

SAP Infrastructure Competence Center



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The SAP Infrastructure Solutions Competence Center, located in Zilina, Slovakia, was designed to demonstrate the benefits and value of joint EMC², IBM and S&T solution offerings especially for SAP customers. The Competence Center (CC) provides group-wide support for business development as well as consulting, proven solutions and implementation best practice in the area of ECM (Enterprise Content Management), SAP archiving, SAP infrastructure & security solutions on EMC² & IBM platforms.

Enterprise Content Management

Companies in highly regulated industries such as public and government organisations, and financial services have recognized for some time that they require precision content-control solutions. These solutions rely on enterprise content management to provide verifiable compliance, and to avoid fines and closures that could severely impact profitability and time to market. In these organizations it is imperative that content, such as standard operating procedures, material safety data sheets, or customer records, is carefully controlled to meet regulatory compliance or quality standards. These organizations, in common with many others, share the need to control and distribute critical documents in a systematic fashion.

ECM manages:

- all of the unstructured information — or content — in the enterprise. This information exists in many digital forms: text documents, spreadsheets, still images, audio and video files, and many other file types and formats.
- content from other enterprise applications such as enterprise resource planning (ERP), customer relationship management (CRM) and enterprise portals. It adds intelligence, creating categorization schema, metadata, and tags that make search and retrieval faster and more efficient.
- the review, revision, and approval process for any piece of content according to user-defined business rules.
- relationships between pieces of content, allowing one piece of content to have multiple identities depending on how it is used in various contexts and renditions.
- the publishing of content through multiple channels. For example, a single piece of content may be published simultaneously to a Web site, broadcast as a fax, printed as a text document, and sent to a handheld wireless device.

Offered solutions:

- End-to-end workflows & document management functionalities starting with imaging & capturing and ending with SAP portal integrations, using EMC² Documentum technology.

Solution examples:

- Invoice handling
- Contract management
- Purchasing process management
- Internal guidelines administration

Solution benefits:

- Productivity improvement due to improved document availability, flow, and reusability
- Cost savings through structural changes in work organization, communication and information storage:
 - reduced physical space for paper documents and other media types
 - reduced reliance on external and internal delivery services
- Improved information protection and control (compliance)

Archiving of SAP with EMC² tools

Companies running enterprise business application software such as SAP R/3 or mySAP consistently generate increasing volume of data. According to IDC research, business application data is increasing at a rate of 75 percent annually. The impact of this data growth leads to poorer system performance, higher TOC, and longer backup, upgrade and migration timeframes. Therefore, data that is no longer needed in everyday operations should be removed from the database. However, simply deleting this data is often not an option, end-users still need to access historical information for business reasons like creating report, complying regulations such as Sarbanes-Oxley, which require information to be available in a secure, easily accessible environment. Therefore, data must be relocated from the database in such a way that it can still be accessed when needs arise.

Offered solutions:

- SAP document and data-archiving scenarios
- “Direct link” to EMC² Center storage and online access from SAP



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Solution benefits:

- Increase system availability: Perform faster, simplified backups and maintenance.
- Accelerate upgrades, migrations, and consolidation: Speed data replication.
- Reduce operational costs: Eliminate unnecessary storage purchases and manual tuning and data purges.
- Meet compliance requirements: Enable required retention and access levels by storing data in a secure, easily accessible environment.

- High Availability
- Comprehensive Backup
- Data Subsetting
- Archiving
- Business Continuity Planning
- SAP security audits
- Risk and compliance concepts

Optimized & Secure Infrastructure for SAP

Scalable Infrastructure is an important building block of every IT solution. It needs to effectively support automated operational processes for optimal SAP user experience.

SAP usually carries important and sensitive business related data, such as accounting information, customer database, etc. Misused or unauthorized usage or changes in this data can impact the business. Whatever the impact can be, it is important to minimize the risk of it. Therefore, some security solution needs to be adopted. As security is a process, it needs to be implemented on different levels such as application level, database level, operating system and network infrastructure level. Different technology can be implemented on each level to lower the risk. To design, implement and also monitor or analyze the security solution require highly educated experts and proven solutions. It is also advisable to consider outsourcing of security services.

Offered solutions:

- System Landscape Optimization
- Virtualization

Solution benefits:

- Meet regulatory obligations like SOX and ISO security standards
- Protects business assets at the same time
- Cost-effective way to access, retain and protect business data
- Protection of sensitive data on each level

Activities provided by the CC

The S&T SAP Infrastructure Solutions Competence Center provides a number of activities, including:

- On-demand solution & infrastructure design
- On-site and remote demonstration of solutions & customer concepts
- Outsourcing activities in the area of SAP archiving
- Migration planning
- Benchmarking and performance testing
- Customer briefings, seminars and workshops
- Training activities
- Implementation & post-implementation services

East-Slovak Waterworks Company: Enterprise Content Management with SAP Integration

East-Slovak Waterworks Company with its Headquarter in Košice, Slovakia, belongs to one of the most important producers and distributors of water for East-Slovak population. Except of its head office, it operates 9 branches across the region, and it employs 3 000 employees.

Main business activities of the East-Slovak Waterworks Company include:

- Production and delivery of drinking & supply water (public sector, industry, agriculture),
- Draining of sewage water.

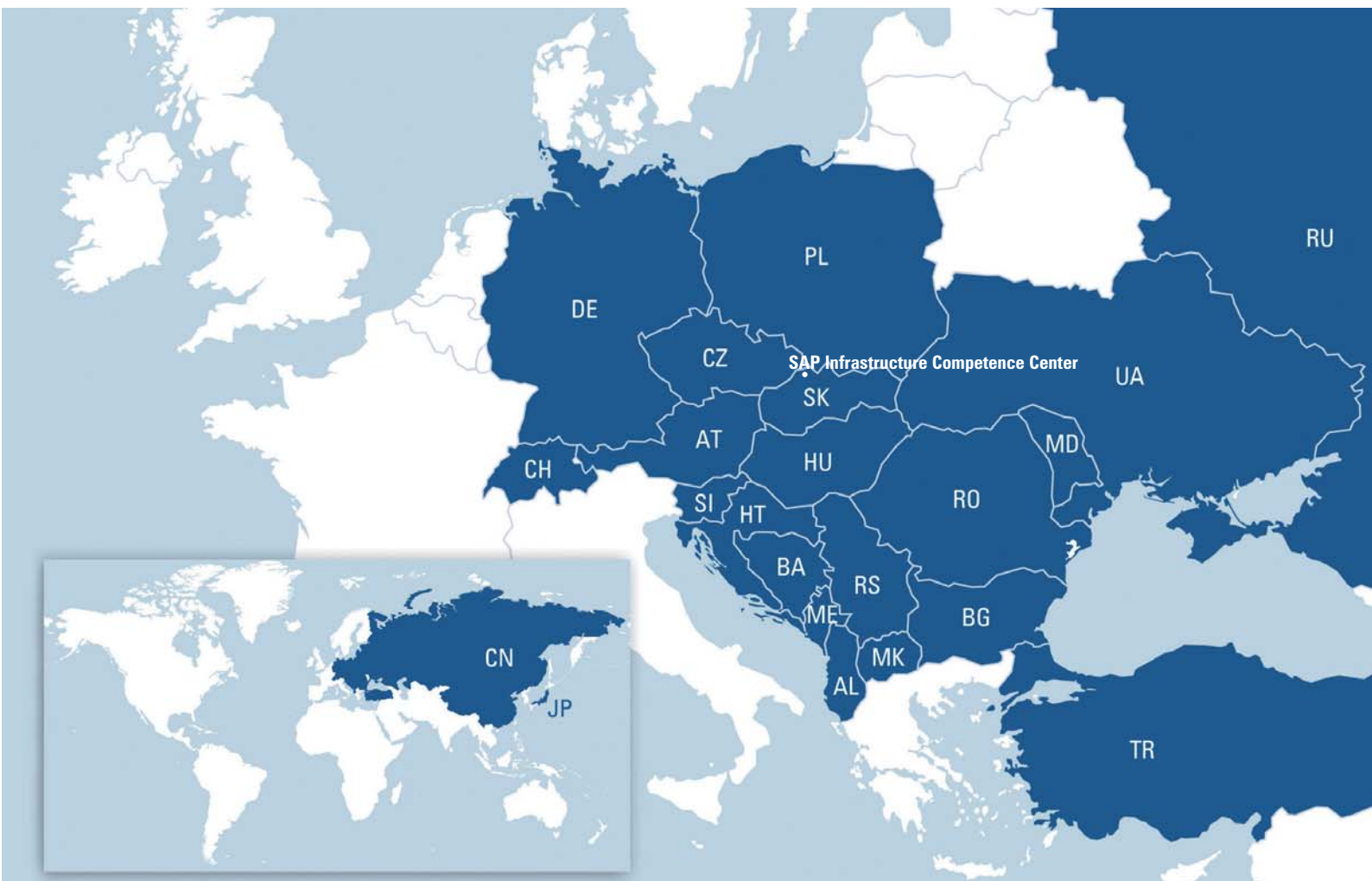
In March 2006, the Company decided to implement a new ERP system based on SAP R/3 with further

extension and integration with an Enterprise Content Management system utilizing EMC² Documentum 5 as a platform. Integration of the two platforms was performed through Documentum Archive Services for SAP. The integrated solution has 260 SAP users and 350 DCTM users.

The document management and archiving parts cover the following business areas: legal contracts, invoices, customer requests, and internal documents (guidelines, letters, etc.). After implementing Documentum at the company's Customer Centers, it became a key information system in the customer handling processes.

Solution benefits:

- Prevention of document loss – paper originals are scanned and archived
- Decrease of processing time – electronic documents are processed via automatic workflows
- Easier and more comfortable management of document processing
- Space savings – minimized need for archiving of paper documents
- Faster and more precise searching possibilities in the document repository
- Electronic linkage between objects in both systems (SAP and Documentum) based on a unique linkage using bar code functionality
- Processing time savings = money savings



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