

**SAP Portals
Solution Overview**



SAP PORTALS **ENTERPRISE** **PORTAL**

SAP Portals

NEXT-GENERATION ENTERPRISE PORTAL SOLUTIONS

Employees, enterprise applications, data warehouses, unstructured documents, Internet information, web services – all these resources represent vital assets in today's competitive enterprise. Yet most companies lack the means to leverage these resources for strategic advantage and profitability. What's needed is a way to enable all enterprise resources to work together to improve productivity, promote collaboration and enable the swift resolution of business events. The SAP Portals Enterprise Portal™ meets this challenge by unifying applications, information and services in a way that achieves higher levels of efficiency, enhances the quality of relationships and maximizes value throughout the business.

NOT ALL PORTALS ARE CREATED EQUAL



Portals abound in today's market, but functionality varies greatly. Competitive businesses demand more from a portal than mere information aggregation and web-enabled access to applications. Next-generation enterprise portals must unify information, applications and services in a way that empowers users to access, share, and analyze data – promoting collaboration, intelligent decisions and prompt action on mission-critical business events.

To achieve tangible increases in efficiency, quality and value, today's enterprise portal must deliver relevant information and functionality to the right person at the right time by unifying the following enterprise information sources:

- **Applications** – transactional systems such as CRM, ERP and legacy applications. Traditionally, the information stored within an application is useful only within the context of that application. The ability to contextualize data across application boundaries means increased efficiency and greater competitive advantage.
- **Data warehouses** – stores of data for supporting business decisions. As information grows in complexity, fewer users possess the skills to query data warehouses through their decision support systems. The need for a simple but powerful business intelligence solution is critical.
- **Unstructured Documents** – documents that lack structured context within enterprise data stores, including text documents, spreadsheets, e-mail and maps. Difficult to find, organize and maintain, unstructured information can quickly grow into a liability. If properly managed, however, it represents a powerful competitive resource.
- **The Internet and web services** – information and services accessed or provided via the Internet. The Internet has become a primary information source for knowledge workers within the enterprise. The challenge ahead is to go beyond “cutting and pasting” to find ways to incorporate the Internet into other enterprise systems.

Unlike any other solution on the market, the SAP Portals Enterprise Portal transcends the simple aggregation of enterprise information and services – truly delivering on the promise of a unified enterprise.

That means your knowledge workers have the tools they need to take action on information and resolve business issues exponentially faster and easier within the portal than outside of it.





UNIFICATION — YOUR ENTERPRISE WORKING AS ONE SYSTEM

Walk through the most common business processes in your enterprise. How many steps does it take to resolve a customer's question? To locate the latest corporate presentation? To track a vendor's shipment? In most cases, the answer to any one of the most critical business questions lies in several places: customer records in your CRM system, customer orders in your ERP system, and customer comments in your e-mail. Many portals allow users to access these systems in side-by-side frames within the portal, but no other portal allows users to work between them.

The SAP Portals Enterprise Portal unifies disparate information, applications and services into one system that delivers relevance to the end user, eliminates traditional barriers to productivity and dramatically accelerates business throughput.

With patented Drag&Relate™ capabilities, users can work seamlessly with information from different sources simply by “dragging and relating” one item to another. When a user intuitively drags the ‘question’ onto the information source containing the ‘answer’, the portal automatically produces the desired information. Tasks that traditionally require navigating through multiple systems are now accomplished with a few clicks of the mouse. That means higher productivity and unprecedented business efficiency.

BUSINESS INTELLIGENCE — EVEN SMARTER THROUGH THE PORTAL

What good is an enterprise portal if it can't provide relevant and actionable information to your business? That's why SAP Portals tightly weaves industry-leading business intelligence into the enterprise portal to deliver relevant business analysis to a broad user base — employing unification to deliver context and interoperability through state-of-the-art Drag&Relate functionality. This enables extraordinary collaboration and an unparalleled ability to quickly access and relate information from any source.

While providing comprehensive data warehousing, reporting and analysis with pre-built business content for immediate value out-of-the-box, SAP Portals also makes it easy to leverage your existing investments in data warehouses and enterprise applications, all with a simplified warehouse management approach that ensures IT success.

KNOWLEDGE MANAGEMENT — COLLABORATION DRIVING KNOWLEDGE

Some vendors may help you manage your unstructured information, but only the SAP Portals Enterprise Portal delivers a unified knowledge management solution that contextualizes unstructured information for each user across the enterprise — making it easier to find, share, and use.

With robust content management, cutting-edge retrieval and classification, sophisticated collaborative functionality, open repository framework and advanced notification capabilities, SAP Portals Knowledge Management helps turn unstructured information into organizational knowledge for your competitive advantage.

In the end, Knowledge Management from SAP Portals puts information at the fingertips of your knowledge workers, quickly and easily.

THE INTERNET — AN INTEGRATED EXTENSION OF YOUR ENTERPRISE

Whether it's used to find competitive information, quickly respond to a customer or conduct a transaction, the Internet has quickly become critical to every business. Today, the challenge is garnering that power for everyone in the enterprise. It starts with a sound architecture for managing the integration of information and services from the Internet. The SAP Portals Enterprise Portal integrates external content from sources like Yahoo! and Dun&Bradstreet, while leveraging industry standards to directly access powerful web services.

But for today's competitive business, it's not enough to simply provide access to content and services via the Internet. That's why SAP Portals takes the next step by fully integrating them into the portal, allowing your employees to access information and services with powerful Drag&Relate capabilities. Only in this manner are you able to truly use the Internet as a fully unified extension of the enterprise.



BUSINESS PACKAGES — ADDING CONTENT TO A POWERFUL PORTAL PLATFORM

The SAP Portals Enterprise Portal unifies your applications, information, and services, allowing them to work together for increased efficiency and productivity. But your company needs more than just a powerful portal platform. Today's portals must deliver context and content for every user in the organization. That's why SAP Portals created Business Packages: pre-configured collections of premium portal content for the different user functions. These Business Packages dynamically deliver the right access and tools directly to users across the value chain, bundling many of the basic tasks required to do a given job.

For instance, the Business Package for Employee Self Service streamlines access to information and services related to a user's function as an employee. It provides tools to book travel, update personal information, and access benefits information, all in one easily accessible place.

With a wide variety of Business Packages for many different functions, SAP Portals offers immediate value directly out-of-the-box, while allowing you to customize packages according to your company's individual needs. This helps you keep overall costs down and time-to-deployment to a minimum — delivering immediate gains in business efficiency.

BENEFITS



■ Boost business efficiency

- Unify disparate information into a single user experience on the business desktop
- Receive notifications, research answers, and respond to business events without leaving the portal

■ Enhance the quality of your relationships

- Improve quality of relationships and processes with state-of-the-art collaboration and unique unification capabilities
- Eliminate traditional enterprise boundaries by enabling users to work seamlessly across the value chain

■ Maximize the value of your business

- Leverage assets to create a long-term ROI for maximizing stakeholder return
- Transform data into knowledge and knowledge into intelligent action through unprecedented access to business intelligence

BENEFITS FOR YOUR BUSINESS



No other solution delivers on the promise of a unified enterprise like to the SAP Portals Enterprise Portal. You'll transform the way your company does business with tangible business benefits that:

- **Boost business efficiency.** The SAP Portals Enterprise Portal unifies disparate information into a single user experience on the business desktop. This allows users to receive notifications, research answers, and respond to business events – all without leaving the portal. Furthermore, the portal acts as the single point of access for business operations and collaboration, providing all the information and tools needed for everyone in the enterprise. All this enables you to accomplish more in less time, which increases business efficiency, boosts productivity and ultimately results in more satisfied employees and customers.
- **Enhance the quality of your relationships.** With state-of-the-art collaboration and unique unification capabilities, SAP Portals allows you to continuously improve the quality of business relationships and processes. By enabling employees, customers, and partners to share information and work seamlessly across departments and functions, the SAP Portals Enterprise Portal eliminates traditional enterprise boundaries that impede efficiency and productivity. This helps you fully maximize resources and assets, directly improving products and services in the process.
- **Maximize the value of your business.** SAP Portals helps you fully leverage assets to create a long-term ROI for maximizing stakeholder return. Through unification, the enterprise portal provides unprecedented access to

information by interrelating all enterprise systems. This empowers all your employees, partners, and customers to get the job done while ensuring that everyone involved with the business remains aligned with its strategy and goals. Ultimately, the SAP Portals Enterprise Portal helps manage costs, improve productivity and optimize revenue for greater profitability. By enabling your business to collaborate and make the right business decisions, you can implement a whole new approach to driving value and achieving business success.

FIND OUT MORE

To learn more about how SAP Portals can deliver on the promise of e-business, visit www.sapportals.com.

KEY FEATURES THAT DELIVER STRATEGIC ADVANTAGE

FEATURE	ADVANTAGE
Unification	■ Allows users to work seamlessly with information from different sources by simply dragging one item and relating it to another to produce instant answers to business questions.
Business Intelligence	■ Robust reporting, analysis and mobile business intelligence tools are coupled with collaborative capabilities and pre-defined business content to help companies make more knowledgeable decisions.
Knowledge Management	■ Helps companies manage all facets of unstructured information—from collaborative authoring and publishing to advanced search and navigation features.
Business Packages	■ Provide immediate value by combining portal content in the context of one's required function. Business packages streamline business processes by providing the capability and navigation to unify your information, applications and services.
Open Solution	■ SAP Portals solutions are completely open and can incorporate virtually any application, information or service, regardless of device or origin.
Open Standards	■ SAP Portals solutions are based on open standards to ensure compliance across such platforms as Java and .NET, as well as security standards such as LDAP, XML, X.509, and SOAP.
Single Sign-On	■ Single Sign-On and session management require the user to log on only once for access to all authorized enterprise systems, eliminating the need to remember numerous passwords and user identifications.
Security	■ SAP Portals offers robust security, including full support for the lightweight directory access protocol (LDAP), digital certificates, and secure socket layer (SSL) based on HTTPS. Single Sign-On and standards-based Internet security technologies ensure secure authentication, authorization, and data exchange.
Scalability	■ Solutions from SAP Portals are highly scalable to allow simultaneous access to the portal for thousands of users from any device. This simultaneous access is achieved by using a platform-independent, multi-server approach that allows for true enterprise scalability.
Administration	■ Apart from a web browser, local installation is not required on the user's device. Automated server configuration tools help administrators get entire departments up and running in a matter of hours.
Accessibility	■ With SAP Portals' support of the web and mobile devices, users can access the information they need anytime, from anywhere and from any device.



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