

LOOKING AHEAD WITH SAP® BUSINESS SUITE 7

ACHIEVE GREATER INSIGHT,
FLEXIBILITY, AND EFFICIENCY

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INTRODUCTION

MANAGE YOUR MOST CRITICAL BUSINESS PROCESSES

SAP® Business Suite 7 software enables you to execute and optimize your business and IT strategies. It helps you to perform essential business processes with modular software designed to work with other SAP and non-SAP software. You can deploy SAP Business Suite software in a stepwise manner to address specific challenges on your own timeline and without costly upgrades. It helps provide insight and visibility across your organization, improve operational efficiency and effectiveness, and increase the flexibility to address business change.

This document answers frequently asked questions about SAP Business Suite and SAP enhancement packages.

SAP BUSINESS SUITE

OPTIMIZE AND EXECUTE BUSINESS AND IT STRATEGIES

What is SAP Business Suite 7 software?

SAP Business Suite 7 software is an integrated suite of business applications. It delivers flexibility as a result of its synchronized release schedule, wide adoption of service-oriented architecture (SOA) design concepts, industry specialization, and support for collaborative and unstructured business processes. The applications are extensible and make use of enhancement packages to eliminate the necessity for large-scale upgrades. SAP Business Suite offers you an opportunity to address business efficiency and insight challenges that currently prevent you from improving employee productivity or executing business strategies to drive greater profitability.

What applications make up SAP Business Suite?

SAP Business Suite comprises the most current releases of these applications:

- SAP ERP
- SAP Customer Relationship Management
- SAP Product Lifecycle Management
- SAP Supplier Relationship Management
- SAP Supply Chain Management

SAP Business Suite delivers integrated process support for the finance, human resources, sales, service, marketing, procurement, manufacturing, product development, IT, and supply chain lines of business. In addition, software from the core applications serves as the basis of industry solutions from SAP (see table).

Industry Solutions Delivered with SAP® Business Suite

Industry or Service	Solution Portfolio
Financial and public services	SAP for Banking SAP for Defense & Security SAP for Healthcare SAP for Higher Education & Research SAP for Insurance SAP for Public Sector
Manufacturing	SAP for Aerospace & Defense SAP for Automotive SAP for Chemicals SAP for Consumer Products SAP for Engineering, Construction & Operations SAP for High Tech SAP for Industrial Machinery & Components SAP for Life Sciences SAP for Mill Products SAP for Mining SAP for Oil & Gas
Service	SAP for Media SAP for Professional Services SAP for Retail SAP for Telecommunications SAP for Travel & Logistics Services SAP for Utilities SAP for Wholesale Distribution

Do I have to license the entire suite?

No. Applications comprising SAP Business Suite are licensed according to usage with no requirement to license the entire suite. You can activate different applications individually or as a set to address a group of business processes.

Who should use SAP Business Suite?

SAP Business Suite is appropriate for the following:

- Organizations that seek greater levels of insight, process efficiency, or business flexibility
- Globally oriented, growth-focused companies that demand secure, scalable, and industry-specific business process support
- Existing SAP customers that seek to reduce the cost of IT and eliminate costly integration projects normally associated with managing third-party software

SAP Business Suite software is unlike traditional enterprise software point solutions that operate on disparate technology platforms. It is a comprehensive, integrated suite of business applications particularly suited for companies, institutions, and other organizations that:

- Require integrated, high-integrity business processes that transcend organizational, departmental, and geographic boundaries
- Wish to expand or integrate additional business processes with support from SAP ERP
- Require an approach to add new systems or functionality to their enterprise software landscapes without expensive replacements or upgrades
- Want to consolidate enterprise software landscapes to reduce cost or scale operations for efficient growth

How does SAP Business Suite support innovation?

SAP Business Suite enables customers to invest more in innovation and process improvement strategies by:

- Providing support for the latest business processes and practices for more than 24 industry segments
- Supporting new collaborative business processes such as outsourced manufacturing, business process outsourcing, and shared services
- Eliminating upgrades as a means to access new software functionality
- Enabling industry-specific processes through a single, integrated software solution
- Helping organizations improve business processes without abandoning established business processes or systems supported by SAP software
- Enabling an SOA approach to address individual challenges or business processes
- Increasing the number and types of users that can leverage data, information, and processes supported by SAP software
- Improving business insight in and across business processes with integrated analytics
- Increasing flexibility by leveraging Web services and SOA to enable process composition or process extensions
- Empowering a global and coordinated ecosystem of software solution, services, and support partners to maximize the value of SAP software

In addition, customers can take advantage of the following services for SAP Business Suite:

- The SAP Education offerings help ensure the relevant knowledge transfer to maximize the productive use of all features.
- The SAP Enterprise Support services help ensure the core stability to enable innovation.
- The platform and architecture services from SAP Consulting and the offerings from the SAP Custom Development organization provide the guidance, governance, and expertise to plan for the most sustainable innovations.

In what ways does SAP Business Suite help improve key business processes?

SAP Business Suite offers an improved user experience and enhanced innovation and value that can be experienced throughout the following areas of the organization:

- **Finance:** Faster closing cycles and improved management reporting, treasury management, and invoicing and collections management to optimize working capital and keep control of cash and liquidity
- **Human resources:** Better talent management solutions and expanded functionality for global shared-service organizations to efficiently manage their workforce
- **Sales:** Improved sales performance through enhanced pipeline performance and territory management to secure pipeline and revenue so every deal counts
- **Marketing:** Stronger customer relationships through loyalty management, improved segmentation, and advanced campaign execution to make the best use of your budget
- **Service:** Improved service through communication-enabled business processes, resource optimization, and high-performing call centers to help ensure customer loyalty at all times
- **Procurement:** Deeper integration among contract, sourcing, and procurement processes, and better visibility and reporting of supplier activities to help ensure you get what you need even when your suppliers encounter roadblocks
- **Product development:** Synchronized development processes with enhanced usability and extended collaboration to reduce product cost and minimize time to profit
- **Supply chain:** Global warehouse and transportation operations and planning with cross-industry fulfillment, and enhanced support for serialization and compliance to minimize capital tied up in the supply chain while maintaining service levels
- **Manufacturing:** Improved support for end-to-end contract manufacturing processes and improved analytics of outsourced manufacturing operations to contribute to bottom line and liquidity by reducing inventory and maintenance spend
- **IT:** Reduced total cost of ownership (TCO) through faster deployment and simplified installation and upgrades through enhancement packages as well as smarter integration and support for the industry solutions to make the most of your IT budget

The following services and support also help to improve business processes:

- SAP Consulting provides the expertise, tools, and services to maximize business process modeling and optimization. Service offering portfolios are available to help ensure the efficient deployment of the most critical industry-specific processes.
- SAP Custom Development enables the extension, adaptation, or innovation of key business processes that drive competitive advantage by supporting new business opportunities and new revenue streams.
- SAP Education offers both classroom and e-learning courses for all applications and roles within SAP Business Suite.

What advantages does SAP Business Suite offer over other enterprise software suites on the market?

SAP Business Suite offers the following:

- Comprehensive support – Coverage for a wide range of business functions and industries
- A common platform – Uniform technology architecture to help reduce complexity and the cost of managing end-to-end business processes
- Adaptable functionality – Solutions packaged by industry, deployed to help address specific business issues without sacrificing the quality of end-to-end business process support, and no requirements for major system upgrades once SAP Business Suite applications are implemented
- Company-specific functionality – Flexible architecture to conform and adapt to the specific needs of your organization
- A complete service portfolio – Continuing to deliver on the software's ability to reduce TCO, mitigate risk, and accelerate time to value
- SAP Enterprise Support – SAP's holistic, end-to-end support offering that provides a foundation for innovation, business continuity, and agility
- Strong productivity tools – Measuring and improving the performance of your SAP Business Suite end users

How does SAP Business Suite help drive down TCO?

There are many ways SAP Business Suite can help you drive down TCO. The software has a harmonized user interface that assists in training end users and helps maintain cost-effectiveness. Having one integrated software system can help you reduce the number of different IT skill sets you have to keep on staff. You can also reduce the number of custom interfaces that are needed to maintain data across multiple disparate systems. SAP Business Suite reduces the need for you to procure, implement, test, integrate, and support third-party software. Finally, with all applications of SAP Business Suite on the same release cycle, the time needed to implement and test new functionality is greatly reduced.

In addition, SAP Enterprise Support delivered with the suite continues to reduce TCO by implementing standards that support end-to-end solution operations and the Run SAP methodology. Advanced life-cycle management helps to control TCO of enterprise software landscapes. SAP supports the life-cycle management of SAP Business Suite with SAP Solution Manager, enterprise edition, and SAP Enterprise Support bundles advice from SAP solution architects and modification justification checks to help you avoid costly software modifications.

With e-learning and user productivity tools, cost-effective knowledge transfer is enabled, returning value through performance.

Can SAP help me build a business case for investing in SAP Business Suite?

Yes. SAP sales and consulting professionals are trained to help customers outline business cases and project plans that mitigate project cost overruns and help ensure a strong return on system investment. SAP Consulting offers services such as value assessment for SAP Business Suite, ROI analysis, and feasibility studies.

Does SAP have a specific service offering dedicated to SAP Business Suite?

The services portfolio from SAP is designed to offer support and guidance across the whole solution life cycle, so there are offerings available for your specific project stage and for each application within the suite.

There are also services that support customers' expectations that the suite will deliver insight, efficiency, and flexibility:

- **Insight:** Review the portfolio from SAP Consulting for the SAP BusinessObjects™ portfolio (www.sap.com/services/bysubject/businessobjectsconsulting/index.epx) and SAP Education (www.sap.com/services/education/catalog/index.epx).
- **Efficiency:** SAP Consulting services accelerate time to value for projects and are aligned to the business processes supported by SAP Business Suite (www.sap.com/services/bysubject/consulting/index.epx).
- **Flexibility:** SAP Consulting offers services specific to platform and architecture. In addition, SAP Custom Development enables the flexibility to extend, adapt, and innovate key business processes.

The entire suite is supported by SAP Enterprise Support. For more information on SAP Enterprise Support, please visit www.sap.com/services/bysubject/support/index.epx.

What are the main customer benefits with SAP Enterprise Support?

SAP Enterprise Support helps ensure the successful operation of our customers' IT software systems at overall lower cost. It employs industry-leading software operation standards, built-in support for best practices, quality management, platforms, and access to our highly skilled ecosystem. SAP Enterprise Support accelerates the customer's ability to leverage end-to-end solution operations while lowering the total cost of operations through:

- **Risk management:** The combination of service-level agreements, the support advisory teams in the SAP Active Global Support organization, and continuous quality checks helps customers manage and limit risk.
- **Built-in support for best practices:** Customers can leverage SAP Solution Manager, enterprise edition, the best operational tools (such as the SAP Extended Diagnostics application by CA Wily), and support for industry-specific best practices throughout SAP Business Suite.
- **Continuous value:** SAP Enterprise Support makes it easier to adopt a business process platform and enhancement packages. With enhancement packages, it also supports accelerated innovation without the need for major, time-consuming upgrades.
- **Transparent quality management:** Quality is assured across both SAP platform and partner offerings.

How does SAP Enterprise Support deliver on the promise of lowered TCO for SAP Business Suite?

SAP Enterprise Support focuses on enhancing the IT operations for each customer. Operating standards, continuous quality assessments, and having experts on hand for support all lead to operational efficiency gains, resulting in overall reduction of TCO.

What are the top innovations that SAP Business Suite supports for different industries?

Innovations by Industry

Industry	Innovations
Automotive	<ul style="list-style-type: none"> ▪ Synchronized product with design collaboration networks, extended CAD integration, and service-oriented architecture ▪ Accelerated decision support with product intelligence and comprehensive 360-degree view ▪ Improved efficiency and execution of a dealer business management solution for passenger car segment with enhanced vehicle sales, service, parts, and customer management
Banking	<ul style="list-style-type: none"> ▪ Improved contract creation and amendment process ▪ Improved management of deposits, loans, collaterals, and payments ▪ Integrated talent management ▪ Enhanced talent management end-user experience ▪ Tracking of successors and top talents through identification and development
Chemicals	<ul style="list-style-type: none"> ▪ Integrated transportation management with environmental, health, and safety (EH&S) and global trade services to help ensure compliant supply chain operations ▪ Improved business framework for mobile applications and reliability-centered maintenance to enhance user efficiency and asset reliability or performance ▪ Embedded product safety with support for Registration, Evaluation, Authorization, and Restriction of Chemicals (REACH) compliance and global harmonization standards
Consumer products	<ul style="list-style-type: none"> ▪ Comprehensive logistics and fulfillment functionality to effectively and profitably source, store, and move products to deliver the "perfect order" ▪ Integrated financials and supply chain through spend status and promotion analysis ▪ Improved collaboration between distributed development centers, including external partners and integration to authoring tools such as CAD, computer-aided engineering, and electronic design automation and viewing

What are the top innovations that SAP Business Suite supports for different industries? (continued)

Innovations by Industry (continued)

Industry	Innovations
Engineering, construction, and operations	<ul style="list-style-type: none"> ▪ Efficient execution of project to manage availability and deployment of project resources, including materials, labor, and equipment ▪ Shortened procurement and subcontracting cycle time ▪ Comprehensive solution for effective asset management encompassing the design, build, commission, run, and maintenance stages of the asset life cycle
High tech	<ul style="list-style-type: none"> ▪ Advanced outsourced manufacturing orchestration: batch traceability, mass handling of POs, work-in-process cost tracking as production progresses, and manufacturer part number-based collaboration ▪ Advanced contract management for total solution selling, contract renewals, and usage-based billing ▪ Compliance with REACH, the Waste Electrical and Electronic Equipment (WEEE) Directive, and the Restriction of Hazardous Substances (RoHS) Directive by the embedding of controls across development, supply chain, manufacturing, quality, sales, distribution, and recycling processes
Industrial machinery and components	<ul style="list-style-type: none"> ▪ Enhanced sales force automation for account, activity, and opportunity management, and analytics and pipeline reporting ▪ Visible shop-floor, productivity, and performance improvements for plant personnel ▪ Enhanced subcontracting, maintenance cost, budgeting, and reverse-logistics management
Insurance	<ul style="list-style-type: none"> ▪ Integrated contact center communications enabled by the SAP Business Communications Management software ▪ Automated application of limits and deductibles and rules-based automation of best practices in claims management ▪ Defined enterprise services for billing and payment exception
Mill products and mining	<ul style="list-style-type: none"> ▪ Reduction of plant or site risk by enabling visibility to assets, incidents, safety, and compliance, such as EH&S and REACH, and energy management performance ▪ Improved planning, collaboration, traceability, execution, and transportation, such as enterprise resource planning (ERP) order-based processes for distributed manufacturing ▪ Improved visibility, reporting, and integration with other applications through a manufacturing infrastructure and integrated architecture

Industry	Innovations
Retail	<ul style="list-style-type: none"> ■ Improved forecasting to help optimize customer service levels ■ Improved vendor-managed inventory (VMI) with consignment stock ■ Deeper insights into customer propensity and value of purchases
Travel and logistics services	<ul style="list-style-type: none"> ■ Enhanced supplier collaboration for the entire procure-to-pay cycle ■ Integrated functionality to manage leads, present offerings, and manage operational processes as needed by a logistics service provider ■ Streamlined functionality to enable finance professionals to focus on driving strategy and growth
Utilities	<ul style="list-style-type: none"> ■ Integrated contact center communications enabled by SAP Business Communications Management ■ Automated metering infrastructure ■ Risk-adjusted strategy management
Wholesale distribution	<ul style="list-style-type: none"> ■ Management of chargebacks and rebates, creation and validation of agreements, settlement of chargeback documents, resolution of disputes, and establishment of audit trail through the SAP Paybacks and Chargebacks application by Vistex ■ Advanced support for returns management ■ Support for consignment products, improvement of integration with ERP, and management of customer forecast through VMI enhancements

SAP ENHANCEMENT PACKAGES

INNOVATE ACCORDING TO YOUR OWN SCHEDULE

What are SAP enhancement packages?

Imagine having the ability to pick and choose software functionality without the need for wholesale changes to your system landscape. That is what an SAP enhancement package enables.

An SAP enhancement package is an optional package that helps you take advantage of ongoing innovations while keeping your core software stable, so you don't have to engage in large upgrade projects. Each SAP enhancement package provides a collection of new or improved business functions. You can deploy the enhancements in a modular fashion by activating only the new features and functionalities you want – on your own timetable. The software system behavior will change only where a business function has been activated. This targeted update process is a key part of the delivery methodology of enhancement packages.

SAP enhancement packages are currently available for SAP ERP and will soon be available for other applications in SAP Business Suite and for the SAP NetWeaver® technology platform. You can expand SAP Business Suite applications, as necessary, to help support new processes and add functionality as needed without disrupting the business. You can compose and design new processes, implement individual applications according to budget and scope, and integrate non-SAP solutions that address special needs. The software delivery rhythm provides you with long-term planning security with a stable software environment, offering you a reliable software enhancement process for continuous innovation.

Will I still need to upgrade my SAP software?

Enhancement packages are different from release upgrades, which require that all software components installed in an SAP software system be upgraded regardless of your specific business needs.

When should enhancement packages be implemented?

SAP recommends implementing enhancement packages when installing a regular support package stack. The installation of an enhancement package and the application of the support package stack should be done together in one queue in the add-on installation tool from SAP. This approach reduces the downtime and manual effort for the whole installation procedure. In addition, you can leverage synergies by conducting only one regression test for all software components at that time.

How do enhancement packages impact support packages?

Support packages, which typically include corrections and legal changes to the software, are not interrupted by the implementation of enhancement packages. The procedure to implement support packages is also unchanged. Moreover, support packages for enhancement packages are chronologically synchronized with the support packages for SAP Business Suite software.

What is the difference between extension sets for SAP R/3® Enterprise software and the enhancement packages for SAP ERP and SAP Business Suite?

Only extension sets were available for SAP R/3 Enterprise, not enhancement packages. The switch framework, which distinguishes installation from activation, was not available in SAP R/3 Enterprise. Also, the installation of extension sets caused changes to the software's code.

With an enhancement package, you have the option to update specific subsets of software components related to business functions and then select and activate the desired business functions. The software system behavior will change only where a business function has been activated. Release upgrades require that you upgrade all software components installed in an SAP software system regardless of your specific business needs. Before the activation of specific business functions, the installation of an enhancement package has no impact on support for existing business processes or user interfaces.

Find Out More

To learn more about how SAP Business Suite can help you manage your entire value chain, contact your SAP representative today or visit us on the Web at the following locations:

SAP Business Suite

www.sap.com/solutions/business-suite/index.epx

SAP enhancement package for SAP ERP

www.sap.com/solutions/business-suite/erp/enhancement_packages.epx

SOA

www.sap.com/platform/index.epx

SAP Service Marketplace Extranet

SAP enhancement package for SAP ERP

www.service.sap.com/erp-ehp

Maintenance strategy and support offerings from SAP

www.service.sap.com/maintenance

SAP software release strategy and release notes

www.service.sap.com/releasestrategy and www.service.sap.com/releasenotes

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