Project Management empowers your organization to link ideas and strategies with the necessary project data, workflows, and business processes to manage portfolios and projects smoothly from start to finish. You can better control and innovate projects, processes, products, and services across their life cycles. Portfolio management enables you to "do the right things," while project management helps you "do things right."

SAP Portfolio and Project Management application helps companies make the right decisions on innovation opportunities early in the development process by aligning activities, resources and budgets associated with new projects and portfolios.

SAP Extended Procurement for Chemicals

Customer Pain Points:
- Manual or informal requisition processes lead to delays and excessive costs
- Employee spend excessive time "shopping" for goods and services necessary to do their jobs
- Purchasing cost control challenged by "maverick" buying
- Cumbersome processes for identifying and onboarding new suppliers leads to increased costs
- Inconsistent confirmation of goods and services receipt leads to incorrect payments and wasted time as purchasing and accounts payable attempt to verify invoices
- Current approval processes lead to delays in processing critical requisitions and create opportunity for waste and fraud
- Lack of full requisition to pay audit trail compromises compliance

Value Proposition:
- Reduced materials and services costs through utilization of sourcing tools to identify global best sources of supply
- Reduced materials and services costs through consistent application of enterprise contracts with best price suppliers
- Reduced purchasing transaction costs through automation and employee self service
- Increased compliance and reduced risk using workflow-enabled, auditable sourcing processes
- Decreased cycle time through streamlining internal processes and enabling supplier collaboration
- Reduced invoice errors through automated capture of receipt / service time confirmation for matching against invoice
- Reduced AP transaction costs and errors through supplier invoice entry and/or ERS payment without invoice
- Increased internal service levels, by collaborating closely with other business functions, and by reducing the cycle time to complete sourcing processes

Key Components:
- Catalog Management
- Self Service Requisitioning
- Integrated Routing and Approval
- Automated action for approved requisitions
- Sourcing Cockpit
- Bid, RFx, Auction
- Contract Management
- ERP Integration
- Supplier Self Service
- Receiving and Invoicing

Implementation Details and Examples:

Solution Details:
- Sourcing – Expand the role of e-procurement to the next level of added value in the complete purchasing cycle by automating sourcing functions. SAP SRM can help you tap into new value through better business planning, more effective category management, improved supplier qualification, and more efficient supplier negotiation.
- Procurement – Execute the operational activities of procurement, including requisitioning, ordering, and receiving. With SAP SRM, you can integrate catalog-based requisitioning with your traditional procure-to-pay process and gain the benefits of e-procurement without losing your back-end enterprise resource planning processes.
- Supplier enablement – Link suppliers to your purchasing processes through the supplier portal. With SAP SRM, you can choose the optimal interaction channel for numerous business processes and documents and collaborate more effectively with suppliers in supplier-facing processes.
- Master data management – Manage catalog data as master data in a repository that is deeply integrated with the core application processes.

Success Stories:
Huntsman Polyurethanes, Infraserv Hoechst, Pemex, Sekisui Alveo

For More Information:
Information on SAP.com

High Level Description

SAP Extended Procurement for Chemicals enables multiple levels of suppliers, partners, and manufacturers to work together on core sourcing and procurement processes. SAP SRM provides a fully integrated source-to-pay process.

SAP Extended Procurement for Chemicals maximizes the return on relationships with all suppliers across all categories of spend at all times. Forward-looking companies, under pressure to reduce costs and meet corporate compliance goals, are now turning to their sourcing and procurement organizations to operate with greater efficiency and agility.

Ariba Collaborative Sourcing

Customer Pain Points:
- Inconsistent use of best practices and processes across procurement employees and/ or spend categories
- Poor visibility into key sourcing projects and milestones
- Inadequate competition among potential suppliers
- Manual, time-consuming processes create procurement bottlenecks for budget stakeholders
- Lack of timely notification of contract renewal dates leads to negotiation "fire drills"
- Inability to comply or prove compliance with regulations or policies

Value Proposition:
- Reduced supplier costs through competitive bidding and best-value award decisions
- Increased compliance and reduced risk using auditable sourcing processes
- Increased internal service levels by reducing the cycle time to complete sourcing processes

Key Components
Ariba Collaborative Sourcing is a bundle of Ariba products that provides on demand sourcing and contract capabilities:
- Sourcing Pro
- Savings & Pipeline Tracking
- Supplier Information & Performance Management
- Contracts Pro

Solution Details:
- Connections through the Ariba Network to more than 730,000 sellers
- Quick and easy supplier discovery
- Up-to-date supplier information
- Intuitive RFX tools for RFI, RFP, and auctions
- Patented competitive-bidding and timing options
- Automated and adjustable negotiation processes

High Level Description

Ariba Collaborative Sourcing streamlines the strategic sourcing process, helping companies reduce supplier costs, accelerate procurement cycle times and manage procurement risk & compliance.

Ariba Collaborative Sourcing enables negotiation activities such as auctions, requests for proposals, information and quotation The cloud offering helps you attain bottom-line savings and accelerate time to benefit by cutting costs and encouraging user adoption.

SAP Sourcing OnDemand

Business Challenges:
- Xxx

Value Proposition:
Customer Onboarding: we work the way you work
- Put the power of SAP Sourcing OnDemand to work in as little as a few days with customer onboarding services and a rapid deployment process.
- Speed launch with predefined templates, key master data loading and ready-to-use business templates
- Increase user acceptance with recorded and expert-led training options

Value-added Services: Let us do the heavy lifting
- SAP Sourcing OnDemand offers value-added services to help you stay focused on your key priorities.
- Support for suppliers' functional questions
- Best-practice definition

Ongoing Support and Services: Rest Easy with a World-Class Support Team
- When you choose SAP Sales OnDemand you get global enterprise-class support from one of the world's leading business software companies.
- We deliver clear and comprehensive service-level agreements
- Compliance with data protection standards worldwide
- Single-vendor viability and accountability
- 24/7 global production support

With the SAP OnDemand Data centers, you and your data are safe
- SAP's global on-demand data centers provide the security and reliability you need, giving you peace of mind so you can focus on your business.
- Ongoing backup of customer data
- ISAE 3402 standards
- ISO/IEC 27001 certification

Implementation Highlights and Examples:
SAP Sourcing OnDemand includes a wide range of services – from data center services to support and upgrade services – as part of the subscription price. With so much included, you won't have to worry about budget surprises.

The SAP Sourcing OnDemand solution includes a customer on-boarding process to get you up and running quickly – as well as value-added services that can help you deliver further value to your organization

Solution Details:
With per-user and term subscription pricing - and no upfront capital - SAP Sourcing OnDemand has a low total cost of ownership. So you can get started quickly without breaking the bank.

User experience
- Manage sourcing, contracting, and supplier management with an intuitive solution your team can navigate efficiently

Strategic sourcing
- Identify and negotiate with your suppliers through a comprehensive sourcing toolset

Contract lifecycle management
- Conduct streamlined contract authoring, negotiations, and administration

Supplier management
- Deepen and enrich supplier relationships for a competitive advantage

Sourcing reporting
- Leverage deep reporting capabilities in an easy-to-consume format

ERP integration
- Realize savings and ensure compliance through integration with your SAP ERP system

Success Stories:
Anheuser-Busch InBev

For More Information:
Information on SAP.com
Sourcing.ondemand.com

SAP Human Capital Management (HCM)

Customer Pain Points:
- Inability of multiple systems to automate end-to-end HR processes
- Expensive to maintain
- Inability to measure effectiveness
- Difficult to attain compliance
- Inflexible architecture
- Inability to respond to change
- Inability to easily extend HR business processes
- Ineffective HR services, high HR transaction costs
- Reduced employee productivity and efficiency

Value Proposition:
- Standardized processes and ensured consistency
- Reduced administration
- Increased data accuracy and reduced errors
- Educated workforce to meet business needs
- Employee activities in line with organizational objectives
- Improved spending on compensation
- Improved decision making through real-time reporting
- Automates HCM processes and seamlessly integrates them across global operations
- Provides access to real-time information to accelerate workforce decision making
- Allows companies to assign the right people to the right projects at the right time
- Supports employees and managers throughout the employee life cycle
- Empowers employees to manage processes in a collaborative environment

Key Components:
- End-user service delivery
- Workforce analytics
- Talent Management
- Workforce process management
- Workforce deployment

Implementation Highlights and Examples:
Air Products
- Worked with Air Products to understand business drivers, pain points, and project dependencies
- Used detailed findings document to provide blueprint for upgrade with cost and resources estimate
- Completed entire planning process and upgrade road map in 1 month

Solution Details:
- End-user service delivery – Enables the delivery of ERP services together with business content to the entire organization and beyond. The end-user service delivery business process gives end-users multiple options to access ERP services, depending on their situation, their preferences, and the business context.
- Workforce analytics – Timely insight into the workforce allows your organization to benefit fully from human-capital strategies and programs – and measure your workforce's contributions to the bottom line.
- Talent management – Support people during every phase of their employment – from recruitment through training, development, and retention. Find the right people, put their talent to best use, align employee goals with corporate goals, maximize the impact of training, and retain top performers. With SAP ERP HCM, you can develop and deploy talent more rapidly and flexibly than ever before. The solution supports and integrates all talent management processes – so you can attract, acquire, educate, and develop talent; identify and grow future leaders; and align and motivate talent with corporate objectives.
- Workforce process management – Streamline and integrate essential workforce processes such as employee administration, organizational management, time management, benefits, payroll, and legal reporting. With SAP ERP HCM, you can standardize and consolidate all workforce-related processes and data onto a single platform, while ensuring adherence to local regulations and laws. The solution is built on a global platform customized for country-specific legal compliance and best practices. You can operate with local languages, currencies, best practices, and regulatory requirements in facilities around the world.
- Workforce deployment – Deploy the right people with the right skills to the right positions at the right time. Create project teams based on skills and availability, monitor progress on projects, track time, and analyze results for strategic decision making. You can use SAP ERP HCM to assign workers to appropriate jobs, projects, and teams; unify resource management, project execution, and skills management; and optimally, schedule call center staff and retail staff.

Success Stories:
Air Products, National Petrochemical Industrial

For More Information:
Information on SAP.com

High Level Description

The SAP ERP HCM application has integrated, enterprise-wide functionality. Designed for global businesses, SAP ERP HCM supports payroll functions, regulatory requirements, and best practices for more than 50 countries.

It integrates with existing business systems and can be customized to meet companies' unique requirements. Identifies and prevents access and authorization risks in cross-enterprise IT systems to prevent fraud and reduce the cost of continuous compliance and control.

SAP Talent Visualization by Nakisa

Business Challenges:
Organizations like yours face several talent management realities that challenge your ability to ensure consistent operational success year in and year out. Some of these realities include:
- Key role vacancy as a large portion of experienced workers retire
- Rising costs of retention and engagement of top performers as we face a skilled talent shortage
- Difficulty aligning your workforce with evolving organizational strategies as we lack clarity into competency requirements & availability
- Increasing mobility and an aging workforce
- Rising cost of retaining talent and shortage of skilled people
- Underutilized workforce due to lack of visibility into skills
- Risk of poor decision making during organizational change

Value Proposition:
- Manage the structure of roles and competencies to quickly assign competency requirements for thousands of positions
- Identify and analyze talent gaps via a Flash-based 9-box grid to optimize productivity and to trigger development and growth planning
- Ensure reliable bench strength for high-impact positions by identifying top talent and future leaders, building and drawing from successor pools, or using the powerful profile matching capability to let the system identify the best candidate based on the competencies required
- Dynamic dashboard views of key talent and workforce data enable users to ensure talent planning and business objectives are met
- Visualize the impact of organizational changes via an intuitive drag and drop modeling interface that also enables collaboration with key stakeholders for review and approval of various scenarios.
- Reduce integration cost and complexity and improve return on investment through seamless integration with your deployed SAP ERP HCM software.
- Lower total cost of ownership through efficient deployment and maintenance of SAP ERP HCM data with no reliance on IT or expert-user support
- Mitigate operational risk by effectively building reliable succession bench for all critical roles
- Reduce turnover costs and increase employee engagement by giving employees control over their career management
- Leveraging existing resources by identifying and developing key talent for your next-generation leadership

Solution Details:
- Integration with SAP ERP HCM – your HCM data to work by quickly assigning skills and competencies across the enterprise using a highly intuitive, visually rich user interface
- Employee-owned career development – empower employees through a three-step process that aligns career objectives, skills, and training with strategic objectives
- Succession planning – Gain real-time, in-depth visualization and enhanced search functionality to build successor pools for your most critical job categories
- HCM dashboard analytics – View key talent metrics to determine issues and trends and forecast talent needs

- Drive organizational strategy with a competency talent framework – quickly, systematically, and clearly define strategic skills and competency requirements for all roles across the enterprise using a highly intuitive, visually rich user interface
- Foster engagement and retention with career planning – empower employees through a three-step process that aligns employee career objectives, skills, and training with organizational needs
- Secure critical roles with succession planning – gain real-time, in-depth, role and employee visualization and advanced profile-match and -comparison capabilities to build rock-solid strength for all key roles

Success Stories:
Statoil

For More Information:
Information on SAP.com
www.nakisa.com

SAP Customer Relationship Management

Customer Pain Points:
- Need one comprehensive solution for holistic customer management - order management, handling opportunities
- Enabling sales force with powerful tools
- Handling Marketing campaigns
- Gain visibility into market
- Automated e-business transactions to reduce cost and avoid errors
- Enable a customer-focused approach to business processes, to evolve from a sales strategy based on products into one based on markets
- Capture key customer data and make it available for use throughout the enterprise
- Standardize operations of a complex sales organization

Value Proposition:
- Greater sharing of customer information throughout the group
- More effective marketing due to greater ability to segment customers
- Improved opportunity for sales force to manage timetable, prepare for customer visits, and track sales results
- More and better information flowing to production and financial managers, enabling better sales forecasts

Implementation Highlights and Examples:
- Sued-Chemie: significant reduction in implementation time, cost, and effort thanks to preconfiguration in line with customer's needs. Excellent collaboration with, and expert support from, SAP Consulting
- Rohm and Haas: headquarters begins global CRM strategy. European coatings division is first in company to roll out the CRM solution. European coatings division rolls out mobile sales software designed for use with SAP CRM to all European subsidiaries

Solution Details:
- Sales Planning & Forecasting
- Territory Management
- Accounts and Contacts
- Activity Management
- Opportunity Management
- Quotation and Order Management
- Product Configuration and Pricing
- Billing & Contract Management

Solution Details (continued):
- Interaction Center Sales
- E-Selling
- Channel Sales
- Marketing Resource Management
- Segmentation and List Management
- Campaign Management
- Lead Management
- Marketing Analytics
- Interaction Center Service
- E-Marketing
- Channel Marketing
- Sales Order Processing
- Outbound Delivery Processing
- Invoicing
- Contract Processing
- Credit Memo Processing

Success Stories:

For More Information:
Information on SAP.com

High Level Description

SAP CRM enables sales professionals to maintain focus on productive activity to acquire, grow, and retain profitable relationships.

Sales Planning and Forecasting provides a complete picture of projected revenue and anticipated sales volumes over time. Territory Management places the right resources in the right locations at the right time, to optimize team performance.

Sales Performance Management helps organizations to proactively monitor and influence individual and team achievements. Sales Activity Management drives the most effective actions in the field. Account and Contact Management is used to capture, monitor, and track all critical information about prospects with visibility into all recent interactions.

SAP Price & Margin Management by Vendavo

Customer Pain Points:
- Lack of Accuracy – Late payments and underpayments occur because of pricing errors that result from executing contract prices and terms incorrectly.
- Lack of Consistency – Inconsistent prices and terms among your customers and a lack of proper controls to ensure the execution of policies result in financial losses and widely variable profitability.
- Lack of Visibility – A limited view into price and margin performance can lead to incorrect business decisions.
- Lack of Flexibility – Slow responses to market changes are missed opportunities to align your company with new market realities and preserve or enhance margins
- Lack of Profit Guidelines – If marketing provides no pricing guidance or sets no segment-specific margin targets and floors, your company is unlikely to achieve its profit margins, which are liable to decline precipitously

Value Proposition:
- Increased revenue – Realize significant improvements in profitability across your entire enterprise
- Enhanced productivity – Improve margins by setting optimal prices and providing guidance for every deal
- More effective partnerships – Collaborate effectively with channel partners on pricing to reduce margin leakage
- Faster response – Take advantage of market opportunities with timely and effective changes to pricing
- Improve the product and customer mix
- Ensure compliance with negotiated prices and terms
- Eliminate pricing errors

Key Components:
Segmentation, Optimized Price Setting, Price Administration, Deal Negotiation, Analytics, Process Integration

Implementation Highlights and Examples:
Eastman Chemical
- Well-defined project phases, implemented sequentially
- Gradual expansion of geographic and business scope
- Implementation managed by corporate pricing council
- Improved quality of underlying cost data
- Effective change management
- Standard software across units

Solution Details:
- Segmentation – Use sophisticated data-mining techniques and qualitative business analysis that help you optimize marketing intelligence and segment customers into groups for more effective pricing
- Optimized price setting – Set the right price for each segment and provide the best guidance for your sales teams
- Price administration – Respond rapidly to changes in the market and communicate pricing and policy changes quickly across your entire organization
- Deal negotiation – Give your sales teams up-to-date pricing information and guidance to help them negotiate profitable deals that maximize customer relationships
- Analytics – Gain insight into key pricing metrics to improve margins on an ongoing basis
- Process integration – Tie pricing to enterprise-wide business processes

For More Information:
Information on SAP.com

High Level Description

The SAP Price and Margin Management application by Vendavo combines pricing science, best practices, and enterprise-class software to drive improvements in average prices at every stage of the pricing process. Added up, these improvements deliver big increases in profits. The goal is simple: make better pricing decisions and more money on every deal.

SAP Price and Margin Management by Vendavo helps you focus on achieving profitable grow in a robust, yet increasingly challenging marketplace. The SAP Price and Margin Management application provides a unique extension to the price execution functionality of SAP software. The application helps companies to add $10 million to $20 million annually to the bottom line for every $1 billion in sales.

SAP Cloud for Customer

Business Challenges:
- Your sales force is screaming for fast, easy sales applications that actually help them close business. Yet, standalone sales force automation tools are built on old paradigms - and don't easily integrate with your core systems and processes to give your sales teams the whole picture.
- You need new sales solutions designed for the way your sales people sell today - and are a breeze to use, affordable, and quickly integrate with your whole back-office operation
- Difficult to obtain up-to-date information on customer, products, opportunities, sales orders etc., while on the road
- Information distributed over devices and applications, such as mobile phones, laptops
- Limited back-end integration

Value Proposition:
- Update your accounts in seconds and instantly keep your team in the loop
- Manage your accounts efficiently – anytime, anywhere
- Built-in social collaboration enables sales professionals to quickly and easily work with their sales network to jointly share best practices, manage accounts and close deals
- Real-time information updates relevant to current opportunities and accounts offer an easy and effective way for sales professionals to most effectively manage their activities and analyze their performance
- Support of mobile devices, including BlackBerry, iPhone and iPad, allows sales professionals to work anytime, anywhere
- Integration with SAP Business Suite software enables customers to adapt and improve business processes, specifically for their sales teams, in a fast and cost-effective manner

With the SAP OnDemand Data centers, you and your data are safe
- SAP's global on-demand data centers provide the security and reliability you need, giving you peace of mind so you can focus on your business.
- Ongoing backup of customer data
- ISAE 3402 standards
- ISO/IEC 27001 certification

Implementation Highlights and Examples:
- As a cloud solution, SAP Cloud for Customer includes a wide range of services - from data center services to support and upgrade services - as part of the subscription price. With so much included, you won't have to worry about budget surprises

Solution Details:
With per-user, per-month subscription pricing and no upfront capital investment required, now is the time to empower your sales team with an SAP solution. You can start with as few as ten users and add more as you need them. The solution is competitively priced, with tiered pricing as your user volume grows so you can predictably plan your costs.

Sales automation
- Supporting tools providing information on accounts and opportunities to competitors and products

Collaboration
- Collaboration with extended sales team
- Leveraging social collaboration capabilities

Microsoft Outlook integration
- Native integration with your e-mailing and calendaring applications

ERP integration
- Access to customer information, such as sales orders or invoices

Analytics
- Gain insight into your business
- Identify areas to improve sales team performance.
- Sales pipeline management

Mobility
- Support for BlackBerry, iPhone, and iPad mobile devices means productivity anytime, anywhere

Customers:
- AkzoNobel

High Level Description

Selling today is about more than following the process. It's about selling more efficiently, quickly finding relevant customer information and effectively collaborating with the right people across your business network to get things done.

SAP Cloud for Customer is designed for the way you sell today, giving you everything you need to work smarter, sell better, and win more

SAP Supply Chain Planning (SAP SCM)

Customer Pain Points:
- High inventory levels and customer service problems
- Poor capacity utilization
- Lack of ability to optimize product mix decisions
- Customer expectation of higher service levels
- Lack of visibility into future demands and across the extended network with customers, suppliers and toll manufacturers
- Inability to determine where product is in the supply chain
- Low performance to plan
- Difficult synchronization with suppliers & customers
- Spreadsheet-driven Sales & Operations Planning process

Value Proposition:
- Reduces inventory levels as a result of greater control over your supply chain
- Increases market share, revenues, and profits with the ability to respond quickly in volatile markets
- Increases customer loyalty by reducing lead times, improving service, and allowing you to provide customers with accurate updates and commitments
- Reduces costs by letting you deploy resources where they can most effectively handle demand
- Reduces downtimes, improves workload leveling, and allows you to respond proactively to unplanned breakdowns
- Increases your ability to respond quickly to critical situations by improving visibility of inventory management, business processes, and supply chain networks
- Monitor every stage of the supply chain process and gain visibility from price quotation to product delivery

Key Components:
- Demand Planning
- Supply Network Planning
- Production Planning/Detailed Scheduling
- Global Available to Promise

Solution Details:
- Monitor every stage of the supply chain process and gain visibility from price quotation to product delivery
- Integrates visibility across SAP and non-SAP software
- Pre-defined scenarios
- Notifies the relevant partners that there is a problem and gives them the information needed to resolve the situation either locally or in collaboration with other partners
- Generates and proposes alternate solutions to problems
- Lets you monitor supply chain network processes against internal and collaborative performance indicators

Implementation Highlights and Examples:
NewMarket
- Completed upgrade in 4 months, on schedule and within budget
- Took advantage of new upgrade tool set from SAP, especially the upgrade assistant, to reduce downtime during cutover from days to hours
- Minimized customization
- Conducted extensive formal testing
- Experienced far fewer post-go-live usage issues than after previous upgrades

For More Information:
Information on SAP.com
Solution Brief

Key Components:

- Demand Planning

- Supply Network Planning

- Global Available to Promise

SAP Demand Planning for Chemicals

Customer Pain Points:
- High forecast error
- Multiple forecasts from different organizations
- Poor visibility to demand across the enterprise
- Cannot forecast by major component
- Cannot forecast by all necessary attributes or characteristics
- Cannot collaborate internally or externally
- Cannot perform causal forecasts

Value Proposition:
- Develop accurate customer demand forecasts and share them instantly with multiple constituents
- Improve forecast accuracy by selecting the best model
- Forecast at the best level of aggregation or detail
- Anticipate demand more intelligently by incorporating all the best perspectives, both internal and external

Key Components:
Demand Planning is part of SAP SCM and part of Supply Chain Planning and Collaboration for Chemicals

Solution Details:
Demand Planning (DP) is an application component in the SAP Advanced Planner and Optimizer (SAP APO) of SAP Supply Chain Management (SCM) that allows you to forecast market demand for your company's products and produce a demand plan. A consensus forecast can be reached by consolidating the inputs of marketing intelligence, promotions, and management adjustments to the statistical forecast.

Some capabilities of Demand Planning :
- Robust demand planning to accurately forecast future demand and collaborate with key partners
- Multiple statistical modeling capabilities over the specified time horizon
- Statistical and causal forecasting with multi-linear regressions
- Collaborative and responsive demand planning capabilities
- Transfer and analyze consensual demand plan
- Collaborative processes for responding to customer demand changes and giving suppliers visibility into updates
- Pre-configured vendor-managed inventory scenarios
- Offline planning books with simulation capabilities

Implementation Highlights and Examples:
Bayer Material Science
- Fast 8-month implementation, from the as-is analysis and blueprint phase and prototyping to go-live
- 2-phase implementation (the1st related to production, then filling)
- Best practices model established for other implementation projects

Success Stories:
Bayer, Borealis, Danisco, EQUATE, Petro, NewMarket

For More Information:
Information on SAP.com

High Level Description

The SAP SCM Demand Planning module helps you model your existing supply chain; set goals; and forecast, optimize, and schedule time, materials, and other resources.

Supply chain planning capabilities enable you to maximize return on assets and to ensure a profitable match of supply and demand.

By using state of the art forecasting algorithms for product life cycle planning, you can better meet the demanding customer service levels and still optimize safety stocks. The application is integrated by design with supply network collaboration, customer, supplier, manufacturing, and product management.

SAP Supply Network Planning for Chemicals

Customer Pain Points:
- Lack of visibility in your supply chain
- High supply network inventories and low customer service levels
- Optimizing the capacities in your supply chain
- Synchronizing demands and supplies along your global supply chain
- Optimizing the sourcing decisions
- Planning the distribution of finished goods inventory
- Lost sales due to missing capacity / components / materials
- No systematic consideration of inventory in your supply chain
- Hugh coordination effort between sales, production, procurement and distribution
- Lack of information for right planning decisions
- Low resource utilization

Value Proposition:
- Increased visibility over the whole supply chain
- Optimized sourcing and capacity utilization
- Shortened order-fulfillment times
- Reduced inventory levels
- Improved customer service
- Integrate purchasing, manufacturing, distribution, and transportation
- Consider constraints and penalties to plan the product flow along the supply chain
- Enable planning on different levels of detail (aggregated planning)
- Choice of heuristic-, rule- or optimization-based algorithm
- Advanced safety stock planning algorithms

Key Components:
SNP is a module in the Advanced Planner and Optimizer (APO) that enables organizations to determine sourcing, production plans, distribution plans, and purchasing plans.

Implementation Highlights and Examples:

Solution Details:
- Dynamic aggregation and disaggregation functionality
- Support for processes in which suppliers or contract manufacturers produce finished or semi-finished goods (subcontracting)
- CTM algorithm support for planning without final assembly to reduce costs without affecting customer service (The CTM functionality lets you plan and control stock between certain production steps, reducing or eliminating stock between those production processes.)
- Improvements in advanced safety-stock planning
- Faster SNP heuristic with a default delta mode that reduces the number of SAP liveCache writes, along with heuristic-based enhancements for capacity leveling, location heuristics, and quotation logic
- Enhanced VMI process support, including the functionality to capture in-transit inventory information
- Optimizer enhancements that include the use of time-series key figures to define constraints, the ability to consider penalty costs for violating minimum stock levels, and dramatically improved runtimes for SNP optimization through enhanced settings for quota arrangement calculations
- The flexibility to fill pallets with different products within the transport load builder tool
- Enhanced integration with supply chain execution, which offers tighter control of the data being passed and improved error
- Handling within the core interface

Success Stories:
Bayer, Borealis, Danisco, NewMarket

For More Information:
Information on SAP.com

SAP Global Available-to-Promise for Chemicals

Customer Pain Points:
- Lack of multi-site, real-time product availability checking
- Lack of Integrated Product allocations
- Lack of Rules-based ATP
- Alternative locations and products
- Lack of planning flexibility
- Lack of ability to promise from supplier "In-Transit"
- Lack of inventory strategies to be optimized towards safety stock levels
- Inability to streamline updates of information within planning levels
- Lack of modeling capabilities for entire supply chain model
- Lack of visibility of stock-in-transit
- Low accuracy of replenishment
- Lack of time-dependent constraints to be modeled easily
- Lack of abilities to process back-orders
- Customer satisfaction decreasing

Value Proposition:
- Improved customer delivery and care
- Sustain / improve on time delivery by accurately promising
- Reduces lost sales
- Improves customer responsiveness
- Improves productivity
- Automates manual tasks
- integrate Customer Service Policy into Planning Process
- Simplify / Automate communication flow
- Increased sales
- Minimizes manually intensive effort, maximizes sales time
- Provide ability to target sell
- Improved ability to capture and deliver on upsides

Key Components:
Rules-based, multi-level ATP
- Alternative locations
- Alternative products
Integrated with Production Planning
- Checks against actual production plan
- Considering capacity constraints
Integration with demand planning/ forecasting
- Product allocation

Implementation Highlights and Examples:
Prerequisite: SAP ERP or SAP CRM as an order management system

Solution Details:
- Multiple Operating Modes: batch and Interactive
- Simulative
- Filter
- Sorter
- Support for product allocations

Global ATP draws on a number of criteria to arrive at a commitment, including:
- Product substitution: if a finished product or component is not available, the system automatically selects a substitute, using rules-based selection criteria
- Selection of alternative locations: as with product substitution, Global ATP can source materials from alternative locations. You can also integrate this logic with the product substitution rules
- Allocation : you can allocate products or components that are in short supply to customers, markets, orders, and so on. The ATP calculation and response take these allocations into consideration

Success Stories:
Almatis

For More Information:
Information on SAP.com

High Level Description

The Global Available-to-Promise (ATP) component uses a rules-based strategy to ensure you can deliver what you promise to your customers.

Global ATP performs multilevel component and capacity checks in real time and in simulation mode to ensure that you can match supply and demand. You can also perform these ATP checks against aggregated, memory-resident data for even better performance.

Global ATP maintains simultaneous, immediate access to product availability along the supply chain, so you can be confident that you can meet your delivery commitments.

SAP Transportation Management

Customer Pain Points:

Rising transportation costs
- Increasing expectations for rapid delivery of goods
- Rising freight and fuel costs

Ineffective planning process
- Missing opportunities for efficiency because manual processes are too slow and cannot consider all tradeoffs simultaneously
- Batch integration causes some responses to be slow and some opportunities for efficiency to be missed

Poor service and inefficient operations
- Lack of granular, real-time shipment visibility
- Unexpected delays in international shipments create the need for additional inventory

Value Proposition:
- A single system solution with combined order quotation, receipt and confirmation, transportation planning/dispatching, transportation execution, tracking, and freight charge management in one system
- eSOP (enterprise services oriented architecture) enables loosely coupled & extensible applications
- Standard (message based) communication based on international standards (e.g. EDIFACT)
- Support for multiple-backend ERP systems, packaged ERP integration, and flexible deployment options (centralized / standalone or decentralized)
- Supports all modes and means of transport (sea, air, land, train)

Key Components:

SAP Transportation Management (SAP TM) includes:
- Service provider management
- Freight contract management
- Tender management and volumes
- Carrier portal
- Capacity and equipment tendering
- Freight order receipt
- Freight subcontracting, tendering, and booking
- Routing guide
- Freight cost management
- Event management
- Freight cost settlement
- Analytics

Solution Details:

Shipper focus
- Combined inbound and outbound transportation, both logistically and financially
- Capability to adapt transportation plans after execution of transportation activities has started
- Delta planning – ability to plan new transportation demands into existing shipments without re-planning everything
- Built-in, real world awareness for global visibility

Logistics service provider focus
- Transparency on profitability for both the buying and selling side
- Lean master data needs
- Split organizational responsibilities – multiple groups can manage individual legs
- Peer-to-peer, broadcast, and open tendering

Customers:

INVISTA
Sigma Aldrich
K+S
Cargill

High Level Description

SAP Transportation Management combines the planning and optimization of freight movements with the execution of freight costing and payments in a single, yet integrated solution.

SAP TM supports all means and modes of transportation – land, air, sea and rail – through a collaborative, web-based environment.

With an automated, collaborative tendering process, SAP TM is designed to support the multiple service providers often involved in transportation processes.

Integrated Business Planning for Inventory

Customer Pain Points:
- As the business innovates, globalizes, and grows in complexity there is increasing pressure to provide perfect product availability while, at the same time, reduce inventory, operating cost, and working capital
- Customer service KPIs including order lead time performance and order fill rates are below best-in-class and a key factor for customer satisfaction
- High inventory levels tie up working capital and reduce Return on Capital Employed
- Increasing supply and demand uncertainty causes planners to spend too much time expediting and "firefighting"
- Product proliferation and globalization means planners and analysts have less time to manage more and more products and supply chains

Value Proposition:
- Improve product availability: 5-10% improvement in order fill rates, 30-50% improvements in order lead times
- Improve inventory turns and velocity: 20-40% reduction in inventory
- Free up working capital and improve cash flow
- Improve planner and analyst productivity – automated, reliable process allows planners to reduce "firefighting" and focus on highest value products and customers

Key Components:
Integrated Business Planning for Inventory

Solution Details:
The EIO solution provides a comprehensive, enterprise-scale process for optimizing, managing, and monitoring optimal inventory stocking levels for every finished product and raw material component at every stocking location in a multi-tier distribution or manufacturing supply chain:
- EIO leverages data contained within SAP and performs analytics and optimization to sense changes in demand, supply, and network alignment and provide optimal inventory positioning and response policies
- EIO is a critical component of dynamic Sales and Operations Planning (S&OP) systems as well as Demand Driven Supply Network (DDSN) systems EIO features:
- Multi-echelon inventory optimization
- Total supply chain view and operational synchronization
- Efficient management by exception workflows
- Robust industry data model and data validation process
- Advanced demand, production, and supply analytics leverage SAP NetWeaver BI and SAP SCM
- Flexible workflows, content, and reporting
- Preconfigured Standard Data Interfaces with SAP

Customers:
- Dow
- DuPont
- Eastman

High Level Description

IBP Inventory Planning is a solution that enables manufacturing, distribution, and retail companies to pursue perfect product availability while significantly reducing inventory and working capital as the business innovates and grows.

Companies that have implemented inventory planning operate with significantly lower inventory levels and significantly higher customer service levels.

SAP Information Interchange

Customer Pain Points:
- Long, slow, and costly onboarding processes, which limit trading-partner participation
- Costly investments in point-to-point integration that are hard to maintain and limit flexibility to adapt to change
- Limited return on investment from B2B initiatives
- Multiple B2B applications and standards

Value Proposition:
- Reduced IT costs and supplier on-boarding time – SAP Information Interchange eliminates the need for mapping trading-partner formats – and for constantly investing in new time-and-material IT services to integrate with your value chain. Plus, you get well defined interfaces into your operating system environment.
- Increased business agility – To help you meet evolving business needs, SAP Information Interchange simplifies and streamlines the process of adding new trading partners, as well as making changes to partners and application. Gain flexibility to add new trading partners, make adjustments with partners and their applications, and more.
- Lower compliance risk – Now you can comply with any customer or partner B2B/EDI (electronic data interchange) request without having to build point-to-point integration – and stay compliant over time – because SAP keeps partner profiles up-to-date for you.
- IT simplification – With no mappings to constantly manage and configure, SAP Information Interchange frees up crucial IT resources that you currently spend on low-value activities – so you can focus on higher-value initiatives.
- Accelerate decision making – Accelerate the information exchange and remove time-intensive manual processes, so that your decision making is based on more accurate data rather than best guesses

Solution Details:
- B2B integration and electronic document sharing – Use prebuilt partner profiles that eliminate the need for point-to-point integration and enable the exchange of documents electronically using your existing SAP applications
- Trading-partner onboarding – Adopt a "come as you are" approach to onboarding that enables you to move toward 100% participation in B2B initiatives
- Change management and partner compliance – Maintain mappings as partner updates and specification upgrades are made so there's no need to worry about changes in your business network

Success Stories:
IFF, Bayer, BASF

For More Information:
Information on SAP.com

High Level Description

SAP Information Interchange provides you with a simpler, more affordable way to connect with customers and suppliers for B2B e-commerce.

Using prebuilt profiles, you can make changes within your supply chain without time- and resource-intensive point-to-point integration.

The key to establishing effective business-to-business (B2B) collaboration lies in improving how trading partners are integrated – and how they share data.

SAP Extended Warehouse Management (EWM)

Customer Pain Points:
- Inability to efficiently control inbound and outbound movements of multiple warehouses
- Complex cross-docking, workload balancing of dock doors, and labor management issues
- Low inventory record accuracy of warehouse-stored goods
- Inefficient cycle counting and cumbersome physical inventories with unpredictable write-offs
- Inability to monitor or track expected events versus actual events
- Failing to meet promised delivery dates
- Poor customer service levels around perfect order fulfillment KPI's because metrics are not integrated
- Suboptimal sales order confirmation process
- Need of a solution to handle backorder processing (BOP)
- Integration of data from internal and external sources

Value Proposition:
- Ability to measure shipping performance of the carriers
- Better business process control
- Increase customer satisfaction through better customer service
- Multiple solutions such as product substitution, as well as location substitution or a combination there of priority for search based on product substitution or location or different search types by material
- Supply Chain Visibility, safety and improved security
  - Real-time notification on critical events so that customer service can respond proactively
  - Ability to track goods in transit – i.e. no "black holes"
  - Providing alerts when a shipment is delayed
  - Measuring how well the processes are running
  - Audit trail

Key Components:
Business processes supported:
- Outbound Processing
- Distribution Planning
- Transportation Planning
- Transportation Execution
- Freight Costing
- Sales Order Processing
- Billing
- Global Available to Promise (gATP)
- Yard Management

Solution Details:
The application brings planning and execution functions closer together, enabling warehouses to take advantage of planning functions as well as complex execution functions.
- Mapping of warehouse facilities down to storage-bin level
- Yard management functionality that enables map, schedule, and monitor multiple yards with mobile devices or desk top transactions
- Advanced putaway and removal strategies to assign bins for placement and picking including FIFO, LIFO, shelf life expirations or fixed bins
- Expected goods receipt processing extends beyond ASN's in core ERP
- Transportation cross-docking leverages the SAP Advanced Planning and Optimization engine to maximize consolidation opportunities
- Quality management integration with a quality inspection engine for skip-lot testing or other specified quality criteria
- Flexible handling unit management with slotting functionality to determine best fit for a product/package combination in the warehouse
- Robust labor management functionality to track employee performance against labor standards or other performance metrics linked to HR

Success Stories: BASF

For More Information:
Information on SAP.com

High Level Description

Warehouse Management covers the entire material flow from receiving through storing and shipping materials. Cross docking, handling of packing and packages, yard management as well as advanced warehouse management strategies for picking and receiving accelerate the supply chain and raise efficiencies.

SAP Extended Warehousing and Logistics offers support for processing various goods movements and for managing stocks in your warehouse complex covering processes like cross docking, yard management, slotting and rearrangement. Inherited with all activities and tasks in the yard and inside the warehouse, labor management offers planning, managing and reporting for your work force, in order to manage costs, efficiency and performance of your employees and embedded co-workers

SAP Supply Chain Performance Management

Customer Pain Points:
- Misaligned targets due to lack of understanding of the impact of supply chain activities on enterprise performance
- Lack of timely visibility into end-to-end operational processes such as order to cash
- Daily surprises and firefighting due to lack of proactive insights

Value Proposition:
With SAP BusinessObjects Supply Chain Performance Management, you gain:
- Insight into operational and related financial performance while complying with performance management standards, thanks to standards-based end-to-end process support
- Relevant and timely information with automated data collection derived from actual business processes
- Full understanding of operational drivers, opportunity discovery, and timely awareness of deviations from performance targets, thanks to proactive diagnostics

Key Components:
- Business content
- Data extraction and transformation
- Analysis and reporting
- Impact analysis
- Metrics management
- Choice of deployment option
- Risk management

Solution Details:
Built from a business perspective, the application contains data models and metadata based on leading industry standards. It can automate data collection wherever data is available and can proactively diagnose a given situation – delivering faster time to value at a significantly reduced price point and at a lower risk (in contrast to custom-built applications).
Key features and functions include:
- Business content – Comply with leading frameworks, such as the supply chain operations reference (SCOR) model.
- Data extraction and transformation – Access data and gain insight more quickly, thanks to integration with transactional systems and pre-calculation of metrics.
- Analysis and reporting – Produce more useful reports with semantically consistent navigation across information.
- Impact analysis – Qualify relationships among supply chain metrics.
- Metrics management – React quickly to changing market conditions by readily defining or refining metrics and threshold values.
- Choice of deployment options – Choose on-premise deployment, or choose hosted deployment with hosting facilitated by certified partners
- Risk management – Enable risk-aware supply chain performance management by deploying the application side-by-side with SAP BusinessObjects Risk Management.

Success Stories:
Coca Cola

For More Information:
Information on SAP.com
Solution Brief

High Level Description

The SAP Supply Chain Performance Management application helps companies make their supply chains more effective and responsive in the face of complex and fast-changing market conditions.

By focusing on the right process metrics, companies can track performance, diagnose bottlenecks, and uncover opportunities. This way, companies can take informed action towards improved supply chain performance.

Enhanced supply chain performance will in turn improve financial performance by reducing costs, increasing working capital, and strengthening customer loyalty.

SAP Integrated Business Planning for Sales & Operations

Customer Pain Points:
- Operational silos that impede consistent communication and collaboration across departments, leading to multiple versions of the plan
- Spreadsheet-driven process that exacerbate manual workarounds
- Poor visibility that leads to disconnected views of operational metrics
- Inability to determine impact of mid-month demand and supply changes, leading to slow decision making

Value Proposition:
- Sales and operations planning can evolve beyond sales projections and production capabilities into a truly collaborative, forward-looking process that aligns your financial goals, marketing efforts, and inventory targets in a single consolidated plan
- Plan activities around customer needs, improve customer service, control costs, and optimize resources to support financial and business strategy
- Balance demand and supply so that you can improve business performance despite constantly evolving market conditions

Key Components:
- Integrated Business Planning for Sales & Operations

Solution Details:
- Consensus demand planning – Sales, marketing, finance, and operations departments analyze their numbers, submit individual demand forecasts, and then meet to consolidate them into a single consensus demand plan
- Finished goods inventory – level planning – Inventory experts use the consensus demand plan to balance inventory requirements in a way that avoids stockouts while also minimizing carrying costs
- Rough-cut capacity planning – Planners generate a rough estimate of available production capacity at an aggregate level that does not delve into details such as changeovers, start-up, or breaks
- Critical-component requirements planning – Planners model a simplified, single-level bill of materials representing only the critical components required for production.SAP Auto-ID Enterprise
- SAP Sales and Operations Planning delivers actionable insights via dashboards and reports that enable you to track performance over time and react to any out-of-balance situations in real time
- Available as a rapid-deployment solution, your organization can have SAP Sales and Operations Planning up and running quickly according to an affordable, fixed-scope agreement. You get preconfigured software complete with analytics for a rapid return on investment

Customers:
- Albemarle
- LyondellBasell
- Syngenta
- BASF
- AkzoNobel
- ICL
- Mexichem

High Level Description

The SAP Sales and Operations Planning powered by HANA solution helps you establish a single plan to drive business operations.

You can consolidate data in collaboration with colleagues, perform analyses using embedded Excel worksheets, and turn sales and operations planning into a strategic process that helps improve business performance.

Reporting and simulation functionality delivers the insight you need to perform variance analysis and understand the impact of your decisions across marketing, financial, and production Initiatives.

Information Risk Management Solutions by NextLabs

Business Challenges:
- ITAR and EAR restrict access to specific technical data based on user citizenship and location.
- Classification of materials and documents.
- Preventing data access by offshore application support and basis administrators.
- Difficult to collect required audit of technical data transfer under export license

Value Proposition:
Best-in-class Compliance and Security
- allows SAP to address most complex compliance and security requirements with a flexible, standards based policy system

Enables Global Deployment
- addresses compliance barriers to deployment of single global instance

Enables Greater Collaboration
- allows data to be shared with supply chain safer and more securely

Extends SAP to address Information Risk Management in non-SAP systems
- integration with SAP processes and security classification is leveraged in non SAP systems such as SharePoint and endpoints
- open standards based

Faster time to value and Lower TCO
- eliminates customizations required to implement data-level access control
- reduces security management costs for Compliance and IP Protection

Implementation Highlights and Examples:
- Automate Electronic Export Control and lower compliance costs associated with various export control regulations such as ITAR, EAR, BAFA and UK ECO export regulations
- Enable Secure Engineering Collaboration to prevent wrongful disclosure of design and engineering specifications and protect intellectual property
- Enable Secure Supply Chain Collaboration to enhance visibility while preventing data breach across the global supply network
- Enhance SAP Data Security to minimize risk of SAP data spillage and contamination, and ensure proper data segregation and global operations in compliance with regulatory and privacy mandates
- Accelerate ERP consolidation and harmonization by enabling safe and secure global shared service

Solution Details:
NextLabs Information Risk Management solutions for SAP provide end to end protection for critical SAP data in four key steps:
- Authorize - codify and centrally manage authorization requirements using standards-based XACML policies. NextLabs provide out-of-the box best practice policy templates covering export control, intellectual property protection for engineering and supply chain collaborations, and data security.
- Classify - classify critical data and users. SAP data can be classified by inheritance or association or with user inputs. Proper data and user classification ensures authorization policies can be properly enforced.
- Control Access - seamlessly control data level access consistent with authorization policies to help SAP customers comply with export regulations, secure engineering and supply chain collaboration, and enhance SAP data security.
- Audit - provide centralized logging of all authorization policy decisions, simplifying compliance reporting.

Extends SAP Authorization to provide data-level access policy to SAP ECC objects
- Provides flexibility to satisfy multiple data-level entitlement requirements by externalizing authorization logic.

Pre-built Integration
- MM, PP, DMS, QM, SM, PLM, planned integration into ME, CAMS, SD, SCM
- roadmap for BI, MDM, GRC Process Controls
- easily extended to other standard and custom programs by customers and partners

Security Classification Module
- centralized security classification of SAP business objects.

For More Information:
Information on SAP.com
www.nextlabs.com

High Level Description

NextLabs Information Risk Management solutions help SAP customers automate electronic export control, secure engineering and supply chain collaboration, and enhance data security, enabling the provision of global shared services and harmonization of business processes.

The solutions are based on the NextLabs Compliant Enterprise Entitlement Manager, an SAP-endorsed business solution.

SAP Manufacturing Integration and Intelligence (MII)

Customer Pain Points:
- Loss of visibility and control in a multi-plant environment, leading to higher operational costs
- High cost, errors, and latency of manual entry of production data into ERP systems
- High total cost of ownership of the manufacturing IT infrastructure
- Increasing operational expenses due to lines of business managers and plants frequently missing their budgets
- High expedition costs due to production personnel being in a constant state of firefighting
- Production personnel missing their performance targets and unable to meet continuous process improvement goals
- Wide variation in manufacturing performance across shifts, lines, and plants
- Missed customer (sales) opportunities

Value Proposition:
- Improved labor, asset, and plant performance and use by 5% to 20% through shared best business practices
- Improved process efficiencies by 10% to 25% through continuous improvement
- Improved return on assets and efficiency by rationalizing under-performing assets
- Increased customer satisfaction from improved responsiveness
- Reduced costs, errors, and latency associated with manual data entry of plant data into enterprise resource planning software
- Realize rapid ROI and implement in as little as four weeks
- Lower total cost of ownership by three to five times through manufacturing infrastructure integration with the SAP ERP application

Implementation Highlights and Examples:
Solae
- Combined internal team with SAP Consulting to take best advantage of the expertise of each
- Involved business process experts in the implementation
- Followed site-by-site deployment plan

Solution Details:
Manufacturing integration – SAP MII delivers real-time transactional integration between plant floor and out-of-the box enterprise systems through:
- Universal connectivity to the data, functionality, and processes of existing plant floor systems
- Business logic for creating automated events, key performance indicators (KPIs), and alerts
- Workflow to synchronize plant and enterprise business processes
- Built-in S95 and B2MML messages and schemes, to make legacy systems interoperable

Manufacturing intelligence – SAP MII enables decision support for blue collar roles on the shop floor through:
- Real-time analytics engine that aggregates data from the plant floor
- Delivery of right-time actionable intelligence from multiple systems, unified real-time analytics (KPIs and reports into role-based dashboards, at a low cost of information delivery
- Monitoring, drill-downs, analyses, control, and improvement of Six Sigma metrics
- Asset-to-asset and plant-to-plant comparisons for sharing best business practices

Success Stories:
Arla Foods, Celanese, Dow Corning, Eastman Chemical Company, Nova, The Solae, Valero, Degussa

For More Information:
Information on SAP.com

High Level Description

The SAP MII solution helps manufacturers become more adaptive by connecting the SAP ERP to the plant floor in real time and delivering actionable intelligence via a simplified user interface to production personnel, including blue collar workers.

Typically implemented within four to ten weeks per plant, SAP MII is a comprehensive composite application that provides both manufacturing intelligence and manufacturing integration - extending the capabilities of SAP NetWeaver into the real-time plant environment, to significantly lower the total cost of ownership of the manufacturing systems infrastructure.

SAP Quality Management as LIMS

Customer Pain Points:
- Engineer quality into the design of products and processes
- Track quality through procurement, production, and delivery
- Constantly improve quality to keep pace with ever-growing customer expectations and competitive pressures
- Need to take a comprehensive approach to quality management – one that integrates information and processes across departments and corporate boundaries and empowers both your employees and supply chain partners to maintain and improve quality levels

Value Proposition:
- Increased customer satisfaction through better product quality and enhanced complaint management and tracking (corrective and preventive action)
- Increased revenues by retaining customers and strengthening customer loyalty
- Increased efficiency through improved asset utilization
- Enhanced collaboration – Integrate employees and business partners in your entire product life cycle and the supply chain
- QM with SAP ERP supports key business activities with a focus on prevention of deficiencies, continuous process improvement through collaboration, and sustained quality control
- QM with SAP ERP can be used as Laboratory Information and Management System (LIMS) or as a Computer Aided Quality (CAQ) System, offering the benefits of high integration into the SAP business processes and master data centralization

Key Components:
- Quality Planning
- Quality Inspections
- Quality Control
- Quality Certificates
- Quality Improvement
- Test Equipment Management
- Audit Management

Solution Details:
- Planning phase
  - Closed-loop inspection planning
  - Document management
  - Master data management
  - Engineering change management
  - Classification
  - Stability studies
  - Authorization management
  - Business Workflow
  - Quality costs
  - Audit management
  - Six Sigma
- Implementation phase
  - QM in procurement, production and Sales and Distribution. Examples:
    - Receiving inspection
    - Goods receipts certificate
    - Inspection points
    - Test results
    - Statistical process control
    - Certificate of goods issue
    - Processing complaints and handling returns
- Usage phase
  - LIMS sample management and inspections
  - Laboratory scheduling & resource planning
  - Batch management
  - Handling unit management

For More Information:
Information on SAP.com

SAP Enterprise Asset Management (EAM)

Customer Pain Points:

Capital expenditure management
- Disconnected systems not linking design and purchasing costs
- Lack of software tools to reduce design time, equipment validation
- Lack of visibility to equipment lifespan for design purposes

Time to Market
- Long mobilization times because of inadequate software planning tools
- No software tools to execute fast turnarounds
- Lack of tools to support collaborative project work

Rising operating expenses
- Lack of visibility to operational data
- Not able to accurately determine whether to repair, refurbish or replace equipment

Asset utilization
- Lack of timely and accurate preventive maintenance data
- Poor, inadequate planning and scheduling data of personnel and maintenance activities

Environmental, Health & Safety (EHS) Performance
- Lack of consistency and data transparency across the company
- Lack of central data source for health and safety
- Lack of data auditability
- Lack of integration with employee HR data

Value Proposition:
- Manage physical assets from purchase to end of life
- Experience real-time visibility of asset performance and maintenance
- Boost revenue by managing service more efficiently
- Improve efficiency with integrated project management and centralized information management
- Maximize investment by controlling specifications procurement
- Improve financial reporting and analysis by capturing all service, maintenance, and repair revenues
- Increase production through improved procurement practices and better maintenance management

Implementation Highlights and Examples:

Kuraray, a leading Japanese chemical company, implemented SAP EAM
- Project team staffed exclusively by Kuraray employees, with SAP consultants used only for back up.
- Successful, phased roll out to all targeted businesses
- Limited development of add-on solutions

Solution Details:

SAP Enterprise Asset Management is an integrated solution package consisting of several SAP Business Suite components:
- SAP PLM cFolders for collaborative engineering during project definition, bid clarification and project execution
- SAP SRM Bidding Engine for strategic sourcing (RFQ - Request for Quotation)
- SAP PLM cProjects for cross-company project management during project execution
- SAP EHS Management to ensure a safe working environment
- SAP PLM Asset Lifecycle Management for integrated maintenance planning and execution processes
- SAP SRM Enterprise Buyer Professional and SAP SRM Supplier Self-Service for procurement of MRO materials and services
- SAP Human Resources for workforce management and optimization for workforce management and optimization

Success Stories:
Nova Chemicals

For More Information:
Information on SAP.com

High Level Description

Managing the assets of an enterprise is a complex operation involving multiple processes, departments, and business partners. SAP delivers a complete business solution for all important facets of EAM operations.

SAP EAM goes well beyond generic Computerized Maintenance Management Systems (CMMS) that typically provide only maintenance, procurement, and inventory functionality. SAP NetWeaver and enterprise SOA provide an open integration application and composition platform, enabling the only completely integrated, end-to-end Enterprise Asset Management solution.

SAP Plant Maintenance (PM)

Customer Pain Points:
- Handwritten work orders and manual scheduling
- Manual project approval and review process
- Cumbersome inventory management

Value Proposition:
- Fully integrated system
- Real-time visibility to accurate cost information
- Automated approval of purchase requisitions
- Streamlined payment process for vendors
- Automated scheduling of routine maintenance
- Automated contracts

Key Components:
- Equipment and Technical Objects (PM-EQM)
- Preventive Maintenance (PM-PRM)
- Maintenance Order Management (PM-WOC)
- Work Clearance Management (PM-WCM)
- Information System (PM-IS)
- Workflow Scenarios (PM/CS)
- Storage Scenarios PM Archive (PM/CS)
- Data Transfer (PM/CS)
- Cross-Application Time Sheet (CATS)

Implementation Highlights and Examples:
- Committed executive management support
- Business-led implementation team
- Process experience of project team
- Use of SAP best practices

Solution Details:
- Plant Maintenance Overview
- Maintenance Requests
- Planning Work Orders
- Executing Work Orders
- Completing Work Orders and Maintenance Requests
- Analyzing Maintenance Costs

For More Information:
Information on help.sap.com

High Level Description

SAP Plant Maintenance (PM) application component provides you with a comprehensive software solution for all maintenance activities that are performed within a company. The uniform, graphical user interface is particularly user-friendly and quickly meets with acceptance, thanks to the numerous possibilities that are available for tailoring it to meet individual requirements.

SAP Plant Maintenance comprises of the following activities such as inspection, to measures and establish the actual condition of a technical system, preventive maintenance to measures and maintain the ideal condition of a technical system, repair to measures and restore the ideal condition of a technical system and other measures that need to be taken using the maintenance organization.

Asset Hub by NRX

Customer Pain Points:
- Capital project and turnaround delays: A single day's delay can cost US$1
- million per $1 billion in asset value.
- Manual, ad hoc processes and high information-foundation creation costs: These costs can run as high as 1% to 3% of capital project budgets.
- Safety and environmental incidents: The monetary costs alone of loss of life can run into the hundreds of millions of dollars, and safety and environmental fines into the tens of millions.
- Low plant availability and utilization: For example, a utilization rate of 95% is considered optimum, but utilization in U.S. refineries is on a downtrend and is now below 90%.
- Low plant floor productivity: Because plant personnel waste time searching for the right instructions, materials, and tools, wrench time averages 35%; world-class is 60%.
- An aging workforce: Up to 50% of the skilled technical workforce will retire in the next 5 years.
- MRO supply chain disconnected from the maintenance processes that drive demand: In a typical scenario, less than 50% of MRO materials are in equipment bills of materials.
- Low system adoption: In many environments, employees do not fully utilize the asset management system.

Value Proposition:
- Operational readiness for capital projects: Reduce capital project costs by up to 1.5% by lowering information management costs by up to 50%.
- Operational excellence: Improve safety, reduce costs by up to $5 million per $1 billion of assets, and increase reliability by 1% or more, increasing revenue by $10 million for every $1 billion in assets.
- EAM data migration and readiness: Reduce labor costs by up to 70% by streamlining and automating technical asset data migration, validation, enrichment, and sustainment processes.
- Supplier and EPC collaboration: Reduce engineering cycle time and improve information handover to owner-operators through the adoption of standards for the classification of information and access to a reusable library of asset information.

Key Components:
Asset Hub by NRX is tightly integrated with the enterprise asset management (EAM) functionality of the SAP Service and Asset Management solution.

Solution Details:
Asset Hub by NRX provides a single, reliable point of access to asset information. Solution features include:
- Collaboration among internal and external information life-cycle participants such as owner-operators, EPCs, OEMs, and service providers
- Central registry for mapping to external information sources and leveraging information from disparate sources including engineering, supplier, document management, reliability, and supply chain systems
- Project, data, and document management and auditing tools for defining, collecting, transforming, deploying, and
- sustaining asset information
- Development of information requirements for specific user groups, such as maintenance plans, spare parts lists, and bills of materials for maintenance planners and craftspeople
- Delivery of asset information through an intuitive easy-to-use interface
- Bidirectional synchronization with SAP certified interface to ensure seamless integration with SAP applications Reference Customers:

For More Information:
Information on SAP.com
help.SAP.com

High Level Description

Asset Hub by NRX is a scalable, complete solution for asset information management. The "information asset" created by NRX Asset Center supports the entire asset life cycle and connects owner-operators with their engineering partners and equipment suppliers.

By leveraging the functionality of the SAP Service and Asset Management solution and SAP NetWeaver Master Data Management component, Asset Hub by NRX enables operational readiness and excellence, and large-scale asset data migration and cleanup.

Reliability Centered Maintenance and Optimization by Meridium

Customer Pain Points:
- Poor equipment reliability is resulting in unplanned downtime and reduced availability
- Physical assets are under performing due to ineffective or outdated maintenance strategies
- Loading reliability centered maintenance recommendations into SAP Enterprise Asset Management (SAP EAM) from stand alone systems is a manual and time consuming process
- Results from reliability centered initiatives are difficult to measure and even harder to keep evergreen

Value Proposition:
- Facilitates easy and accurate implementation of reliability centered recommendations into SAP Enterprise Asset Management
- Leverages best practice maintenance strategies across the enterprise
- Templating of analyses for easy reuse on similar assets
- Automates evaluation of asset strategy performance through integration with SAP BI
- Enables a 'living reliability centered program'

Structured work process to develop maintenance strategies
- Reliability Centered Maintenance
- Failure Modes Effects and Criticality Analysis (FMECA)

Tightly Integrated with SAP PM work processes
- Utilizes SAP Master Data
- Maintenance Planning and Execution
- Maintenance Effectiveness Analysis

Drives automated re-evaluation of maintenance strategies for continuous Improvement.

Key Components:

Implementation Highlights and Examples:
TransAlta
- RCMO was chosen because its portal allows sharing of system-wide results and because it is integrated with SAP Service and Asset Management and SAP NetWeaver Business Intelligence.
- The solutions provide smooth implementation and ramp-up.

Solution Details:
Supports both rigorous RCM processes and streamlined Failure Modes Effects and Criticality Analysis (FMEA) processes together in one system
Tight integration with SAP Enterprise Asset Management:
- Asset Hierarchy
- Maintenance Plans, Items, and Notifications
- Catalog Codes
- Maintenance strategy performance evaluated through integration with SAP BI
- Certified SAP composite application

For More Information:
Information on SAP.com (Chemical Industry Partner Network)
Information on SAP.com

High Level Description

Reliability Centered Maintenance and optimization by Meridium is a maintenance solution built with the latest SAP technology.

RCMO is tightly integrated with SAP Enterprise Asset Management. It greatly simplifies the process of Implementing reliability centered methodology in SAP, and makes it easy to measure maintenance performance and adjust strategies over time.

SAP Governance, Risk and Compliance (GRC)

Customer Pain Points:
- Costly and manual efforts to comply with SOX
- Uncontrolled role management and excessive privileged user access
- Automating the process of monitoring internal controls
- Lack of centralization of documentation to support audit process
- High audit cost and risk exposure through the audit process
- Need for holistic compliance strategy to reduce overall cost of integration and simplification of managing corporate policies

Value Proposition:
- Simplifies governances with a central GRC repository to manage corporate policies, control documentation and risk and control libraries.
- Automates and embeds manual, resource intensive GRC tasks directly into business processes and applications
- Manages by exception with actionable dashboards and key performance indicators, threshold based alerts and automated escalation procedures
- Identifies and resolves potential points of failure by continuously monitoring GRC activities across the enterprise Real-time monitoring of critical transactions to reduce risk and rationalize controls
- Provides ability to support cross platform for SAP and non-SAP applications for Segregation of Duties (SOD) and supports continuous monitoring of internal controls and documentation

Key Components:
- SAP BusinessObjects Risk Management
- SAP BusinessObjects Access Control
- SAP BusinessObjects Process Control
- SAP BusinessObjects Global Trade Services
- SAP EHS Management
- SAP EHS Management: Product and REACH Compliance
- Data Privacy composite application by SAP and Cisco

Implementation Highlights and Examples:
E*On Benelux
- Developed solid relationship with SAP/TechniData, to overcome challenges and obstacles such as customizing interfaces with back-end systems and transferring data before going live

Solution Details:
- SAP BusinessObjects Risk Management – Balance business opportunities with financial, legal, and operational risks to maximize corporate performance and minimize the market penalties from high-impact events.
- SAP BusinessObjects Access Control – Identify and prevent access and authorization risks in cross-enterprise IT systems to prevent fraud and reduce the cost of continuous compliance and control.
- SAP BusinessObjects Process Control – Ensure compliance and enable business process control management by centrally monitoring key controls over cross-enterprise systems.
- SAP BusinessObjects Global Trade Services – Manage all foreign trade processes with a comprehensive platform to ensure trade compliance, expedited cross-border transactions, and optimum utilization of trade agreements.
- SAP EHS Management – Empower your organization to address regulatory compliance; integrate the management of operational risks related to environment, health, and safety; and address corporate sustainability initiatives.
- SAP EHS Management: Product and REACH Compliance – extends your existing SAP EHS Management application to integrate all phases of the REACH process. The software supplies you with up-to-date, industry-specific information.
- Data Privacy composite application by SAP and Cisco – Proactively enforce global and local data privacy policies throughout the extended enterprise.

For More Information:
Information on SAP.com

High Level Description

SAP BusinessObjects solutions for governance, risk, and compliance (SAP GRC) promote corporate accountability by unifying corporate strategy, control initiatives, opportunity discovery, and loss mitigation across the extended enterprise.

Managing GRC across the extended enterprise allows processes and strategies to be evaluated within the company and extended to partners, suppliers, and customers – truly representing the reach of the enterprise compliance with financial SOX regulations by managing segregation of duties and continuously monitoring internal controls.

SAP Global Trade Services (GTS)

Customer Pain Points:
- Globalization - Increased importance of global markets
- Regulatory pressures - More scrutiny with spread of global terrorism
- Government IT Modernization - Requires business to communicate electronically
- Increased Complexity - No. of parties, documents, laws, trade agreements
- The best sourcing strategy is irrelevant if you do not take tariffs and taxes into consideration
- The best transportation strategy is irrelevant if your shipment is stopped at the border
- The best pricing strategy is irrelevant if you are shipping illegally
- How do you reconcile what you bought, what you paid for it, and to whom you declare it?

Value Proposition:
Ensure full regulatory trade compliance
- Enable standardized, enterprise-wide trade compliance processes
- Streamline export/import license management and embargo checks
- Gain visibility with reporting/monitoring

Accelerated Cross-Border Transaction
- Reduce cycle time and costs using seamless integration with logistics processes and expedited inbound/ outbound customs clearance.

Mitigate financial risk and improve profit
- Exploit trade preference agreements by determining eligibility of products
- Mitigate the financial risk of international trade with letter of credit management

Key Components
- Import Management
- Export Management
- Trade Preference Management
- Sanctioned Party List Screening
- Restitution
- Special Customs Procedures

Implementation Highlights and Examples:
Bayer
- Smooth, timely migration of export and import processes to the compliance functionality in the SAP GRC Global Trade Services application
- Introduction of a single, central global trade solution for Bayer companies worldwide

Solution Details:
- Ensures vigilant compliance with trade regulations and facilitates tighter homeland security
- Mitigate risks of huge fines and penalties
- Facilitates global sourcing
- Improves and secures your supply chain
- Avoids costly shipment delays at borders and customs
- Allows the redeployment of key resources to now focus on sourcing and tariffs strategies

Export Controls, Import Controls, Preference Calculation, Risk Management, Sanctioned Party List, Embargos

For More Information:
Information on SAP.com

High Level Description

The SAP Global Trade Services (GTS) application standardizes, automates, and enforces trade compliance processes.

The software provides a single, central solution for all of an organization's global trade requirements, no matter where it does business.

The software automatically screens customers and suppliers against official sanctioned-party lists, checks for embargo restrictions, and manages export and import licenses.

SAP EHS Management

Customer Pain Points:
- C-level mandates for sustainability and safety
- Growing number of regulations focusing on occupational health, safety, and environmental issues
- Complying with those rules and laws has become time-consuming and increasing complex
- Difficulty in tracking changing regulations, shipping requirements, waste disposal restrictions, product documentation, and a wealth of other information
- Huge fines and negative PR for non-compliance
- Lack of consistent information tracking for regulatory processes within the enterprise
- No transparency for shareholders, investors and public. Increased external reporting needs beyond just regulatory bodies
- Unable to identify deviations and critical issues on a timely basis
- Lacking tools for either modeling, tracking or management of emissions

Value Proposition:
- Reduces operational and financial risks by providing an integrated management and operational tool to govern and execute a company's EHS compliance and risk management strategy
- Overcomes challenges created by best-of-breed systems and reduces costs of global EHS compliance by harmonizing and automating processes with one comprehensive application across the entire organization
- Reduces energy use by monitoring and identifying opportunities to implement energy conservation projects, resulting in lower operating costs and environmental benefits

Key Components:
- Health and Safety
- Environmental Compliance
- Product Safety (Dangerous Good Management)
- Product and REACH Compliance (separate solution)
- Emissions Management (separate solution)
- Energy Management (separate solution)

Implementation Highlights and Examples:
INX International
- Conference room pilot to gather requirements and secure endorsement of solution and project
- ASAP methodology
- Templated rollout and preconfigured accelerators to speed implementation
- Time going live with business needs
- Dedicated hotline for post implementation support to ensure timely problem resolution

Solution Details:
- Occupational Health – track employee healthcare treatments and examinations and monitor the results
- Industrial Hygiene & Safety – pinpoint and minimize risks to employees' health, ensuring compliance with safety laws and regulations
- Hazardous Substance Management – provide Material Safety Data Sheets (MSDS), hazardous substance tracking
- Incident Management – providing immediate triggering of safety measure, incident recording and reporting as well as recording data in HR
- Waste Management – dispose of hazardous and nonhazardous efficiently and in compliance with all relevant national and international rules and regulations
- Emissions Management – ability to track permits, emissions inventory, GHG emissions, emissions credit accounting, Refrigerant tracking.
- Water Compliance - discharge monitoring, parameter monitoring, compliance reporting, spill prevention, incident management, storm-water management
- Energy Management - energy trend analysis, energy use and cost normalization, GHG emissions monitoring, dashboard and alerts.

Success Stories:
Champion Technologies, Chemetall, INX, Momentive, Ashland, BASF, Deutsche Steinkohle AG, Dow Corning, Solvay, Givaudan, Rohm and Haas

For More Information:
Information on SAP.com

High Level Description

SAP EHS Management addresses environmental, health, and safety issues. In addition to enabling companies to manage risk and comply with government regulations, the solution integrates a variety of environment, health, and safety functions.

SAP EHS Management streamlines and automates all activities necessary to let you implement business processes safely, effectively, and in accordance with laws and regulations. The result is reduced costs and minimized risks, as well as an enhanced image and improved market opportunities.

SAP EHSM - Environmental Compliance

Business Challenges:
- Lack of consistent, auditable and transparent compliance processes
- Time consuming and inaccurate: collecting, analyzing and reporting environmental compliance data (e.g. emissions inventories)
- Data cannot be trusted for enterprise planning and risk management
- Operational and financial risk due to non-compliance
- Unable to easily fulfill required regulations (state, federal, and international)
- Unable to identify deviations and critical issues on a timely basis
- No visibility into compliance performance of each plant/site

Value Proposition:
- Form-based reports, analytical queries,
- Provides seamless integration with the operations control data and other SAP modules
- Is a near real-time, task based, event-driven and automated solution.
- Provides automatic notification for warning or deviations to the government licenses [Risk and Financial Liability Management]
- Reduced risk for non-compliance 60% – 95%
- Reduced effort for managing compliance 50% – 60 %
- Reduced operational downtime because of non-compliance 10% – 30%
- Reduced financial liability 50% – 80%

Key Components:
- Dashboard
- Facility Builder
- Permit & Limits Manager
- Task Manager
- Exception Log
- Emissions Accounting
- Material Manager
- Batch Process
- Calculation Manager

Implementation Highlights and Examples:
E*ON Benelux
With the implementation of SAP Environmental Compliance, compliance tasks are significantly streamlined. With greater data monitoring capabilities, E.ON Benelux can track exceptions and manage incidents in an efficient manner and generate the required reports.

Solution Details:
For Air
- Emissions Inventory & Limits
- Permit Requirements Management
- Energy Management Carbon Foot Print
- GHG Credits Tracking
- 11Bimschg
- ePRTR
- Refrigerant Tracking (CFC & HCFC Inventory)

For Water
- Discharge Monitoring
- Waste water parameter monitoring
- Discharge loading calculations
- FERC Compliance
- Spill Prevention Plan Tasks
- SWPP Inspection Tasks
- Oil Spill Incidents

For Waste
- Storage Area Inspection
- Emissions Calculations for Storage Vessels
- Waste Management Tasks

Success Stories:
Nova Chemicals, E. ON Benelux

For More Information:
Information on SAP.com

SAP Sustainability Performance Management

Customer Pain Points:
- Ever changing regulations
- Resources tied up in collecting sustainability data
- Multiple overlapping sustainability standards and guidelines
- Lack of audit ability and transparency in performance reporting
- Lack of alignment between sustainability activities and other management activities
- Lack of reliable information
- Inability to implement a sustainability strategy that the rest of the organization will follow
- Customers expect actions on sustainability

Value Proposition:
- Reduce the cost of measuring sustainability performance
- Turn strategy and data into actionable insights where sustainability performance improvements also improve profitability
- Improve enterprise transparency and performance by making key drivers visible
- Provide sustainability results to the right levels in the organization so information is actionable
- Manage and mitigate stakeholder risk
- Incorporate sustainability into existing management systems and processes through strategic planning, initiative creation, risk management, and process streamlining

Key Components:

Implementation Highlights and Examples:
- Fast and Smooth implementation
- Phased implementation of different applications

Solution Details:
- Defining reporting frameworks – Manage multiple sustainability frameworks and key performance indicators (KPIs) while optimizing opportunities for reuse
- Data collection – Automatically gather quantitative and qualitative sustainability performance data from people and systems
- Performance management – Align sustainability KPIs to corporate objectives and risks; turn sustainability data into actionable information to improve financial and sustainability performance; and set goals to motivate improvement
- Integration – Leverage existing data and management processes by integrating with other SAP applications

Success Stories:
Valero

For More Information:
Information on SAP.com
Solution Brief

High Level Description

Sustainability is a rising priority on the CEO agenda as management, investors, customers, and employees all try to understand the social and environmental implications of the company's financial and operational decisions. This is especially critical for companies in highly regulated and brand-conscious industries.

The SAP BusinessObjects Sustainability Performance Management application helps you manage economic, social, and environmental risks and opportunities to increase profitability.

You can communicate performance, set goals and objectives, monitor activities, and cut data collection and reporting time and complexity.

SAP Carbon Impact OnDemand

Business Challenges:
- Organize, consolidate, and improve visualization of all emissions data across the organization and the supply chain
- Make insight-driven decisions on environmental initiatives
- Determine the cost benefits and risks of your sustainability initiatives and products, and implement operational plans to meet your sustainability goals
- Comply with voluntary and regulatory environmental standards

Value Proposition:
- Establish a credible inventory and benchmark of a company's global environmental performance across all facilities with automated data collection from multiple sources and systems, including metering systems, utilities, on-premise SAP® ERP software, and third-party applications
- Quantify and compare energy and environmental intensity across your operations – by process, product, and/or facilities
- Achieve consistent cost savings by prioritizing optimal opportunities for energy and emissions reductions – based on financial and operational parameters
- Manage performance of the entire project portfolio with detailed insight into the key performance indicators of each initiative
- Accelerate achievement of internal sustainability goals by engaging the global workforce to drive changes toward a more sustainable enterprise with collaboration and rewards program tools
- Monitor and benchmark enterprise performance against both internal goals and best practices
- Receive instant updates with new functionality and reference data, such as emission factors, reduction project financial models, and guidance for conformance to environmental standards.

Implementation Highlights and Examples:
As part of your SAP Carbon Impact OnDemand license you are entitled to a fixed amount of on-boarding services to help get you started with the full use of the software for a subset of your business in just a few weeks. This high value service package is provided to you at no additional cost. While we have a recommended scope for this service package as outlined in this section and is based on our experiences with many customer implementations, we will customize the service for your specific requirements.

Solution Details:
SAP Carbon Impact OnDemand supports calculations of the intensity of your product footprint, also called lifecycle assessments.
This allows you to model the components, manufacturing process, packaging, transportation, usage, and other aspects of your products.

- Assessment – consolidate data on environmental impacts into a single repository, and organize emissions data across internal operations and throughout the supply chain
- Analysis – conduct abatement analysis to find the optimal mix of reduction projects and offsets, and use prebuilt dashboards for emissions-trending analysis
- Support of action – set goals, put a plan into action, and monitor progress
- On-demand delivery – use a secure, scalable, Web-based platform, with no software to install

Success Stories:
Cassella, Jabil, Arch Chemicals

For More Information:
Information on SAP.com
www.sapenvironmentalimpact.com

High Level Description

SAP Carbon Impact OnDemand helps your organization accurately measure, mitigate, and monitor greenhouse gas emissions and other environmental impacts, such as solid waste and water. Manage sustainability projects across internal operations and the supply chain. You can cost-effectively assess your total carbon emissions inventory across all scopes, prioritize and manage a portfolio of abatement projects, and provide transparency into your sustainability initiatives.

SAP Carbon Impact OnDemand is delivered via a secure, scalable, Web-based platform with a purpose-built user interface that provides an engaging experience. There is no software to install or maintain, minimizing cost and implementation time.

SAP Mobile Platform

Customer Pain Points:
- Heterogenous device support
- Heterogenous backend integration
- Mobile security

Value Proposition:
- Accelerate mobile application development – a 4GL tooling environment accelerates application development. Compatibility with common integrated development environments (IDEs), such as Eclipse, enables developers to leverage existing tools and expertise
- Support diverse mobile device types – provides the ability to design once and deploy to a range of mobile devices and operating systems, including Windows Mobile, Windows 32 (laptops/tablets), iOS, and RIM BlackBerry devices
- Extend back-end data to mobile devices – integrates with a variety of enterprise applications, including any application that leverages databases or service oriented architecture (SOA)/Web services
- Enforce enterprise-class security and mobility management – full integration with the Afaria device management and security solution provides a single administrative console from which mobile data, applications, and devices are centrally manages, secured, and deployed
- Future-proof mobility investment – a flexible, open infrastructure allows to strategically respond as the device types and data sources in the enterprise evolve

Key Components:
- Mobile Business Objects (MBOs) are the innovative foundation of the SMP architecture. MBOs encapsulate business process logic and data in to a reusable unit which abstracts away the complexity of integration with back-end data sources. Easily create MBOs using an integrated graphical designer and reuse throughout your mobile solution to efficiently connect to the desired data source.

Solution Details:
- Infrastructure
  - Connection management
  - Data security (on device and OTA)
  - Version control
  - Mobile client databases for offline use
  - Data synchronization
  - ERP, database, business application integration
  - Device detection and management
  - Logging and reporting
- Connect
  - Heterogeneous mobile devices – databases, web-services, applications
- Create
  - Create content, design mobile applications
- Consume
  - Heterogeneous mobile devices – BlackBerry, iPhone, iPad, Android, Windows Mobile
- Control
  - Device and server management and security

For More Information:
Information on SAP.com

High Level Description

As the demand for mobile enterprise applications grows and requirements become more complex, the need for a consistent but highly adaptable application development platform intensifies.

Built on proven, industry-leading technology, SAP Mobile Platform (formerly by Sybase) is a mobile enterprise application platform that enables you to simply and quickly develop mobile applications that give business users secure access to diverse business data on a broad range of mobile devices.

Suite on HANA with Fiori

Customer Pain Points:
- Data silos impair business processes
- Data latency leads to outdated analytic insights (too late to act)
- Poor performance in generating analytics reports and running "what-if" scenarios
- Lack of insight into details on item level in analytics due to high data volumes

Value Proposition:

Higher business value

- Real-time data insight driving immediate business action

More engaged employees

- User-centric, task tailored Fiori interfaces, available across all devices, enable more efficient business processes

Lower IT costs

- Integration of analytics and transactions on same system

Sample Scenarios
- Ad hoc response to changed market needs
  - Minimize impact of uncertainty and develop scenarios in real time to profitably respond to supply chain opportunities, events and risks
- Rapidly analyze product margins and compliance information
  - Secure brand and market share through gaining ad hoc visibility into the profitability and marketability of Product Portfolio at transactional level
- Real time analysis of plant floor data in context with new production compliance and capacity requirements
  - Quickly accommodate new product and market demand through proactively assessing operational and environmental risks

Key Components:
- SAP Business Suite (ERP, CRM, SCM)
- The SAP HANA platform
- SAP Fiori

Solution Details:

- SAP HANA is an appliance for processing high volumes of transactional data in real-time
- Includes tools for data modeling, data and life cycle management, security, operations, etc.
- Provides support for multiple interfaces based on industry standards

For More Information:
Information on SAP.com

Customer Testimonial Video:
BASF

High Level Description

SAP Business Suite powered by SAP HANA is a next generation suite of applications for becoming a real-time business and delivering sustainable business and IT value

SAP HANA's in-memory computing technology analyses massive quantities of data in local memory so that the results of complex analyses and transactions are available at your fingertips – and business decisions can be executed without delay

.

SAP BusinessObjects Business Intelligence Solutions

Customer Pain Points:
- Eliminate multiple data entry
- Move beyond having data stored on different servers and applications
- Improve data quality and gain control of data distributions methods

Value Proposition:
- Straightforward data maintenance in the SAP ERP application
- User-friendly software
- Self-service creation of ad hoc reports without the help of the IT department
- Pixel-perfect formatting of dashboards and reports
- Cost savings thanks to automatic first-in, first-out monitoring of ingredients

Key Components:
- Reporting – Access corporate data in reports for greater business insight.
- Interactive analysis – Use self-service tools to answer ad hoc questions and analyze data.
- Advanced analysis – Determine trends from historical data and predict potential outcomes.
- Dashboards and visualization – Leverage interactive models to visualize complex data quickly.
- Data exploration – Combine the speed of Internet search with the power of BI to find immediate answers to business questions.
- Information infrastructure – Use a single information infrastructure to improve the delivery of the right data to the right users, at the right time.

Implementation Highlights and Examples:
- Fast and smooth implementation
- Phased implementation of different applications

Solution Details:

Success Stories:
Evonik, Takasago Europe, Valero, Monsanto, SinoChem, Juhua Group, AarhusKarlshamn, Brenntag, Elmer's Products, ICL Fertilizers

For More Information:
Information on SAP.com

High Level Description

SAP BusinessObjects Business Intelligence (BI) solutions can empower your users to make effective, informed decisions based on solid data and analysis.

All users, from the high-end analyst to the casual business user, have access to the information they need -with minimal dependence on IT resources and developers.

With these powerful solutions, users throughout your enterprise can access, format, analyze, navigate, and share information across the organization.

SAP Enterprise Information Management

Customer Pain Points:
- Insufficient business transparency
- Inaccurate data – no 'single version of the truth'
- Missing data for enabling key corporate initiatives

Key Components:
- Data integration
- Data quality management
- Data services
- Master data management
- Metadata management

Solution Details:
- Data Integration
- Access all types of structured and unstructured data from virtually any source, from databases to Web forums
- Integrate and deliver data in real-time or batch using flexible approaches through data federation or extraction, transformation, and loading (ETL)
- Improve data quality with the ability to profile, cleanse, and match data during the ETL process
- Data quality management
- Correct, consistent, and complete data
- SAP BusinessObjects Data Quality Management software can help verify that your company's data is correct, consistent, and complete by monitoring, analyzing, and reporting on information across your organization.
- With powerful data profiling, parsing, cleansing, standardization, and matching capabilities, you can have confidence in your data and in the decisions you make based on it.

Solution Details (continued):
- Data Services
- Delivers a powerful, enterprise-class data integration and data quality solution. It provides one development, run-time, and management environment that allows you to integrate, transform, improve, and deliver data anywhere, at any frequency.
- Respond to information needs and accelerate time to market
- Deliver the most trusted and accurate information
- Maximize operational efficiency with a single platform
- Leverage a collaborative, complete, and open solution scalable for any project size
- SAP NetWeaver Master Data Management (SAP NetWeaver MDM) is an enabling foundation for enterprise information management – providing a single version of master data for supplier, product, customer, or user-defined data objects in heterogeneous environments.
- Working across disparate systems, SAP NetWeaver MDM ensures cross-system data consistency through interactive distribution. It integrates business processes across the extended value chain
- SAP BusinessObjects Metadata Management
- Overcomes the difficulties of managing metadata from various data sources, technologies, and systems.
- Involves consolidating and integrating metadata into an open, relational repository. Our solution brings it all together to reduce workload, lower project costs, and provide users with trusted data and analysis.

For More Information:
Information on SAP.com

High Level Description

SAP Enterprise Information Management (EIM) solutions provide comprehensive information management functionality that can help you deliver integrated, accurate, and timely data – both structured and unstructured – across your enterprise.

These powerful solutions can empower you to provide trusted data for key initiatives such as business transaction processing, business intelligence, data warehousing, data migration, and master data management.

SAP BusinessObjects Enterprise Performance Management Solutions

Customer Pain Points:
- Coping with regulatory requirements
- Difficulty to close the gap between strategy and operational execution by cascading corporate goals down into department relevant metrics
- Inability to link together processes and data to provide a common view of business

Value Proposition:
Better control performance
- Understand how your strategies will be impacted by risk and adjust plans and expectations accordingly
- Reduce costs and increase working capital by closely monitoring and understanding company spending
- Increase profitability by gaining insight into your best and worst customers, channels and products

Increase organizational agility
- Improve the quality and speed of decisions by closing your books faster and more accurately
- Create what-if scenarios and plan versions so you can compare alternatives and act with confidence
- Understand the impact of changes so you can align operational capacity and support functions with demand

Greater context for decision making
- Empower every stakeholder to communicate, collaborate and execute on a defined plan of action in context and real-time

Key Components:
- SAP BusinessObjects Strategy Management
- SAP BsuinessObjects Supply Chain Performance Management
- SAP BusinessObjects Planning and Consolidation
- SAP BusinessObjects Financial Consolidation
- SAP BusinessObjects Profitability and Cost Management
- SAP BusinessObjects Spend Performance Management
- SAP BusinessObjects XBRL Publishing
- SAP BusinessObjects Financial Information Management
- SAP BusinessObjects Intercompany Reconciliation

Solution Details:
SAP BusinessObjects enterprise performance management solutions offer comprehensive functionality for:
- Strategy Management – Set your goals, map your strategies, and then monitor and manage performance from high-level objectives down to operational metrics.
- Supply Chain Performance Management – Measurably improve supply chain effectiveness by focusing on actionable, operational process metrics that impact supply chain performance.
- Business Planning and Consolidation – Increase accuracy in planning at every level in your organization, while reducing budget cycles and associated costs. Accelerate and improve your statutory and management reporting and decision making.
- Financial Consolidation – Complete your financial consolidation and reporting cycles faster – with complete confidence in your data.
- Profitability and Cost Management – Identify the causes of underperformance, and take action to reduce costs and optimize profitability across dimensions such as product, customer, and channel.
- Spend Performance Management – Maximize cost savings and reduce supplier risk by gaining continuous visibility into company-wide spending patterns, savings potential, and external market factors.

For More Information:
Information on SAP.com

High Level Description

SAP BusinessObjects Enterprise Performance Management solutions help your company capitalize on the value of your existing data assets. Your organization can become more agile with organizational alignment, visibility, and greater confidence - giving you optimal control and competitive advantage.

With SAP BusinessObjects enterprise performance management solutions, you can benefit from:

- Strategic alignment
- Improved visibility
- Increased agility
- Greater confidence

SAP BusinessObjects Planning and Consolidation

Customer Pain Points:

Data – Accuracy & Predictability
- Historical data in multiple systems and spreadsheets – no central, standard data store

Process – Efficiency & Standards
- No linkage and enforcement with standard business processes
- Budgeting process is too long and error prone

Execution – Usability & Adaptability
- Existing planning products are archaic, hard to use and inflexible – designed for power users

Value Proposition:
- Enables budgets to be created aligned to plans and resources which are synchronized with strategy
- Leverages up-to-date actuals from systems of record to produce accurate and timely forecasts
- Highlights probability of risk and provides contextual information from which to make more calculated decisions
- Supports an automated, robust consolidation process that meets all legal and statutory reporting requirements
- Reduces cycle time in creating and approving budgets by enabling finance and line of- business managers to collaborate for faster development and alignment of accurate budgets
- Empowers finance to own and modify common business processes without IT assistance
- Enables calculated decision making by taking risk probabilities into account
- Increase user productivity with minimal training thanks to native access to familiar tools such as Microsoft Office
- Minimizes business and compliance risk by ensuring fully transparent finances and reporting with a fast close and fully documented audit trail from a single data repository

Key Components:

Implementation Highlights and Examples:

Old World Industries
- Consolidated disparate data sources into one repository
- Used a phased implementation approach
- Provided knowledge transfer to get end users up and running quickly
- Took advantage of well-known Excel-based user interface to ease transition

Solution Details:
- Business planning and budgeting – Streamline and automate by using a collaborative top-down and bottom-up approach
- Forecasting – Produce more accurate plans and budgets, create rolling forecasts, and incorporate real-time actuals with historical data analysis
- Predictive analysis – Receive automatic alerts about potentially at-risk key performance indicators and recommended actions, plus one-click access to explanations for variances and root causes
- Reporting and analysis – Gain rapid access to and produce management and production reports in addition to performing financial, operational, and multidimensional analysis
- Consolidation – Centralize all performance-related data, shave weeks off consolidation processes, and improve compliance

For More Information:

Information on SAP.com

Solution Brief

SAP Best Practices for BPC

SAP Spend Performance Management

Customer Pain Points:
- Ineffective information
  - Disparate data sources
  - Dirty data
  - Difficult to access
- Create a complete spend picture for the organization
- Identify procurement savings opportunities systematically
- Determine supply risks in advance
- Increase spend under management
- Reduce maverick spending and contract leakage

Value Proposition:
- Gain full spend visibility by automating data capture from disparate systems and improving data accuracy for faster insights
- Rapidly identify savings opportunities by finding savings potential and proactively monitoring contract compliance
- Reduce supplier risks by pinpointing single supplier dependencies and establishing supplier risk mitigation priorities
- Increase spend under management by setting up performance goals on critical success factors and collaborating to act on insights

Key Components:
- Data Integration
- Data classification and supplier normalization
- Spend specific data model, business user interface, actionable insight

Solution Details:
- Data aggregation, classification, normalization, validation, and enrichment – Link spend data across business data views; normalize, validate, and enrich supplier data; assign a goods and services classification structure; and determine whether a supplier has diversity status or is a credit risk
- Identification of savings opportunities – Present savings potential, contract leakage, and supplier rationalization opportunities to business users
- Immediate action on sourcing initiatives – Analyze the business context around a savings opportunity and launch strategic sourcing initiatives to address it immediately
- Proactive risk identification – Identify supplier risks and prioritize alternate strategies to mitigate them
- Collaborative performance management – Capture performance goals, contributing factors, and snapshots of spend and savings opportunities to share with stakeholders; prioritize actions to improve key performance indicators, such as spend under management

For More Information:
Information on SAP.com

High Level Description

The SAP Spend Performance Management application provides full visibility into direct and indirect spend.

The solution helps companies proactively identify cost savings opportunities and supply risks, reduce costs, maintain supply continuity, and increase spend under management.

SAP Interactive Forms by Adobe

Customer Pain Points:
- Numerous manual processes that rely on paper-based forms or faxes
- Capturing business process data from disconnected external partners
- Data needs to be re-keyed. Re-keyed data is error-prone and quickly becomes obsolete
- Government-mandated and other regulatory forms require provable audit trails, secure archiving, and controllable read/write access
- Remote, mobile, and casual users experience difficulties accessing and completing current forms

Value Proposition:
- Drives efficiency and reduces operational expense through improved organizational processes and reduced process lag
- Eliminates costly data-entry errors and the need for manual correction via forms automation
- Simplifies the use of tax and other government-mandated forms
- Lets mobile workers access forms – and the data within those forms – quickly and easily, resulting in greater business process agility and higher customer satisfaction
- Reduces the complexity and cost of incorporating customer forms into business processes along the extended value chain
- Several people can work on a single form either simultaneously or consecutively, regardless of their IT platform, and synchronize the data back to a central location upon completion
- Integrates interactive PDF documents into business processes driven by SAP applications for faster, more accurate data capture and forms generation

Solution Details:
- Delivers value to any horizontal or vertical application: provides one platform for forms across the enterprise, supports complete audit trail for compliance
- Comes fully integrated with SAP NetWeaver: data automatically flows from Adobe Reader to SAP applications, drive efficiency by leveraging SAP-delivered forms in SAP ERP
- Simplifies access to SAP with Adobe PDF: familiar paper forms tied to SAP, basic forms for casual & untrained users
- Extends access to SAP with Adobe Reader: to new users inside and outside your firewall, to new processes, to mobile and offline scenarios
- Accessible from Web applications
- Based on the user's role, the system can pre-populate the form with information stored in the SAP application database
- Users can then add information or update existing information directly in the form online, or use Adobe Reader to complete the form offline
- Data can be validated at the client or on the server Web services can be used to make calculations
- Automatic transfer of data from the form to the SAP application via XML

For More Information:
Information on SAP.com

High Level Description

Web-based forms can help you bridge the gap between paper-based processes and enterprise applications.

SAP Interactive Forms software by Adobe extends the power of SAP solutions with the versatility and accessibility of collaborative electronic forms documentation.

The solution enables you to streamline and automate your paper-based business processes, as well as to extend the reach of enterprise applications to company executives, partners, customers, and suppliers.

SAP Document Access and SAP Archiving by Open Text

Customer Pain Points:
- SAP system upgrades, Unicode migration negatively impacted by the volume of data
- Slower response times in the SAP system
- Backup and recovery too long for production cycle
- High IT costs and resource consumption for database and storage management, excessive energy costs
- Productivity is down because people spend too much time looking for documents that support business processes
- Expense/resources required to maintain legacy systems
- The failure to capture, retain, track, share, and destroy sensitive information can have serious and costly repercussions, leading to missed business opportunities, poorly implemented organizational strategies, and compliance issues
- Without the proper supporting information to provide context and background, core business processes are compromised, resulting in a host of problems:
    - customers are dissatisfied with service,
    - production quality is not up to par
    - lost revenues

Value Proposition:
- Reduce IT storage costs
- Compliance- long-term and secure preservation of content
- Optimize system performance
- Reduce upgrade and legacy decommissioning project costs
- Elimination of manual Document-Handling tasks
- Improve process efficiency
- Increase employee productivity

Implementation Highlights and Examples:
Air Products Implementation highlights:
    - SAP Data Archival for reduced IT costs
    - Legacy systems decommissioning of 100+ systems, reducing risk
    - Increased compliance providing auditors instant access to vital content captured in a secure archive
    - Captured electronic records for secure, cost-effective storage rather than storing volumes of paper

Solution Details:
- SAP Archiving by Open Text securely archives SAP data and documents in an unalterable, secure, tamper-proof repository for long-term retention. It integrates print lists, data and documents and associates them to SAP business processes. It improves SAP system performance by archiving data that is no longer current while preserving access to this data for system users in a central, secure repository.
- SAP Document Access by Open Text integrates documents within the SAP business object, making them easily accessible from the related SAP transactions. It provides quick and direct access to documents through dynamic content folders that help organize the documents in a business-friendly format. Includes SAP Archiving by Open Text

Success Stories:

For More Information:
Information on SAP.com
Solution Brief

SAP Extended Enterprise Content Management by Open Text

Customer Pain Points:
- Content silos outside of SAP make it hard to integrate content; users lack easy access to needed information
- Costly paper processes, like Quality Management, HR, Customer Service, Professional Services, Procurement
- Business documents stored without linking the SAP business context makes it impossible to meet quality or service standards
- No unified enterprise-wide records management strategy means high expense or inability to respond to litigation or audit requests
- Lack of actionable records destruction policy leads to an unnecessarily high cost of content storage

Value Proposition:
- Provide support for Compliance, Risk Management and Records Retention – Manage content in conformance with regulatory requirements and compliance rules
- Content-Enriched business processes – Manage all content within the SAP business process to support document intensive functions, collaboration and regulated processes requiring audit trail and retention
- Integrate electronic and physical records from many sources across the organization to deliver an enterprise-wide records management program

Implementation Highlights and Examples:
Husky Implementation highlights:
- Improved Efficiency in the business with high availability of information
- Reduced Dependency on physical documents
- Ensured records compliance requirements are met
- Leveraged and reused the SAP IT investment for ECM saving costs

Solution Details:
SAP Extended ECM by Open Text integrates tightly with SAP to offer content-enriched business processes throughout the entire lifecycle of all enterprise content. It provides document, records management, team and content collaboration, imaging, content-centric workflow, secure archiving and content search and retrieval directly within the SAP business process. *Includes Document Access by Open Text.*

Success Stories:

For More Information:
Information on SAP.com

High Level Description

To overcome the disconnect between structured processes and unstructured information, SAP offers a ground-breaking solution.

The SAP Extended Enterprise Content Management (SAP Extended ECM) application by Open Text is integrated with SAP Business Suite software such as the SAP ERP application.

SAP Extended ECM enables management of unstructured content in the context of the processes and transactions supported by your enterprise applications, giving you content-enriched business processes.

SAP Invoice Management and Optional OCR by Open Text

Customer Pain Points:
- Too many errors in AP processing
- Looking at a shared services model for AP
- Poor vendor relations due to AP issues
- Missing out on early payment discounts
- No standard process for exception handling
- Inability to negotiate early payment discounts
- Improperly managed cash flow due to inability to determine cash required for invoices
- Too few invoices processed by each processor
- Too many opportunities for fraud
- Time consuming manual data entry

Value Proposition:
- Automate Accounts Payable process – Eliminate costs and inefficiencies
- Finance Shared Services Operations – Support centralized operations
- Financial Reporting – Increase accuracy and shorten closing cycle
- Cash Flow – Improve cash flow by capturing early payment discounts
- Compliance and Risk – Provides process control, granular audit trail and help prevents fraud before it happens

Implementation Highlights and Examples:
Invista Implementation highlights:
- Eliminated manual, paper-based processes
- Reduced costs per invoices by 45%
- Increased number of early pay discounts by 30%
- Cut duplicate payments in half
- Improved internal and external audit review processes

Solution Details:
SAP Invoice Management by Open Text provides rapid ROI by transforming manual AP steps into an automated, business rule-driven process. It detects invoice exceptions and uses SAP workflow to provide collaboration and exception handling. It is offered with an optional Optical Character Recognition solution for further process automation. Works with paper and electronic invoice input. Includes country-specific language and business rule support.:

For More Information:
Information on SAP.com

High Level Description

SAP Invoice Management is integrated with the SAP ERP application and the SAP NetWeaver technology platform, allowing you to streamline AP operations across and beyond the enterprise.

This helps simplify the activities of AP employees and vendors, allowing them to better collaborate on resolving problems, obtain invoice status, check purchase order numbers, submit invoices, and more.

Invoices can be processed more efficiently and quickly, while problem invoices are automatically routed for resolution, approval, and payment. Integration also means that data and business rules from your SAP software are incorporated to help you manage the invoice review and approval process.

SAP Employee File Management by Open Text

Customer Pain Points:
- Lacking time for higher value activities
- Looking at a shared services model
- Many redundant or inefficient processes
- Responding to high variety of inquiries is cumbersome
- Lack of focus on strategic plans and corporate goals
- Minimal control of service quality
- No time for Talent Management
- Not easy to comply with regional regulations
- Manual data entry is time consuming
- Paper files are hard to secure and have high on-site and off-site storage costs

Value Proposition:
- HR staff can process personnel tasks faster with fewer errors, reducing time spent on labor-intensive, administrative tasks and optimize and automate strategic activities such as recruitment and skill development
- Support centralized HR shared services operations
- Manage large volumes of paper and electronic records
- Compliance with document retention and deletion regulations in global workforces
- Demand for delivery of high-quality, accurate HR services at a low cost

Implementation Highlights and Examples:
Barclay's Implementation highlights:
- Controlled environment - all linked into SAP records, ie right documents against right person, validity of data
- Reduction of storage, print & transport costs over 55%
- Improved access via ESS & MSS over 50% saving time and rework
- Improved Employee satisfaction via better service

Solution Details:
SAP Employee File Management by Open Text simplifies management of print and electronic worker-related documents. It helps organize content for instant accessibility and searching. It helps achieve compliance with complex legal requirements for data retention and security. HR master data and worker-related documents are centralized and displayed in the Human Capital Management (SAP ERP HCM) solution.

For More Information:
Information on SAP.com

High Level Description

To overcome the disconnect between structured processes and unstructured information, SAP offers a groundbreaking solution.

The SAP Extended Enterprise Content Management (SAP Extended ECM) application by Open Text is integrated with SAP Business Suite software such as the SAP ERP application.

SAP Extended ECM enables management of unstructured content in the context of the processes and transactions supported by your enterprise applications, giving you content-enriched business processes.

Maintenance Mentor by NRX

Business Challenges:
- Usability/adoption of plant maintenance system
- Inefficiencies in spare parts supply chain
- Enterprise asset management data integrity issues
- Loss of critical maintenance knowledge
- Holding of excess parts inventory
- Low return on enterprise asset management investment
- Reactive maintenance mode
- Non-integrated third party or legacy system

Value Proposition:
- Optimize business processes across multiple plants
- Increase return on assets
- Increase user adoption and drastically reduce training
- Improve labor productivity
- Reduce total cost of ownership versus other user interface approaches

Key Components:

Implementation Highlights and Examples:
- The average implementation time is between two months and three months and as little as two weeks, leading to quick realization of ROI.
- Implementation can occur concurrently with SAP's solution for enterprise asset management in new plants and existing plants.
- Conective Energy
  - Business units closely involved from the outset of implementation process
  - Strong executive sponsorship
  - True teamwork across the organization
  - Better collaboration through partnership with vendors

Solution Details:
- Unifies asset-centric functions and information from disparate enterprise sources into a single, role-based work space
- Covers many common transactions for SAP's solution for enterprise asset management. SAP VIP is highly configurable and can be modeled around each customer's unique business processes. SAP VIP addresses the following common functions in SAP EAM: Notifications, Work Orders, Task Lists, Single Cycle Plans, Measurement Documents, Reservations, Goods Receipt, Goods Issue, Material Master, Stock Overview, Requisitions, Purchase Orders, Service Entry Sheets.
- Extends SAP's solution for enterprise asset management by integrating visual and technical content into asset workflow
- Extends SAP's solution for enterprise asset management by presenting only the information that is needed to get the job done
- Neutralizes the issue of usability when competing against other enterprise asset management solutions such as Maximo by MRO
- Accelerates customer's enterprise portal strategy through an inexpensive ramp up to SAP NetWeaver
- Uses SAP NetWeaver Portal 6.0 and SAP NetWeaver Application Server 6.40 and SAP R/3 4.6c and higher

For More Information:
Information on EcoHub

High Level Description

Maintenance Mentor by NRX is the single-reference system for Enterprise Asset Management. Powered by SAP NetWeaver, Maintenance Mentor by NRX brings together asset management with accurate and relevant information (such as drawings, parts lists, and bills of materials) into a single role-based workspace.

Maintenance mentor by NRX is a powerful web-based application that streamlines asset management processes and reduces costs, improves labor productivity, and increases return on assets. Maintenance Mentor by NRX enables organizations to leverage the full power of their investment in SAP's solution for Enterprise Asset Management.

SAP Energy Management

Business Challenges:

- No single system of record for energy use and costs in enterprise (across assets, energy types, or locations)
- High variability of energy and emissions intensity across operations (activities, facilities, process)
- Inability to identify energy waste, leakage or checks against set points
- Can't take proactive or immediate action – e.g. drive maintenance checks, check costs, etc.
- Lack of effective reduction project prioritization
- Production processes not optimized to energy demands

Value Proposition:

- Identify immediate savings opportunities as soon as system is live via real-time data visibility plus preconfigured and user-defined layouts
- Analyze current capabilities and data gaps to quickly identify energy savings opportunities and understand key drivers of energy consumption.
- Integrate energy management, business process and financial data to drive strategic changes that increase efficiency, decrease environmental impacts and lower costs
- Track results of improvement initiatives

Implementation Highlights and Examples:
A Rapid Deployment Solution (RDS) for Energy Management is available that implements this solution in twelve weeks. The RDS includes:

- SAP MII
- Implementation services provides by SAP or qualified partners
- Content (MII and EC templates)

Solution Details:

- SAP energy management solution provides companies both an accurate picture of their energy usage and cost information (at all levels and intervals) as well as the analytics to identify savings in energy-efficient manufacturing and energy sourcing.

- In the first 12 months, companies can immediately save 3-5% by
    - Maintaining assets for optimal operations
    - Identifying waste
    - Modifying behavior
    - Rapidly responding to alerts
    - Benchmarking to identify inefficiencies

Customer References:

- Valero
- DeBeers
- Air Products
- Celanese

For More Information:
Information on SAP.com

High Level Description

The SAP Energy Management solution helps companies save 3-5% of energy costs in first 12 months by providing an accurate picture of both their energy usage and cost information (at all levels and intervals) as well as the analytics to identify waste and asset

SAP Global Batch Traceability

Business Challenges:
- Need for complete product genealogy tracing of all materials purchased, consumed, manufactured, and distributed in the supply network at the level of the batch, serial number, or handling unit
- Need for cross-system tracing capability.
- Need to analyze multiple tracking objects (e.g. batches/serial numbers/ handling units) bottom up or top down in a single run
- Need for consistent data and links between the tracking objects

Value Proposition:
- Accelerate time to insight into product batch issues and their distribution record to efficiently guide precision holds, withdrawals and recalls
- Know which deliveries contain the batches which need to be withdrawn or recalled
- Regulatory compliance – produce batch traceability report rapidly, demonstrate system integrity
- Reduce time to investigate which batches to restrict/quarantine (days to hours), especially across multiple systems

Implementation Highlights and Examples:
SAP Global Batch Traceability is a stand-alone Global Batch Traceability Repository integrating natively with SAP ERP – enabling single-entry insight into a corporate product batch genealogy with push of a button reporting on bad batch distribution for precision holds, withdrawals and recall, stock overviews in order to internally restrict bad batch stock and material balance reporting.

SAP Global Batch Traceability is fully integrated with the SAP batch management.

Solution Details:
SAP Global Batch Traceability provides a corporate level view on a cross-system product genealogy and the distribution of related tracked objects.

When product issues occur, you have the features you need to enable rapid investigation and, if required, precision withdrawal/recall & timely regulatory reporting:
- Easily search product genealogy
- Maintain broken batch ID links across systems
- Interactive graphic exploration of the corporate product genealogy and its distribution record
- „Push of a button" distribution record and material balance reporting

For More Information:
Information on SAP.com

SAP Commodity Management

Customer Pain Points:
- Disjointed efforts – Physical and financial systems are not integrated. Redundant or incorrect data maintenance in risk management roles
- Lack of timely reporting–Daily or weekly extract from physical commodity management system and related risk reporting
- Flawed execution - Spreadsheet based risk management solutions
- Lack of transparent results- Physical pricing rules & calculation manually performed outside system

Value Proposition:
- SAP's Commodity Management solution is an integrated platform with open interfaces
- Direct transfer of physical sales and purchases data to treasury solution
- Physical pricing rules & calculation engine fully integrated in solution
- Complete audit support
- Risk reporting provides tool for effective commodity risk management

Key Components:
- SAP Commodity Procurement
- SAP Commodity Risk Management
- SAP Commodity Sales

Solution Details:
SAP's Commodity Procurement solution enables you to efficiently manage the end to end process of buying commodities.
- Capture commodity procurement contracts with commodity price definitions based on market quotes like index-based commodity pricing
- Streamline the invoicing process by enabling automated provisional, differential and final invoicing incl. simulation of expected invoices.
- No overpayment of vendor invoices
- Increased people efficiency through fully automated price calculation rather than complex manual calculation
- One version of the truth. Complete audit support

SAP Commodity Risk Management enables you to accurately identify and measure commodity price and currency exposure and take the appropriate steps to mitigate these risks.
- Efficiently manage and reduce market risk arising from commodity price volatility
- Real-time view on physical commodity positions , integrated with paper deals
- Streamline treasury processes and reduce resources required to execute in order to concentrate on value increasing activities
- Ensure compliance with newest accounting regulations
- One version of the truth. Complete audit support

SAP Commodity Sales solution enables you to:
- Efficiently manage the end-to-end process of selling commodities or commodity dependent products.
- Capture commodity sales contracts with commodity price definitions based on market quotes like index-based commodity pricing
- Streamline the invoicing process by enabling automated provisional, differential and final invoicing.
- No revenue leakage due to invoice miscalculations
- Increased people efficiency through fully automated price calculation rather than complex manual calculation
- One version of the truth. Complete audit support

For More Information:
Information on SAP.com

High Level Description

SAP Commodity Management provides the ability to:

Achieve cost savings and efficiency gains in commodity purchasing and sales of commodity dependent products.

Enable commodity price risk hedging in a more timely manner.

Create transparency of information across multiple business units through full information and process integration

SAP Recipe Development

Business Challenges:
- How to drive all types of innovation
- Globalization, extended design, manufacturer and service network
- Collaboration and intellectual property (IP) protection
- Product Complexity
- Development complexity
- Package and Product Design
- Consumer/Customer Reporting Demands
- Compliance and Risk Management
- Manage all product related information from "cradle to grave"

Value Proposition:
- All product development (product and process) information is centrally located (single source of the truth)
- Reduction of redundant data management and improvement of data inconsistencies
- Direct integration to downstream usage of formulation development information
- Increased exposure of data across organization for better visibility and consumption
- Product development efficiency improvements by leveraging standard tools and data sets
- Powerful analytics provide users information to make accurate and timely decisions

Core Functions
- Business Context Viewer (BCV) providing point of use data that is relevant for the product development associate
- Cross object searching with full text search capabilities
- Object relationship investigation and evaluation using Object Navigation functions
- New UIs for BOMs, DIR, MMR, and ECM
- Access Control Management (ACM) to support further security models
- Engineering Change Record to support ad-hoc product/process workflows
- Complete set of core PLM capabilities (Document Management, BOM management, Workflow, etc.)
- End User Configurable Screen Layout
- .

Solution Details:

- Full Product and Process definition for formulations and product specifications
- Complete support of Product Portfolio management and evaluations
- Extensive Project Management execution tools
- Fully integrated component of SAP ERP
- Full change management including sophisticated alternate and version management
- Multi-Formula Editor (MFE) to work with and create multiple formulas within a single screen
- Re-designed and tightly integrated with Specification Management
- New fast entry screens to quickly develop specifications for usage
- Quick-create screen to create basic specification needs
- Can be done directly from recipe/formulation screens to minimize keystrokes
- Integration of product compliance within product development by leveraging compliance for products functions
- Complete integration of compliance check into formulation activities
- Guided procedure for execution of compliance checks
- Simple maintenance of constraints leveraging new user interface
- Storage of all results from compliance checks to review & report against

For More Information:

SAP PLM on SAP.com

High Level Description

The SAP PLM Recipe Development application supports the Product Development Process of Chemical companies by providing means to define and build formulations from a Product and Process view.

Being part of PLM component of ERP system it is integrated into Materials and Specification Management so that Material Data can be used and created and Chemical Information can be used for various calculations, compliance checks and Compliance Document creation.

A Web User Interface with embedded analytics supports the Product developer to enter data, optimize Products and Production Processes, make decisions and access and share information.

SAP Incentive Administration by Vistex

Business Challenges:
- Creating and managing incentive programs that keep critical front-line employees and channel partners focused on the right activities-and on delivering results that can dramatically boost the bottom line
- Simplifying complex incentive programs that result from sophisticated sales models
- Replacing error-prone, laborious, and time-intensive incentive programs with accurate, flexible, and manageable incentive plans

Value Proposition:
- Increase plan management efficiency and flexibility
- Reduce erroneous payouts and incentive plan expenditures.
- Keep key frontline employees and partners focused on results that boost your bottom line
- Manage and analyze incentive programs and report the results.
- Share incentive tracking and reporting information
- Support multiple languages and currencies

Key Components:
- Manage a variety of incentive agreements and programs from the simplest to the highly complex
- Use enterprise pricing data and user-defined rules and formulas to calculate incentive amounts
- Model potential incentive plans and use "what-if" scenarios to develop effective new approaches to incentives
- Easily make adjustments to plans and payments before, during and after the payout of the incentive
- Set targets and quotas and monitor actual results against budgeted amounts
- Use sales data from SAP Sales and Distribution (SD), SAP Business Warehouse (BW), SAP CRM, or external data providers as the basis for incentives
- Base payouts on predetermined time schedules or updated real time based on actual customer payments that come through SAP Accounts Receivable
- Support plan participation roll-ups based on organizational hierarchies
- Complete integration with SAP Payroll, SAP Accounts Payable or external Payroll systems for incentive settlement
- Enable plan participants to stay up-to-date with their performance record via electronic statements sent periodically, or on demand
- Analyze programs and report results to monitor the cost and effectiveness of incentives using a user friendly ad-hoc reporting tool

Implementation Highlights and Examples:

Solution Details:
- Fully integrated and embedded in the SAP ERP software, SAP Incentive Administration by Vistex, allows incentive processes to easily share information with all areas of the company, such as finance, sales and human resources.
- The complete integration of Vistex and SAP also means there are no interfaces or upfront integration costs to manage, and ongoing maintenance and upgrades are seamless.
- Because SAP solutions are based on the SAP NetWeaver platform, it offers easy integration and flexibility in virtually any IT environment—all of which helps ensure a low total cost of ownership.

For More Information:
Information on SAP.com
Information on Vistex.com

High Level Description

The SAP Incentive Administration application by Vistex supports incentive agreements and programs and integrates with your SAP software to provide robust administration, analysis, and reporting. The application offers a single point of access to the tools and information you need to calculate incentive amounts based on enterprise pricing data and user-defined rules and formulas. It gives the flexibilty to base payouts on predetermined time schedules or when you receive customer payments.

The SAP Incentive Administration application can also help you set targets and quotas and monitor actual results against your budget. Program planners can model potential incentive plans and create what-if scenarios to develop and validate new approaches.

With the complete integration of VIstex and SAP software, you won't have to manage interface or up-front integration costs, and maintenance and upgrades are seamless.

SuccessFactors Business Execution Suite

Business Challenges:

Organizations face workforce management realities that challenge their ability to ensure consistent operational success year in and year out. Some of these realities include:

- Maintaining a network of HR and talent systems with little connectivity
- Using a data warehouse that is accessible only by IT and has bad data
- Manually dumping HR data from various systems into Excel and PowerPoint
- Inability to drill-down beyond enterprise results to find root causes
- Inability to easily create scenarios ("If X or Y occurs, here is how it impacts Z")
- Being overwhelmed by executive requests for HR reports

Value Proposition:

- Designed around HR's role as advisor to the business
- Multi-organization design – slice & dice deep into a matrix structure
- View historical org structures – go back 4+ years to see data against older structures
- Extensive content (2000 metrics and out-of-the-box reports, predictive models, standard formulas, strategy guides, help tools, etc.) built into the application
- Supports novices, executives, & power users
- Instant usability – no need to learn complex technology or write ad-hoc queries
- Custom designed for analytics, instead of a BI tool for operational reporting
- Transactional benchmarking of workforce data across the membership
- Data QA – fact-checking, discrepancy resolution for complex data
- Constant pace of SaaS innovation

Solution Details:

- Employee Central provides one global system of record for workforce data: effective-dated across geographies, cost centers, legal entities, and employee types.
- Compensation provides simplified, accurate compensation plan management; calibration with Performance to ensure fairness and employee retention; pre-built reports and dashboards to provide insight for total employee compensation analysis; automated monitoring of compliance with variable pay guidelines.
- Performance & Goals provides in-depth employee performance information. It helps managers align individual goals to company business objectives, deliver meaningful reviews, calibrate performance, provide objective ratings, and offer meaningful feedback and coaching.
- Succession & Development helps identify, develop and retain talent at every level of a company. It enables mapping of every staffing move — across teams or across the world. Plus, it enables creation of new department hiring plans and new development plans to address gaps.
- Recruiting combines SuccessFactors Recruiting Marketing – which improves the ability to identify, attract, and engage the right candidates – with SuccessFactors Recruiting Management to help select and hire the best candidates faster.
- Learning transforms how the workforce learns by combining formal, social, and extended learning with content management, reporting, and analytics. SuccessFactors Learning also supports mobile devices — ensuring a convenient and easy way to deliver and administer learning on the go.
- Workforce planning helps companies have the right people with the right skills at the right time and cost to execute on corporate strategy now and in the future.
- Workforce analytics improves workforce decision-making by helping companies find answers to key questions about workforce challenges and how to solve them.

High Level Description

SuccessFactors Business Execution (BizX) Suite provides an on demand HR solution called Employee Central, which is the central repository for all employee data and the foundation for all of the other SuccessFactors solutions, including:
- Compensation
- Performance & Goals
- Succession & Development
- Recruiting
- Learning
- Workforce planning
- Workforce analytics

The SuccessFactors solutions extend the functionality in the SAP ERP Human Capital Management (SAP ERP HCM) solution to help you achieve a rapid return on investment. Pre-built integrations and Rapid Deployment Solutions are planned to educe the cost of integrating on-premise and cloud HR solutions.

SAP Supplier Relationship Management (SRM)

Business Challenges:
- Manual or informal requisition processes lead to delays and excessive costs
- Employee spend excessive time "shopping" for goods and services necessary to do their jobs
- Purchasing cost control challenged by "maverick" buying
- Cumbersome processes for identifying and onboarding new suppliers leads to increased costs
- Inconsistent confirmation of goods and services receipt leads to incorrect payments and wasted time as purchasing and accounts payable attempt to verify invoices
- Current approval processes lead to delays in processing critical requisitions and create opportunity for waste and fraud
- Lack of full requisition to pay audit trail compromises compliance

Value Proposition:
- Reduced materials and services costs through utilization of sourcing tools to identify global best sources of supply
- Reduced materials and services costs through consistent application of enterprise contracts with best price suppliers
- Reduced purchasing transaction costs through automation and employee self service
- Increased compliance and reduced risk using workflow-enabled, auditable sourcing processes
- Decreased cycle time through streamlining internal processes and enabling supplier collaboration
- Reduced invoice errors through automated capture of receipt / service time confirmation for matching against invoice
- Reduced AP transaction costs and errors through supplier invoice entry and/or ERS payment without invoice
- Increased internal service levels, by collaborating closely with other business functions, and by reducing the cycle time to complete sourcing processes

Key Components:
SAPSupplier Relationship Management
- Catalog Management
- Self Service Requisitioning
- Integrated Routing and Approval
- Automated action for approved requisitions
- Sourcing Cockpit
- Bid, RFx, Auction
- Contract Management
- ERP Integration
- Supplier Self Service
- Receiving and Invoicing

Implementation Details and Examples:

Solution Details:
- Sourcing – Expand the role of e-procurement to the next level of added value in the complete purchasing cycle by automating sourcing functions. SAP SRM can help you tap into new value through better business planning, more effective category management, improved supplier qualification, and more efficient supplier negotiation.
- Procurement – Execute the operational activities of procurement, including requisitioning, ordering, and receiving. With SAP SRM, you can integrate catalog-based requisitioning with your traditional procure-to-pay process and gain the benefits of e-procurement without losing your back-end enterprise resource planning processes.
- Supplier enablement – Link suppliers to your purchasing processes through the supplier portal. With SAP SRM, you can choose the optimal interaction channel for numerous business processes and documents and collaborate more effectively with suppliers in supplier-facing processes.
- Master data management – Manage catalog data as master data in a repository that is deeply integrated with the core application processes.

Success Stories:
Huntsman Polyurethanes, Infraserv Hoechst, Pemex, Sekisui Alveo

For More Information:
Information on SAP.com

SAP Financial Supply Chain Management (FSCM)

Customer Pain Points:
- Inefficient payroll processing
- Inefficient purchasing
- Inefficient collections
- Weak IT Infrastructure
  - Multiple systems, no data integrity
  - Extensive use of spreadsheets
  - No integration with GL for reporting
  - Multiple non-standard bank interfaces
- High working capital
- High cost of finance operations

Value Proposition:
- Improve DSO, reduce collections costs, and reduce bad debt risk
- Optimize cash outflows and costs associated with payment processes
- Streamline Customer to Cash processes and decrease the overall cost of related operations
- Streamline Invoice to Pay processes and decrease the overall cost of related operations

Key Components:
- Credit Management
- Biller Direct
- Dispute Management
- Collections Management

Implementation Highlights and Examples:
DowCorning
- Reduced the number of dispute cases by 17%
- Shortened time to resolve disputes by 29%
- Redeployed 25% of dispute resolution staff to other activities

Navin Fluorine
- 0.5% reduction in key raw materials procurement costs

Solution Details:
Credit Management
- Analyze risk and set policy quickly and consistently
- Rapidly and consistently evaluate creditworthiness across all customers, product lines and geographies before the sale
- Achieve a global view of credit exposure
- Automatically update exposure throughout customer life cycle

Biller Direct
- Transmit bills and invoices more quickly via the internet
- Easily view balances and payment history
- Make payments online
- Log dispute cases—in many cases automatically

Dispute Management
- Greater automation of cases for invoice and payment discrepancies
- Establishment of a collaborative and workflow-enabled environment in which to resolve disputes
- Centralized information repository
- Automated escalations based on time and other metrics
- Self-service logging

Collections Management
- Rules-based collection strategies
- Prioritization via worklists
- All relevant information at a glance
- Proactive targeting of "late pays"

For More Information:
Information on SAP.com

SAP IT Security and Compliance

Customer Pain Points:
- High cost to manage users across heterogeneous system landscape
- Insufficient controls to manage risk and satisfy complex audit and compliance requirements
- Need to proactively detect, mitigate and prevent access and authorization risk across the enterprise
- Insecure management of legacy data and systems
- High system administration costs

Key Components:
- SAP Netweaver Identity Management
- SAP BusinessObjects (GRC) Access Control
- SAP NetWeaver Information Lifecycle Management
- SAP Archiving by OpenText

Solution Details:

Netweaver Identity Management
- Ensure that the right users have the right access to the right systems at the right times
- Centrally manage user roles across all systems and applications
- Enable efficient, secure and compliant execution of business processes
- Enforce authorization controls against central policy
- Lower administrative costs with powerful data synchronization and automated provisioning across systems

GRC Access Control
- Comprehensive, best-practice, cross application SoD rules
- Out of the box rules integrate with major software vendor and legacy systems
- Controlled super-user access
- Centralized SoD controls management for IT, business users, auditors
- Automated audit trails, documentation
- Automated rule building and analysis; what-if simulations
- Company-wide oversight into SoD violations & critical transaction access
- Transaction monitoring
- Automated audit trails for business users and auditors
- Enhanced control and audit tracking for super-user activity

Information Lifecycle Management
- Shut-down redundant legacy systems
- Set business rules to govern data retention
- Manage legal cases by applying holds on business records to prevent data destruction or deletion

SAP Archiving by Open Text
- Provide secure and compliant long-term storage of your SAP and non-SAP data & documents on a secure archive server of your choice
- Realize substantial cost savings and improve system performance by minimize your database growth
- Reduce technology downtime required for software upgrades or data backup or recovery
- Ensure compliance and reduce risk during audits

For More Information:
Information on SAP.com

SAP IT Operational & Service Excellence

Customer Pain Points:
- Multiple IT service desks within one company
- Lack of standard IT support process, no integration into finance or logistics processes for charging, costing
- High cost for licenses, training, maintenance

Value Proposition:
- Gain control over your operations, including excessive spend
- Streamline IT user interactions via improved "Face to the customer" (service desk).
- Elevate the IT department's profile as a strategic business organization and partner

Key Components:
- SAP Project & Portfolio Management
- SAP CRM Interaction Center
- SAP IT Service Management
- SAP NetWeaver Information Lifecycle Mgmt
- SAP Document Access by Open Text
- SAP Central Process Scheduling by Redwood
- SAP Extended Diagnostics by CA Wily

Solution Details:
Project & Portfolio Management
- End-to-end process from portfolio planning to project closing
- Integrated real time portfolio analytics
- Connect finance & project execution
- Support of process methodologies with phased approach and approval
- Project Templates for a unified project management approach
- Strategic resource forecasting
- Operational resource staffing
- Role based resource management

Solution Details (continued):
IT Service Management/CRM Interaction Center
- ITIL®-compliant verified IT service and support processes
- Proven platform for IT service desk consolidation
- Key IT processes like Incident, Problem, Change, Knowledge
- IT process automation
- IT financial and logistics processes integration with SAP Business Suite
Information Lifecycle Management
- Shut-down redundant legacy systems
- Set business rules to govern data retention
- Manage legal cases by applying holds on business records to prevent data destruction or deletion
SAP Document Access by Open Text
- Enables users to quickly access all online and offline business data from within a transaction
- Data transparency across the enterprise results in better collaboration and increased productivity
- Integrates with the SAP Business Workflow and significantly improve transactional efficiency
- Tight security controls enable you to comply with privacy regulations and provides extensive audit trails for key business processes
Central Process Scheduling by Redwood
- Central management and orchestration of business processes
- Automation of complex dependencies across SAP and non-SAP systems
- Business rule driven prioritization and load balancing optimizes use of existing resources
Extended Diagnostics by CA Wily
- Analyze the root cause of performance problems through real-time visibility
- Monitor Java, .net and C++ applications in production with minimal impact on performance
- Use persistent, historical data for better capacity planning and trend analysis

For More Information:
Information on SAP.com

SAP IT Insight & Analytics

Customer Pain Points:
- Business users need timely, self-service access to information
- IT needs to deliver relevant metrics and KPIs enterprise-wide while maintaining global reporting standards
- Business and data analysts need real-time ad hoc and predictive analytics
- Company needs a flexible, scalable and high performance yet cost-effective business intelligence platform

Value Proposition:
- Deliver context-sensitive analytics embedded across business processes
- Empower business users with timely, accurate and actionable metrics and KPIs
- Enable ad hoc and advanced analysis by business users with minimal training and IT support
- Create visibility to timely, accurate internal and external data to enable real-time decision making
- Enable information delivery across a wide variety of devices and channels

Key Components:
- BusinessObjects Enterprise (BI Platform)
- Crystal Reports
- Xcelsius Enterprise
- Business Objects Explorer

Solution Details:
Business Objects Enterprise BI Platform
- Monitor, analyze, and optimize infrastructure using a set of reports and a sample audit universe
- BI content search of indexed content - existing reports, metrics, and universe-based metadata
- Central management console to manage, control, and configure entire BI deployment;
- Consolidates and presents BI information in a secure, personalized view through a BI portal via InfoView
- Map, track, and communicate business processes through activities and associated reports and analytics

Crystal Reports
- Build any kind of report – such as business, financial, legal, and regulatory reports
- Sophisticated report formatting: create multi-page, multi-query, pixel-perfect reports
- Templates and wizards to speed up report creation
- Secure, large-scale distribution of reports over the web
- Connectivity to any data source

Xcelsius
- Access to personalized, Flash-based dashboards
- Secure visualizations anywhere – portal, reports, PDF, Office documents
- Powerful "what-if" analysis with sliders and other controls
- Ability to drill-down into details
- Pre-built components, skins, maps, charts, gauges, and selectors

Explorer
- Simplicity and speed of search
- Intuitive data exploration and visualization
- Fast response across mountains of data anywhere in the organization
- Accelerated version with in-memory technologies
- Easy and efficient to manage and scale
- Support for heterogeneous data sources

For More Information:
Information on SAP.com

High Level Description

SAP IT Insight & Analytics solutions provide enterprise business users with access to unified information with the industry's broadest suite of BI tools for confident decision making and alignment across people and teams on a single, scalable BI platform

SAP Mobile Device Management

Customer Pain Points:
- Increasing number of mobile devices
- Heterogenous device support
- Heterogenous backend integration
- Ever-changing privacy requirements
- Increasing quantity of information to and from mobile devices
- Mobile security issues

Value Proposition:
- Multi-platform support
- Scaleable
- Extensive security
- Centralized, powerful device management
- Enables delivery of fixes, upgrades and refreshes to mobile users in the field
- Minimizes user downtime with bandwidth optimization
- Flexilbility of on premises or cloud deployment

Key Components:
- Sybase Afaria

Solution Details:
Provision
- Enrollment Portal
- Configure devices
- Assign to groups
- Deploy apps by role
- Configure and enroll in email
- Configure Wifi and VPN access

Production
- Track assets
- Maintain/modify configuration
- App notifications and updates
- Telco expense management
- Enforce security policies
- Compliance activity logging
- Access Control

Monitor
- Monitor hardware, software and packages
- Manage roaming and carriers
- Monitor compliance
- Location tracking
- Monitor/track security violations

Decommission
- Remote lock
- Remote wipe
- Access violation lock
- Disable device, network, application, and email access

For More Information:
Information on SAP.com

High Level Description

SAP Mobile Device Management (formerly Afaria) delivers industry-leading mobile device management in conjunction with the Sybase Unwired Platform, enabling secure, remote management across all enterprise mobile devices. As a strategic extension of the Sybase Unwired Platform, Afaria offers scalable, on-device security and manageability, while delivering the highest level of back-end integration to SAP applications

SAP Sales and Operations Planning (S&OP) on HANA

Customer Pain Points:
- Operational silos that impede consistent communication and collaboration across departments, leading to multiple versions of the plan
- Spreadsheet-driven process that exacerbate manual workarounds
- Poor visibility that leads to disconnected views of operational metrics
- Inability to determine impact of mid-month demand and supply changes, leading to slow decision making

Value Proposition:
- Sales and operations planning can evolve beyond sales projections and production capabilities into a truly collaborative, forward-looking process that aligns your financial goals, marketing efforts, and inventory targets in a single consolidated plan
- Companies pursuing such an objective have been able to plan activities around customer needs, improve customer service, control costs, and optimize resources to support financial and business strategy
- Empower your planners to collaborate on a single, unified plan. This solution helps you successfully balance demand and supply so that you can improve business performance despite constantly evolving market conditions
- Use SAP Streamwork to keep all parties aligned as you manage each step of the sales and operations planning process, including planning for consensus demand, finished goods inventory level, rough-cut capacity, and critical-component requirements
- Reporting and analytics – Use actionable insights from dashboards and reports to improve performance, and run simulations to test the impact of decisions before you make them
- Integration with Microsoft Excel – Give your users a familiar interface backed by an enterprise solution to help ensure wide end-user adoption

Key Components:
- SAP Sales & Operations Planning powered by HANA

Solution Details:
- Consensus demand planning – Sales, marketing, finance, and operations departments analyze their numbers, submit individual demand forecasts, and then meet to consolidate them into a single consensus demand plan
- Finished goods inventory – levelplanning – Inventory experts use the consensus demand plan to balance inventory requirements in a way that avoids stockouts while also minimizing carrying costs
- Rough-cut capacity planning – Planners generate a rough estimate of available production capacity at an aggregate level that does not delve into details such as changeovers, start-up, or breaks
- Critical-component requirements planning – Planners model a simplified, single-level bill of materials representing only the critical components required for production.SAP Auto-ID Enterprise
- SAP Sales and Operations Planning delivers actionable insights via dashboards and reports that enable you to track performance over time and react to any out-of-balance situations in real time
- Available as a rapid-deployment solution, your organization can have SAP Sales and Operations Planning up and running quickly according to an affordable, fixed-scope agreement. You get preconfigured software complete with analytics for a rapid return on investment

Success Stories:

For More Information:
http://www.sap.com/solutions/analytics/applications/sales-and-operations-planning-hana/index.epx

High Level Description

The SAP Sales and Operations Planning powered by HANA solution helps you establish a single plan to drive business operations.

You can consolidate data in collaboration with colleagues, perform analyses using embedded Excel worksheets, and turn sales and operations planning into a strategic process that helps improve business performance.

Reporting and simulation functionality delivers the insight you need to perform variance analysis and understand the impact of your decisions across marketing, financial, and production Initiatives.

Profitability Analysis (CO-PA) with HANA

Customer Pain Points:
- Slow performance of cost and profitability reports due to high data volumes
- Reports based on out-of-date data due to time required to produce reports
- Reports only possible on aggregated levels
- Reports not accessible to all relevant decision makers

Value Proposition:
- Provide fast access by any dimension(which is especially useful for a multidimensional model like CO-PA
- Overcome current limits in report navigation caused by aggregations and reporting on totals (e.g. next drilldown in analysis may be very slow)
- Provide more details in reporting e.g. analysis on single customer instead of customer groups because no aggregates are needed anymore
- Reduce latency time between recording and reporting (Reporting in BW only available after extraction & loading processes are run –delay in time-critical month end processes)

Key Components:
- Cost and Pofitability Analysis (CO-PA)
- SAP HANA
- SAP Business Objects reporting tools (optional)

Solution Details:
- Real time access to massive amounts of profitability data
- Accelerated run-times for cost allocations
- Rapid, non-disruptive deployment of the solution
- Unlimited modelling and analysis of CO-PA data
- Ad-hoc data queries and drill-downs
- Push data to mobile devices

High Level Description

Profitability Analysis with HANA (also available as a Rapid Deployment Solution) enhances the CO-PA read module using SAP HANA as a secondary database for acceleration of ERP cost and profitability analysis reporting.

Rapid access to CO-PA data via SAP Business Objects BI reporting tools (Separate service and License), results in easy-to-use, graphical self service analytics that provide flexible and unconstrained profitability reporting – also available on mobile devices.

SuccessFactors Workforce Planning & Analytics

Business Challenges:

SuccessFactors Workforce Planning:
- Model skills and competencies needed to meet future growth strategy
- Forecast career progression and analyze where any gaps will impact ability to execute future growth strategy
- Dynamically model organizational changes and their financial implications
- Investigate and quantify the financial implications of strategic workforce planning decisions

SuccessFactors Workforce Analytics:
- Getting a clear understanding of the current status of the workforce including benchmarks
- Analyzing employee productivity, profitability and comparing it with competitors
- Check impact of voluntary turnover rate among top performers in our ability to meet strategic goals
- Visualize consolidated workforce metrics and KPIs across the enterprise

Value Proposition:
- Delivers fact-based decisions that improve short- and long-term recruiting, succession, learning, development and other workforce initiatives.
- Mitigates risks by identifying the skills and competencies needed to meet growth strategy and cover any gaps produced by workforce projections
- Ability to dynamically model different workforce scenarios and understand their financial implications
- Enable organizations to Identify the leading indicators of organizational effectiveness and formulate action plans to achieve corporate goals
- Define a consistent language for discussions across the organization using SuccessFactors 2000 pre-defined metrics and measures
- Provide unparalleled workforce benchmarks to analyze and check against peers by industry, revenue, location etc.

Solution Details:

SuccessFactors Workforce Planning solution includes following:
- What if?" impact and cost modeling - quantify the impact of various workforce scenarios, comparing the true business impact of employee hiring, development, and retention decisions.
- Automated internal supply forecasting
- Demand modeling, forecasting and gap analysis for skills across critical job roles
- Impact analysis and action planning
- "Strategy Bank" of workforce planning designs and strategic interventions

SuccessFactors Workforce Analytics solution includes following:
- Report Designer - Generate, publish, and distribute reports and dashboards in PDF, Word, or Excel format.
- Analytics Workspace - Analyze trends across multiple measures and dimensions using a powerful, yet easy-to-use drag and drop interface.
- Talent Flow Analytics – Simplify the measurement of complex organizational mobility in one simple visual across workforce segment, business unit, location or job family. .
- Questions-based Standard Reports – Answer more than 100 critical human capital questions and drill down to understand the root cause of trends, hotspots or inefficiencies.
- Metrics and Benchmarks - most complete and reliable workforce benchmarking database sourcing from real transactional data,
- External Data Sources – Analyze not just HR and Talent data, but connect to and correlate data from across HR, business- and operations system (ERP, CRM, survey data, etc.), to gain a unified view of the impact of HR programs on business performance.

Success Stories:
- Umicore

High Level Description

SuccessFactors Workforce Planning & Analytics are part of SuccessFactors Business Execution (BizX) Suite which provides an on- demand HR solution.

SuccessFactors Workforce Planning helps to ensure that a organization will have the right people with the right skills at the right time and cost to execute on corporate strategy now and in the future.

SuccessFactors Workforce Analytics provides concrete and actionable insights on workforce data to drive a organization's business strategy.

SuccessFactors Talent Management

Business Challenges:
- Attract, engage, select and fill positions with best talent at lowest cost
- How to deliver right training to dispersed workforce
- Analyze different employee turnover scenarios
- Cover & plan critical talent and skills shortages / gaps
- Build a talent pipeline for future leaders
- Improve employee engagement and retention
- Identify best people and differentiate pay based on employee performance
- Utilize informal and social learning channels
- Provide anytime, on-demand access of knowledge content to dispersed workforce

Value Proposition:
- Recruit right candidates with the right message at the right time with a multi-channel sourcing strategy
- Hire more strategically by aligning recruiting with the business strategy
- Speed up the hiring process with mobile support for candidates and hiring managers
- Align and define employee goals in line with company's strategy
- Ensure clear and consistent performance review feedback to employees
- Provide managers with reports that offer the necessary information to create competitive plans and monitor business impact
- Combine formal, social, and extended learning to ensure a convenient and easy way to deliver and administer learning
- Address tomorrow's talent gaps by developing bench strength, creating development plans and providing employees with greater visibility into the future of their careers.
- Create Collaborative workspaces for easy content creation, sharing, discovery, and social networking

Solution Details:
SuccessFactors Talent Management solution includes following:
- Compensation provides simplified, accurate compensation plan management; calibration with Performance to ensure fairness and employee retention; pre-built reports and dashboards to provide insight for total employee compensation analysis; automated monitoring of compliance with variable pay guidelines.
- Performance & Goals provides in-depth employee performance information. It helps managers align individual goals to company business objectives, deliver meaningful reviews, calibrate performance, provide objective ratings, and offer meaningful feedback and coaching.
- Succession & Development helps identify, develop and retain talent at every level of a company. It enables mapping of every staffing move — across teams or across the world. Plus, it enables creation of new department hiring plans and new development plans to address gaps.
- Recruiting combines SuccessFactors Recruiting Marketing – which improves the ability to identify, attract, and engage the right candidates – with SuccessFactors Recruiting Management to help select and hire the best candidates faster.
- Learning transforms how the workforce learns by combining formal, social, and extended learning with content management, reporting, and analytics. SuccessFactors Learning also supports mobile devices — ensuring a convenient and easy way to deliver and administer learning on the go.
- SuccessFactors Jam: This social media network helps to power a organization social learning, employee onboarding and other talent management processes.

Success Stories:

For More Information:
Information on SAP.com
SuccessFactors Talent Management

Ariba Collaborative Commerce & Finance

Business Challenges:
- Manual paper-based collaboration, point to point EDI, portals and single process solutions
- Higher operating and supply chain costs
- Long sourcing and contracting cycles
- Maverick spending, delayed payments, overpayments, and missed discounts
- Manual and ineffective insight into supplier behaviors and capabilities
- Limited visibility and elevated risk

Value Proposition:
- Enhance buying power and reduce costs
- Find new sources of supply
- Reduce supply chain costs and risk
- Gain better visibility and predictability
- Benefit from enhanced ability to take advantage of supplier discount periods
- Lower system maintenance & costs; improve availability
- Optimize procurement processes by automating invoice processing

Key Components:
- Ariba Buyer Membership
- Ariba Invoice Automation
- Ariba PO Automation
- Ariba Open ICS
- Ariba Supplier Enablement
- Ariba Procurement Content
- Ariba Invoice Pro

Solution Details:
Ariba® Collaborative Commerce extends your back office systems to:
- Connect your ERP and other back office systems to all of your suppliers and partners, many of which are already enabled on the Ariba® Network
- Deliver more spend compliance
- Ensure that the preferred vendor was selected
- Ensure that the negotiated price was paid
- Ensure that the negotiated terms and conditions were applied to the transaction
- Automate orders and invoices across all of your spend types (e.g., direct, indirect, services, and MRO)

Ariba® Collaborative Finance leverages the power of the world's largest business network to:
- Send PO's or contracts from any source to any supplier anywhere. Suppliers can flip these PO's and contracts into invoices, with automatic checks for accuracy so that your AP departments receive clean and compliant invoices faster than ever before, and lower their vendor management costs by providing these suppliers visibility into invoice and payment status. This solution not only increases efficiency, but also means AP and Treasury can spend more time on strategic value add like managing cash and discounts.

Success Stories:
- Westlake Chemicals
- Air Products
- Nalco – YouTube
- PPT
- PTT
- Clariant – YouTube (German)
- Jotun - YouTube

High Level Description

Ariba Collaborative Commerce is the only solution designed to maximize spend coverage of SAP through rapid enablement of catalogs, electronic PO's and Compliant Invoices over the world's largest trading network with consumer-like shopping for unparalleled adoption leading to increased savings, improved control on goods and services, and improved cash management

Ariba Collaborative Finance enables invoice compliance and automation for existing systems and is the only solution to digitize 100% of your PO's and Invoices with a strategy to validate invoice accuracy, maximize discount capture, and comply with contracts and VAT regulations.

SAP Mobile Asset Management

Business Challenges:
- Provide maintenance technicians, wherever they are working, with immediate access to work orders and equipment information
- Automate manual, paper-based work order processes and give supervisors greater visibility into maintenance activities
- Accelerate maintenance-related business processes
- Integrate maintenance operations with other enterprise processes
- Proactively manage data, devices, applications, and communications for maintenance workers

Value Proposition:
- Increase technician productivity by eliminating manual maintenance processes and making data instantly available for processing, scheduling, and reporting
- Increase equipment uptime by providing faster and more accurate visibility into maintenance and service activities
- Reduce back-office overhead by native integration with enterprise business processes
- Extend the value of enterprise applications by mobilizing existing business processes

Implementation Highlights and Examples:

Terasen Gas, Vancouver, BC
- Consolidated three mobile point solutions into one mobile platform, reducing total cost of ownership
- Automated closing, time reporting and dramatically improved costing information
- Provides field technicians real-time access to historical and pending work

RheinEnergie
- SMART Work Manager for Energy Delivery
- Completed the project in approximately 4 months
- Was able to use existing and trusted consultant: ENERGY4U GmbH
- Deployed the new solution on a scalable, SAP Syclo mobile platform

.

Solution Details:

SAP Work Manager
Start, hold, transfer, complete / non-complete, and edit work orders & notifications
Record labor, parts, notes, measurement documents, and failure information
Create field work orders & notifications
Access operations, asset, safety, and history information
View pending work orders

SAP Inventory Manager
Perform physical and cycle counts quickly
Check availability of materials while on-the-job
Accept & distribute incoming materials by PO
Pre-pick materials based on work orders
Track materials by number, work order, bin, location, etc.
Issue, return or transfer goods electronically
Speed receipt and back-order reporting to-and-from shipping/receiving

SAP Rounds
Download measurement points using flexible filters
Filter measurement points for easy access
Enter readings and record observations
Enforce action and warning limits
View measurement history
Create notifications

For More Information:
Information on SAP.com

High Level Description

The SAP Mobile Asset Management (formerly by Syclo) is a series of mobile applications that gives field technicians the information they need to make informed and timely decisions and execute assignments more efficiently.

Integrated with the SAP Enterprise Asset Management solution and service management processes supported by the SAP ERP application – SAP Mobile Asset Management helps you mobilize many processes. Increase equipment uptime, reduce back-office overhead, and extend the value of your solutions.

With the SAP Mobile Asset Management applications, field technicians can access and process vital information on work orders while in the field – eliminating paper-driven processes and saving time and money.

Rolta OneView

Business Challenges:
- Inability to transform operation data into actionable information for improvement, data to improve is trapped within the organization
- Operational Master data not synchronized with operational systems
- Unable to marry business data with operational data to gain insight
- Critical work processes are supported by spreadsheets with data extracted manually from multiple systems
- Lack of visibility into asset performance

Value Proposition:
- Analyze operational data to gain insight into process improvement, increase asset availability, improve safety, reduce down time, improve product quality
- Transform root cause analysis into continuous improvement
- Enable predictive analytics and modeling based on operational data
- Provide In-depth analysis of cost and profitability information
- Decrease maintenance, and operational costs

Key Components:
- Rolta OneView
- SAP ECC (EAM, MM, PP/PPPI, HR, CO)
- SAP HANA
- Business Objects
- MII
- EIM
- 3rd Party operational data store (Data Historians, SCADA, …)

Solution Details:
- Made up of 7 modules that drive Operations (production) Insights with pre-built KPI's for
  - Maintenance and Reliability Insights
  - Asset Insights
  - Health, Safety, Security and Environment Insights
  - Supply Chain Insights
  - Sustainability Insights
  - Projects (STO) Insights
  - Business Insights
- Prebuilt data model support industry standards
- Prebuilt analytics covering multiple functional areas
- Near real time data available (batch loads are not required)
- Pre-delivered connections to multiple operational data sources

Customers:
- Chevron
- ESSAR
- Salalah Methanol
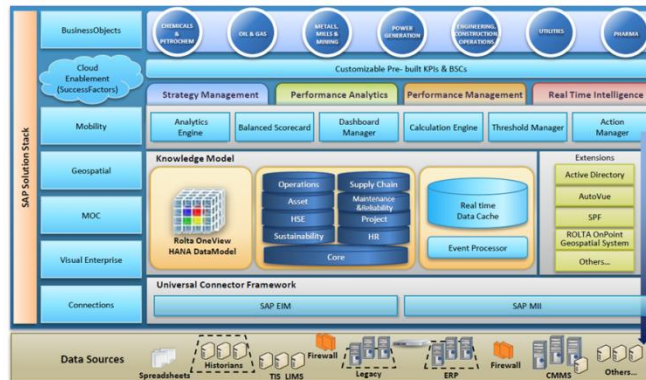
SAP Screen Personas

Customer Pain Points:
- Employees require significant expertise to perform daily tasks
- Other productivity tools required to perform daily tasks
- Old-fashioned look & feel to standard SAP user interfaces
- Occasional users complain about complex transactions

Value Proposition:

- Improve business user productivity by providing only the essential screen elements and data to complete business transactions faster and more accurately through fewer data entry fields and reduced scrolling.

- Increase SAP adoption by making screens easier to use.

- Enhance user satisfaction by automating repetitive tasks and simplifying complex screens through pre-filled fields and pull-down menus, which help the user save time on data entry.

- Reduce the cost of personalization by eliminating the need for ABAP programmers or software developers.

Solution Details:

One package that includes two products:

Personas Silverlight
Who
- SAP GUI users that want to improve usability
What
- Access SAP through Silverlight application in browser
- Requires Silverlight plug-in
- Streamlining transactions and process flows (tab merging)
- Automate repetitive keystrokes (scripting)
- Granular personalization of screens

Personas HTML
Who
- Web GUI users that want to improve screen aesthetics
What
- Access SAP through SAP WebGUI (through browser)
- No Silverlight required
- Change color themes
- Include background images
- Hide/show controls
- Set default values
- Add tooltips
- Share flavors, set as default

For More Information:
Information on SAP.com

High Level Description

SAP Screen Personas allows companies to improve user productivity through personalization of their SAP ERP screens.

By providing the right information to the right users in the right context, they can get more done in less time with greater accuracy. With more intuitive SAP screens, organizations can enhance user satisfaction, minimize training time, and spend less money on screen modifications.

SAP Fiori

Customer Pain Points:
- Need a role-based, homogenous experience across a variety of devices
- High effort to mobilize workflow for executives and managers who need a consolidated, intuitive, easy to use interface for approving workflows from anywhere
- Need the ability to tailor and create apps for business functions to extend beyond the standard offerings
- High cost for improving and customizing the user experience for commonly used business functions of SAP software

Value Proposition:
- Allow employees to work seamlessly across devices – desktop, tablet, or smartphone
- Enable quicker approvals and better decisions
- Improve business user productivity
- Increase SAP adoption
- Enhance user satisfaction
- Eliminate the cost of screen customization
- Leverage existing SAP investment

Solution Details:

- Renews the most broadly and frequently used common business functions by enterprise employees, such as workflow apps, information lookups, self-service tasks
- Provides a simple, easy to use and coherent experience across devices – desktop, tablet, or smartphone
- Leverages SAPUI5 (HTML5) and SAP NetWeaver Gateway providing end-to-end extensibility with connection to any SAP backend system

- Apps designed for increased productivity.
- Examples:
    - Tasks pulled together in one view…
    - Relevant context is provided to be able to make the right decision, on the spot
    - Approval apps provide immediate view of outstanding actions, other approver, and contact info
    - Access to contact information
- Apps can be assigned by specific roles so users get only what they need
- Users can personalize the order of the applications
- The apps can be adapted and aligned to corporate branding
- Additional workflow scenarios are easily added
- Responsive design allows the same application is available for different form-factors

For More Information:
Information on SAP.com

SAP EHSM - Product Safety

Customer Pain Points:
- Complex set of products, chemicals or components from many suppliers makes managing product safety challenging
- High cost of creating and maintaining Safety Data Sheets
- Lack of EHS integration with sales and distribution leads to duplicate effort
- Shipment holds due to missing documentation
- Penalties due to non-compliance

Value Proposition:
- Efficiently manage environment, health and safety (EH&S) master data
- Streamline supply chain communication to collect and distribute critical EH&S data
- Enable compliance evaluation early in the product development process
- Embed product compliance and safety controls in procurement, quality, order management, warehouse management, transportation, or other processes in order to mitigate business risks

Key Components:
- ERP Materials Management (MM)

- ERP Sales and Distribution (SD)

- Environment, Health and Safety (EHS) Product Safety (Dangerous Good Management)

Solution Details:
- Substance lists and reference data to support assessing a substance hazard, risk, and classification for use
- Industry or regulatory phrases/pictograms in multiple languages to describe hazards, risks, safe use in the system and on safety documents (MSDS, Labels, Dangerous goods documents, Standard Operating Procedures, etc.)
- Logical algorithms to determine for instance GHS classifications for mixtures, determination of substances subject to different reporting requirements. Increase efficiency, accuracy, and consistency of the master data management process.
- Report templates: Safety Data sheet templates vary by region and regulation adding complexity to the process and labor to track ongoing updates. Focus on managing enterprise EHS relevant documents.

For More Information:
Information on SAP.com

High Level Description

SAP EHS Product Safety streamlines and reduces the cost of meeting global and local EHS regulatory requirements by generating regulatory documents like Safety Data Sheets and providing required dangerous goods data for shipping documents and labels.

SAP also provides EHS regulatory content for the application, either on demand or downloaded into your SAP system. This important content includes reference information on over 250,000 chemicals, substances lists, a multi-language phrase library, expert rules for substance and mixture classification and MSDS report templates.

SAP InfiniteInsight

Customer Pain Points:
- Severe shortage of analytics skills
- IT data analysts can't keep up with business user demands for real-time ad hoc data analysis
- Business users are challenged to detect meaningful signals in big data
- Company has difficulty applying predictive algorithms to anticipate business trends
- Business decisions not always based on quantifiable and justifiable information

Value Proposition:
- Make predictive analytics accessible to a broad spectrum of users in real operational environments
- Automate data prep, predictive modeling, and deployment tasks
- Build sophisticated predictive models in minutes or hours, not weeks or months
- Scale for petabytes of Big Data and gain rapid insight from thousands of variables
- Increase accuracy by including all potential variables and eliminating manual errors
- Incorporate predictive results into more applications and processes, for more users

Key Components:
- SAP InfiniteInsight
    - Explorer
    - Modeler
    - Social
    - Scorer

Solution Details:
InfiniteInsight® Modeler Features
- Easy-to-use, automated approach
- Provides all data mining functions:
    - Classification
    - Regression
    - Attribute importance
    - Segmentation/clustering
    - Forecasting
    - Association rules
    - Anomaly detection
- Fast, best-in-class modelling results
- Built-in robustness and accuracy
- Summary reports to communicate model characteristics and findings
- No algorithmic parameters to understand and tune
- Supports thousands of variables
- Scales to millions of transactions

R Language Support
- Native installer included
- ~12 R algorithms included
- 3,500+ R Model Library and growing
- Custom R, JAVA, etc

For More Information:
Information on SAP.com

hybris Commerce Suite

Customer Pain Points:
- Customers increasingly global, mobile, social
- Multiplication of sales channels
- Difficulties in maintaining consistent product master data
- Difficulties in identifying same customer interacting through multiple channels
- High level of effort in maintaining consistent sales efforts across channels
- Fragmented customer experience

Value Proposition:
- Deliver consistent cross-channel experience to customers
- Quickly roll out new products and services across channels
- Effectively integrate new processes driven by cross-channel strategies
- Leverage assets (digital, inventory or other) across channels
- Control labor costs while managing multiple channels
- Decrease cost of sales
- Compete more effectively

hybris Key Components:
- b2c commerce
- b2b commerce
- PCM (Product Content Management)
- customer service
- mobile
- print
- WCMS (Web Content Management Software)
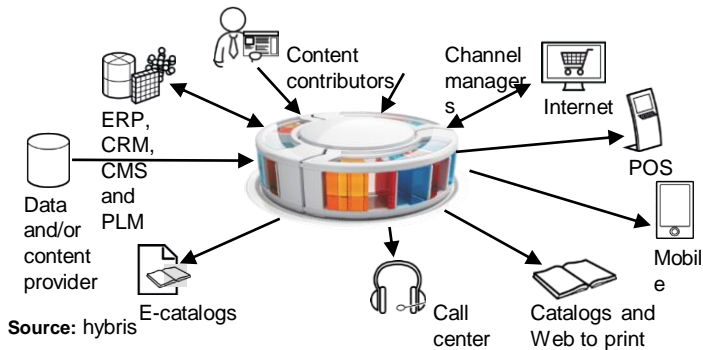
Solution Details:
- Comprehensive and integrated B2C and B2B functionality
- Componentized, service-oriented architecture
- Native support for web, mobile, call center, social, print
- Consolidation and centralized management of product content and attributes across all channels
- Native web content management
- Order management, including:
  - Order flow control and management
  - Order routing/splitting/partial delivery
  - Multiple warehouse/store support
  - Order versioning
  - Fraud screening
  - Full or partial order cancellation
  - Scheduled orders and replenishment
  - Multi-tender payment types
- REST & Java APIs to connect to almost anything
- Ability to rapidly integrate proprietary devices: game consoles, point of sale registers, clientelling tablets, kiosks, networked TVs, headless implementations, and even devices of the future

Customers:
- Grainger
- Sika
- Airgas
- Air Liquide
- 3M
- AkzoNobel

High Level Description

hybris Commerce Suite helps businesses sell goods and services through multiple channels (online store, brick and mortar store, mobile, call center, print), giving customers a single view of the business. Equally important, it provides the business a single view of its customers, products, and orders across all channels.

hybris' built-in multi-site and multi-line infrastructure enables manufacturers to quickly extend to new geographies or adopt a niche line strategy to broaden distribution

hybris solutions are available as on premises software, hosted managed services, or on demand services.

ERP, CRM, CMS and PLM · Data and/or content provider · Content contributors · Channel managers · Internet · POS · Mobile · Catalogs and Web to print · Call center · E-catalogs

Source: hybris

Visual Enterprise

Customer Pain Points:
- 3D information about products, assets, and processes is sequestered in engineering and not available to other employees who need it to support downstream processes
- Graphical information exists in many different formats
- Written word and static imagery often not sufficient to ensure proper execution of tasks and processes
- Difficulty in sharing product information with manufacturing results long time to market
- Difficulty in sharing asset information results in maintenance delays and errors

Value Proposition:
- Improve communication and decision making
- Optimize productivity with visual access
- Improve product quality and optimize process efficiency by communicating visually
- Lower operating costs and reduce product lifecycles

Key Components:
SAP Visual Enterprise:
- Generator
- Author
- Viewer

Solution Details:
3D Collaboration
Share 3D CAD models throughout the value chain without requiring that users have CAD application knowledge.

3D Process Animation
Simplify complex processes with 3D-animated, step-by-step procedures.

3D Content Viewing
Provide visual information to better illustrate and represent actual products or environments.

3D Visual Search and Navigation
Speed information retrieval time and compress process cycle times with visual browsing through 3D content.

3D Visual Information Analysis
Associate visual information with business information to enable analysis with visual context.

For More Information:
Information on SAP.com

High Level Description

The SAP 3D Visual Enterprise applications allow people to view simple or complex 2D and 3D CAD data. Individuals can easily define queries, interrogate complex product structures, view cross sections, markup and measure items for collaboration, and publish graphics throughout the extended enterprise. This ability to visually communicate, collaborate around, and publish industry-standard 3D deliverables minimizes the need for costly language translations, and streamlines complex business processes. It also improves time to market for manufactured and procured products and services.
In addition, both 2D and 3D graphics can be easily transformed into industry-standard documents and file formats. Publish them as 2D and 3D PDFs and send to mobile devices. These files can be quickly and easily distributed to suppliers, and to extended enterprises in the cloud or offline.

More Information on Supply Chain

KPIs & Benchmarks
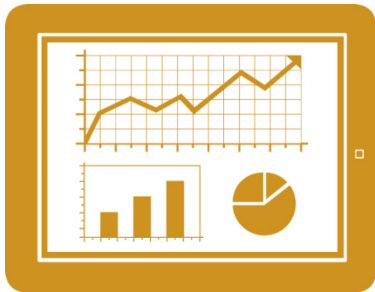
KPIs and benchmark data from SAP/ASUG benchmark surveys

Customer References
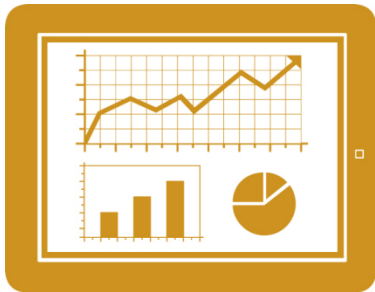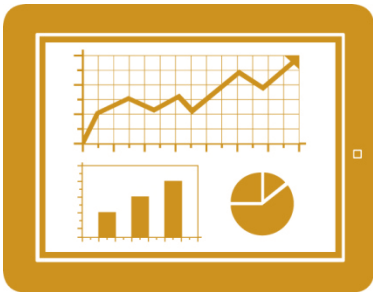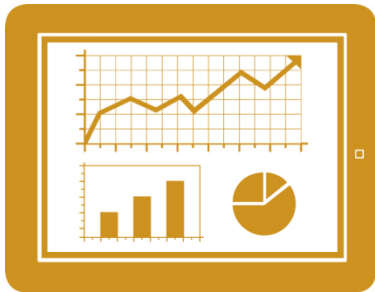

Success stories from customers

Roadmap

Planned developments

Sample Metrics – Supply Chain

Metric	Peer Group	
	Average	Top 25%
On-Time Delivery Performance (in %)	88.4	96.0
Forecast Accuracy (in %)	79.0	90.0
Revenue Loss Due To Stock-outs (in %)	0.351	0.050
Order Fulfillment Lead Time – MTS (in days)	3.2	2.0
Order Fulfillment Lead Time – MTO (in days)	18.5	10.0
Days in Inventory	63.8	31.0
Inventory Carrying Cost (% of revenue)	1.8	0.8
Warehouse Management Cost (% of revenue)	0.7	0.2
Transportation Spend (% of revenue)	3.4	1.3
Expedited Transportation Spend (% of revenue)	0.039	0.008

Supply Chain Solution Strategy

Supply Chain Monitoring
Ensure integrity and predict issues of the DEMAND NETWORK

Integrated Business Planning
Balance DEMAND plans with NETWORK constraints for profitability

Demand Driven Supply Networks
Sense & shape DEMAND and orchestrate the fulfillment NETWORK

Logistics and Order Fulfillment
The DEMAND NETWORK requires speed & efficiency in Logistics

SCM Strategy Presentation

Procurement

Procurement

Air Products and Chemicals Inc. worldwide supplier of industrial gases, chemicals, and environmental systems, with operations in over 30 countries, deployed **Ariba** sourcing technology to manage supplier negotiations globally. They also implemented Ariba catalog functionality to promote employees purchasing from contracted vendors. The Ariba deployment decreased sourcing cycle types, improved compliance with national and global contracts, and enabled them to realize sourcing savings of 15 to 40 percent.

Westlake Chemical, manufacturer of petrochemicals and plastics with operations in North America and China, needed to mitigate the risk of supply chain disruptions while cutting procurement costs. Westlake integrated **Ariba Network** with their ERP system to enable purchase order and invoice automation, as well as catalogs. After a ten week implementation, they automated 100,000+ purchase orders and invoices and consolidated buying across plants, cutting significant costs from operations.

Haldia Petrochemicals Ltd., one of India's leading petrochemical companies, focused especially on streamlining procurement in its recent upgrade to the SAP® ERP application. By reengineering its processes to take best advantage of the new functionality, the firm made dramatic improvements in procurement cycle time and cost while improving vendor management, transparency, traceability, and inventory levels.

Infraserv Höchst is a German which operates the industrial park Höchst in Frankfurt. They offer a wide range of different services such as education, security, logistics or communication. The biggest challenge for Infraserv was to manage the catalogue with a high article quantity. To meet this requirement, Infraserv chose SAP SRM which helped them to make their procurement processes leaner.

Supply Chain Solution Roadmap

	Available	Planned	Future
Supply Chain Monitoring	Performance Management Supply Chain Info Center Global Batch Traceability Serialization (OER)	Supply Chain Control Tower with real-time Analytics and Simulation	Supply Chain Monitoring with Segmentation, Analytics, Simulation and SC Integrity
Integrated Business Planning	Sales & Operations Planning APO DP/SNP Demand Sensing Inventory Optimization	Integrated Business Network: • Sales & Operations Planning • Demand • Supply • Inventory	Integrated Business Network with extended capabilities in all applications, including Response Management
Demand Driven Supply Network	Demand Signal Management APO GATP & PP/DS Supply Network Collaboration	Demand Signal Management Supply Chain Orchestration	Extended Demand Shaping capabilities connected with Response, Supply and Manufacturing Orchestration
Logistics & Order Fulfillment	Transportation Management Warehouse Management Event Management	Transportation for Contractors Production Warehouses Logistics Network	Supply Chain Execution with Hub Management and extended Logistics Network capabilities

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More Information on Human Resources

KPIs & Benchmarks
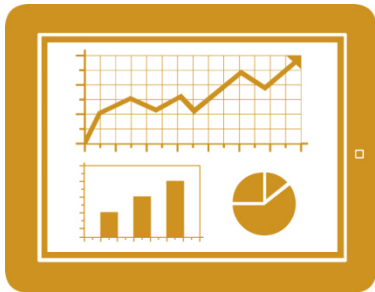
KPIs and benchmark data from SAP/ASUG benchmark surveys

Customer References

Success stories from customers

Roadmap

Planned developments

More Information on Procurement

KPIs & Benchmarks	Customer References	Roadmap

KPIs and benchmark data from SAP/ASUG benchmark surveys

Success stories from customers

Planned developments

More Information on Product Innovation

KPIs & Benchmarks

KPIs and benchmark data from SAP/ASUG benchmark surveys

Customer References

Success stories from customers

Roadmap

Planned developments

- **Product Innovation**

- **Sustainability**

More Information on Sales & Marketing

KPIs & Benchmarks

Customer References

Roadmap

KPIs and benchmark data from SAP/ASUG benchmark surveys

Success stories from customers

Planned developments

- **Sales**

- **Marketing**

More Information on Manufacturing & Asset Mgmt

KPIs & Benchmarks
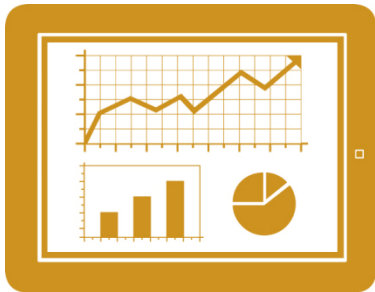
KPIs and benchmark data from SAP/ASUG benchmark surveys

Customer References

Success stories from customers

Roadmap

Planned developments

- **Manufacturing**

- **Asset Management**

More Information on Corporate Strategy & Sustainability

KPIs & Benchmarks
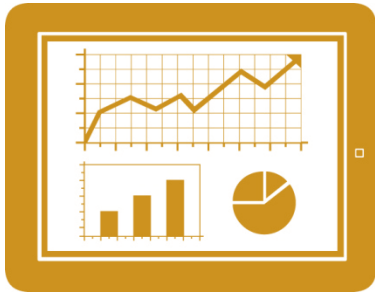
KPIs and benchmark data from SAP/ASUG benchmark surveys

Customer References

Success stories from customers

Roadmap

Planned developments

More Information on Finance

KPIs & Benchmarks
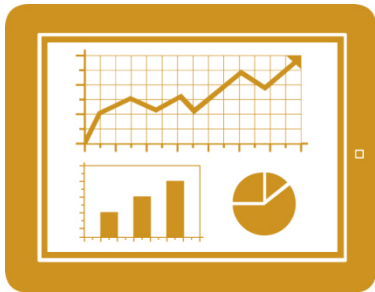
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Sample Metrics - Finance

Metric	Peer Group	
	Average	Top 25%
Audit Cost As A % of Revenue	0.04	0.01
Cycle Time For Forecasts (in days)	47.6	10.0
Time To Create New Reports (in days)	7.8	2.0
Days To Close Monthly Books (in days)	6.4	4.0
Days To Close Quarterly Books (in days)	8.0	5.0
Days To Close Annual Books (in days)	11.7	7.0
Discounts Lost (in %)	1.5	0.0
Paycheck Errors (in %)	0.4	0.0
Days Sale Outstanding (in days)	44.4	30.0
Overdue Accounts Receivable (in %)	5.2	1.0
Uncollectible A/R Write Offs (% of A/R)	0.59	0.07
Error Rate in Bills Sent Out (in %)	1.1	0.1
Finance FTEs per Billion Revenue (overall)	64.18	28.50
Finance Cost As A % of Revenue	0.54	0.17

Sample Metrics - Procurement

METRIC	Peer Group	
	Avg.	Top25%
PO Error Rate (in %)	4.7	2.0
Spend Managed Strategically-Overall (in %)	71.4	89.3
Spend Under Contract-Overall (in %)	73.8	96.4
POs Requiring Expediting (in %)	10.6	5.0
Cycle Time - New Contract Creation (in weeks)	5.0	4.0
FTEs per Billion of Total Spend	51.6	28.6

Sample Metrics - Manufacturing

Metric	Peer Group	
	Average	Top 25%
Plant On-Time Delivery (in %)	93.6	98
Line Fill Rate (in %)	97.6	99.5
Customer Reject Rate (parts per million)	6,260	4,300
Production Plan Adherence (in %)	84.1	96
Manufacturing Cycle Time (in days)	3.9	1
Capacity Utilization (in %)	78	90
Wrench Time (in %)	65.1	85
Operating Equipment Efficiency (in %)	79.9	90
Asset Availability as a % of Uptime	94.2	96
Service & Maintenance Parts Inventory as a % of Plant Machinery & Equipment	2.2	1

Sample Metrics – Warehouse Management

Metric	Peer Group	
	Average	Top 25%
Order Fill Rate (in %)	94.2	98.0
Stock Outs (% of sales order line items)	3.6	1.0
Inbound Shipments with ASN (%)	58.9	100.0
Inbound Shipments that are Cross Docked (%)	2.8	10.0
Inventory Turns per Year	6.9	10.0
Dock to Stock Cycle Time (in hours)	4.8	1.5
Pick to Ship Cycle Time (in hours)	3.7	2.0
Orders Shipped on Time (% of orders shipped)	92.0	97.0
Orders Expedited (% of orders shipped)	3.3	1.0

Financials Roadmap

Efficiency in Financial Accounting and Planning

- SAP Accounting powered by SAP HANA is now based on line-items only in financials and management accounting. Not limited by totals or pre-configuration.

- Quick and flexible reporting on highest granularity, reduced time for month-end closings, processes and postings, and intra-month simulations.

- Integrated Financial Planning for Liquidity and P&L planning with one non-redundant, real-time, in-memory data and model for plan, actuals, and exposures.

- Consistent planning data across the different planning steps and between plan and actuals

SAP Simple Finance

Solution today

New user efficiency and dynamic planning

- New Fiori user interfaces and process Renewal for SAP Accounting and SAP Collaborative Finance Operations powered by SAP HANA

- Improved user satisfaction by seamless work across all devices - desktop, tablet, or smartphone

- SAP Smart Cash Management powered by SAP HANA leveraging the real-time calculation power of HANA and improved user experience for group Cash Managers and Treasurers

- Integrated Business Planning including seamless integration of planning into SAP ERP user interface and workflows plus end-to-end simulation capabilities.

Planned innovation

Enable the real-time enterprise

- Better business decision support

- Higher efficiency and productivity of employees with a low TCO

- New user experience for driver based planning, simulations, and predictive forecasting for dynamic business planning

- Consolidation (close) capabilities as part of the HANA platform leading towards a single analytical solution for planning, real time consolidation, profitability analysis, and reporting

Future direction

Human Resources Roadmap

Recent innovations	Planned innovations	Future direction
Cloud:	**Cloud:**	• Globalization: Continued support for localized processes and compliance requirements
• New onboarding solution	• Shared services helpdesk for SuccessFactors Employee Central	• Consumability: Meeting the expectations of today's multinational and multigenerational workforce
• Redesigned user interface for SuccessFactors Learning	• Additional localizations for SuccessFactors Employee Central and SuccessFactors Employee Central Payroll	• Insight: Use data to measure, plan, and predict
• Social referrals and resume parsing for SuccessFactors Recruiting	• Talent review presentations	• Extensibility: Ability to easily extend processes and cloud integrations
• Time-off, position management, and additional localization for SuccessFactors Employee Central	**On Premise:**	• In-memory: Continued enablement and extensions based on SAP HANA
• Predefined integrations to connect SuccessFactors Employee Central with the SAP ERP application	• Continued redesigned core HR processes for HR administrators	
On Premise:	• Continued mobile scenarios based on SAP Fiori	
• Redesigned core HR processes for HR administrators	• Predefined integrations to connect core HR with SuccessFactors talent solutions	
• Mobile scenarios based on SAP Fiori apps	• Extensions for payroll processing based on the SAP HANA platform	
• Predefined integrations to connect core HR with SuccessFactors talent solutions		

Manufacturing Roadmap

Recent innovations

- Material requirements planning on the SAP HANA platform
- Overall equipment effectiveness on SAP HANA
- Shop floor dispatcher
- Touch screen support for the SAP Manufacturing Execution application
- Reduced total cost of ownership (TCO) with colocation of the SAP Manufacturing Execution and SAP Manufacturing Integration and Intelligence (SAP MII) applications in a single instance of the SAP NetWeaver technology platform
- Plant information catalog with KPI configuration and monitoring in SAP MII
- Integration of SAP 3D Visual Enterprise applications

Planned innovations

- Materials requirements planning on SAP HANA with user interface for the SAP Fiori apps
- Browser-based UI5/HTML5 mobile applications for wireless bar code scanners
- Enhanced support for order-based manufacturing
- Enhanced end-to-end shop floor integration
- SAP MII running on SAP HANA
- Self-composition UI environment for SAP MII

Future direction

- SAP Manufacturing Execution running on SAP HANA
- Enhanced end-to-end shop floor integration
- Enhanced support for enterprise mobility, UI composition environment, and personalization
- Pervasive computing
- Cloud-based collaboration
- TCO and performance improvements

Sample Metrics – Human Resources

Performance Results –Metrics

METRIC	Peer Group	
	Avg.	Top25%
Employees per HR FTE	153	107
HR Cost per Employee	2,826	2,236
HR Cost (% of revenue)	.45	.12
HR Staff on Transactional Activities (in %)	39.7	23.9

Sample Metrics – Sales & Marketing

METRIC	Peer Group	
	Avg.	Top25%
Orders Shipped on Time (% of Orders Shipped)	92.8	97
Customer Complaints as % of Orders Processed	3.2	.4
Orders Cancelled (% of Orders Backordered)	5	1
Stock Outs (% of Sales Order Line Items)	3.6	1.0

Sales Roadmap

Recent innovations	Planned innovations	Future direction
• Mobile sales enhancements	• Enhanced cloud for sales solution	• Complete cloud for sales solution including customer engagement intelligence integration
• Instant access to 360-degree customer data through the SAP HANA platform	• Enhancements to desktop connection	• Support for integrated day-in-a-life scenarios
• Enhanced industry focus	• Enhanced user experience through SAP Fiori apps	• Predictive sales analytics
• Customer engagement intelligence		• Enhancements to omnichannel platform
• Hybris acquisition		
• SeeWhy acquisition		

Asset Management Roadmap

Recent innovations	Planned innovations	Future direction
• Simplification of user interface	• GIS and 2D/3D visual enterprise integration for mobile asset management	• Real-world awareness
• Mobile asset management to support offline activities		• Usability, including 2D/3D visualization
• Visual enterprise integration	• Leveraging of real-time data platform for predictive maintenance and service	• Cloud-based collaboration
• EHS integration into asset management processes		• Mobile
• Enhanced partnership with Meridium for asset performance management		• TCO improvement

Marketing Roadmap

Recent innovations	Planned innovations	Future direction
• SAP Customer Engagement Intelligence solution enhancements • SAP Audience Discovery and Targeting and predictive analytics – buying propensity and predictive models • Enhancements to digital asset management • Hybris acquisition • SeeWhy acquisition	• Dashboard for the Chief Marketing Officer • Annual planning for marketing • Product recommendation intelligence	• Omnichannel customer intelligence • Digital and mobile marketing • Marketing investment optimization • Collaborative business networks

Procurement Roadmap

Recent innovations	Planned innovations	Future direction

- Ariba Pay
- Ariba Network 13s
  - Spot buy
  - Scheduling agreement support
- Ariba Spend Visibility on HANA
- Fieldglass acquisition

- Network on HANA
- Expanded support for country-specific requirements
- Ariba Sourcing & Contract integration to ECC
- Fieldglass integration for services procurement

- Demand Network – Supply Chain collaboration with vendors around:
  - Orders
  - Scheduling agreements
  - Inventory
  - Forecasts
  - Contract manufacturing scenarios
- Logistics integration, including SAP Transportation Management

Product Innovation Roadmap

Recent innovations	Planned innovations	Future direction

- Recipe Development
- Rapid Deployment solutions for:
  - PLM Foundation
  - Recipe Development

- Virtual data model for specification and formula data
- Simulation and optimization scenarios for Project & Portfolio Management
- BOM explosion and classification on HANA
- 3D visualization added to transactions
- Improved CAD integration

- HANA based product cost calculation engine
- Tighter integration of PLM and PPM
- Systems engineering solutions

Sustainability Roadmap

Recent innovations	Planned innovations	Future direction
• Risk-based management of change	• Energy benchmarking, forecasting, and simulation	• Mobile first
• Chemical health and safety processes	• Measurement planning	• Native visual and model-oriented systems
• Product safety communication and collaboration	• Exposure assessments	• Predictive and real-time analysis
• Portal for SAP EHS Regulatory Documentation OnDemand services	• Cloud network for product sustainability and compliance	• Sustainable supply chains
	• Exposure scenario management – ESCom XML interface"	

Sample Metrics – Product Innovation

METRIC	Peer Group	
	Avg.	Top25%
Time to Market for New Products (in months)	17	8
New Product Revenue as % of Company Revenue	10	15
New Products Launched Annually per 100 Mn of Rev	1.4	3.5
New Products Meeting Revenue Targets (in %)	94	99

SAP Simple Finance

Financials Add-On for Suite on HANA

- While the SAP HANA Enterprise Cloud is the preferred deployment model for SAP Simple Finance we will not exclude our on premise customers from the related innovations supporting their Finance transformation.
- They can consume the re-architectured financials core applications as part of the Financials Add-On for SAP Business Suite powered by SAP HANA.
- This product is in ramp-up since February 2014 and SAP is the first live customer helping us become a real-time Finance organization.

SAP Accounting
powered by SAP HANA

Alternative in-memory functionality for ERP customers

SAP Cash Management
powered by SAP HANA

New product for Group Cash Management

Integrated Business Planning

New capabilities and enhanced integration for ERP and BPC

Business Suite on HANA

SAP HANA Platform
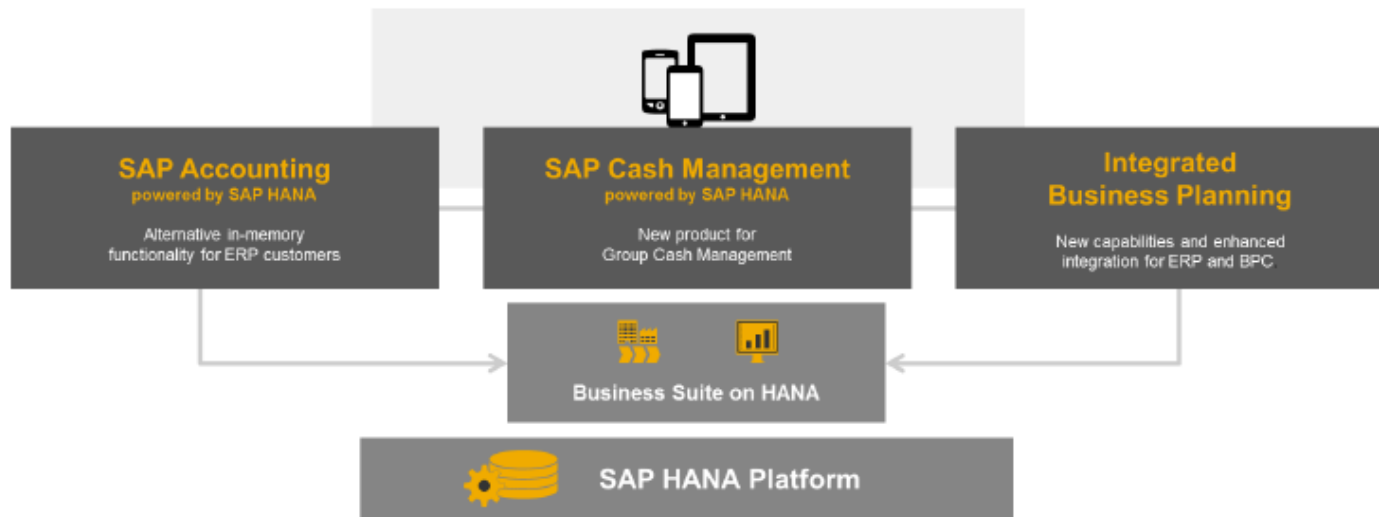
Aligned
Single Source of Truth

Agile
Real time finance processes

Predictive
Insight and foresight

Fieldglass

Customer Pain Points:
- High labor costs
- Increased regulatory and compliance risk resulting from lack of oversight of contingent workforce
- Difficulty measuring service quality due to insuffient performance controls
- Overpayment of contractors
- Time consuming requisition and procurement process for contract labor

Value Proposition:
Fieldglass helps customers gain visibility into their external workforce and:
- Deliver Cost Savings
- Insure Compliance with Policies including Health and Safety
- Simplify the Hiring Manager's Experience
- Measure the Talent/Service Quality

Key Components:
- Fieldglass

Solution Details:
- Cost savings, rate rationalization, vendor consolidation
- Accurate billing and invoicing and seamless integration with AP
- Vendor performance metrics
- Reporting / Business Intelligence to analyze workforce and supply base
- Supply base management
- Talent pools/bench management
- Worker profile tracking
- Global pay rules
- Management of co-employment risk
- Management of candidate quality
- HR policy enforcement i.e.: on/off boarding
- Legal compliance
- IC / 1099 Direct Source,Worker Tracking

For More Information:
- Monsanto
- PPG
- Air Products
- Ashland

High Level Description

Fieldglass addresses a big gap in HR and Procurement around finding, hiring, and managing off-payroll employees, often called contingent workforce. Non-payroll labor is largest spend category at most companies, and yet it is often poorly managed.

Fieldglass provides the software, collaboration tools, network connectivity and intelligence required to assess, engage, and optimize permanent, SOW, and contingent workforce globally across the entire employee lifecycle to deliver maximum workforce performance and spend control – all on a single, integrated platform

Solution Adoption Trends in Chemicals

Innovation Focus	Solution Adoption Driven by Business Priorities
Applications & Suite	• **ROLTA OneView™** • **Integrated Business Planning/Sales & Operations Planning** • **Integrates Business Planning/Inventory Optimization** • **Cloud for Customer/hybris** • **SuccessFactors Workforce Planning & Analytics** • **Profitability Analysis**
SAP HANA Platform	• **BW on HANA** • **Suite on HANA/S4HANA** • **HANA Enterprise Cloud**
Business Network	• **Ariba Network** • **Fieldglass** • **Transportation Management Carrier Portal**

Methodology

Where did this start?

❑ **An answer to the question:**

What have SAP's Best Run Chemical customers done?

❑ **A single slide to facilitate solution discussions:**
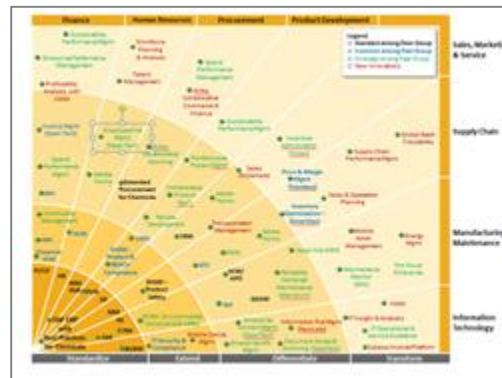
Peer Group Selection

SAP

IBS   IVE

Qualitative assessment of companies' implementations based on conformance to SAP's Best Practices and overall Solution Portfolio for Chemicals.
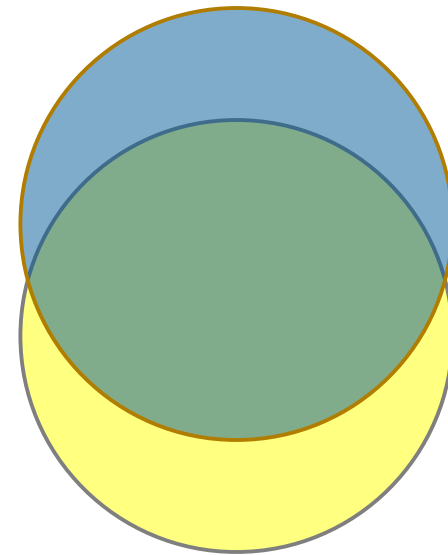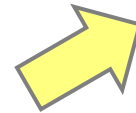
Gartner   **Research**

Publication Date: 22 August 2011   ID Number: G00216375

2011 Gartner Supply Chain Top 25: Chemical

Paul Lord, Carla Elvy

This research analyzes the performance of chemical companies and process manufactur... ...011." Supply chain leadership and deman... ...ce, as the challenges of globalizatio... ...e impact the complexity of operations ...

C&EN
CHEMICAL & ENGINEERING NEWS

Global Top 50 Chemical Companies for 2011

chemicalweek

Billion Dollar Club

Best Run Practices

FINANCE:

Best-Run Practices

✓ **Single ERP solution** for **accurate and timely** reporting.

✓ **Uniform and consistent** product costing methodology used across the business.

✓ **Single,** real-time globally-integrated **General Ledger system.**

✓ **Consolidation** of existing Company Codes to represent Legal Entities.

✓ **Multi-currency functionality.**

Solution Areas: New General Ledger with Segment and Profit Center Reporting and Parallel Ledger functionality to support GAAP and IFRS requirements, Product Costing to provide consistent design for Customer/Product Profitability

Best Run Chemical Company KPI's Considered

- ❑ **Days Sales Outstanding (DSO)**
- ❑ **Days Sales of Inventory (DSI)**
- ❑ **Days Payable Outstanding (DPO)**
- ❑ **Chem. Sales ($M) 2010 & Change from 2009**
- ❑ **2010 Total Sales & Change from 2009**
- ❑ **Chemicals Sales as % of Tot Sales**
- ❑ **Chem. Oper. Profits ($ M) & Change from 2009**
- ❑ **Chem. Profits as % of Tot Oper. Profit**
- ❑ **Chem. Oper. Profit Margin**
- ❑ **Identifiable Chem. Assets ($ M)**
- ❑ **Chem. Assets as % of Tot. Assets**
- ❑ **Return on Chem. Assets**

Source: Forbes Finance, Chemical Week "Billion Dollar Club" metrics, C&EN Global Top 50, and company 10K's

Best Run Chemical Company Profiles

- **8 headquartered in US**
- **3 headquartered in Europe**
- **Revenues ranged from $6.4B to $95.6B**
- **4 companies had revenues under $10B**
- **2 companies had revenues $50B or over**
- **Average revenues per employee ranged from $380,000 to $1,100,000**
- **Wide range of chemical sub-segments represented:**
  - Specialty chemicals
  - Agricultural chemicals
  - Bulk chemicals
  - Industrial gases

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