

SAP Solution Brief

SAP Solution Extensions
SAP Extended Enterprise Content
Management by OpenText

Objectives

Solution

Benefits

Quick Facts



**Implement Digital Transformation
by Making All Information
Visible Everywhere**



The Best-Run Businesses Run SAP®

**Build four strong pillars to support
your digital core**

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Success today starts with transforming IT into a digital core fueled with accurate and complete data. The core supports [personalized customer experiences](#), [higher workforce productivity](#), [deeper collaboration with suppliers](#), and [optimized asset ROI](#). With content management software from SAP, you can embed digitized content directly in business processes running on the SAP HANA® platform.

Next-generation SAP® software for SAP HANA helps you Run Simple by reinventing business models to untangle complexity. With the SAP S/4HANA suite you can perform transactions and analytics on a single in-memory platform. You can connect people, devices, and business networks in real time, delivering unprecedented value and revealing new opportunity.

SAP HANA is the backbone for your digital transformation. Its four limbs are omnichannel customer experience, workforce engagement,

supplier collaboration, and asset management. The structure is supported by such enterprise information management solutions as the SAP Extended Enterprise Content Management (SAP Extended ECM) application by OpenText. This transformed business model helps you meet today's top business challenges by engaging customers with the right rich-media content, managing full employee history, controlling supply costs, and digitizing asset information for easier delivery across devices.



Personalize a consistent omnichannel customer experience

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Engage team members and encourage collaboration

Lower costs through end-to-end source-to-procure processes

Enrich asset management to increase return on investment

Your savvy customers are often only the click of a mouse away from your competitors. You must engage them with personalized experiences and real-time, contextualized communications every time you interact with them. You need a golden customer profile with a 360-degree view of the customer from multiple sources, including transaction history and data from such unstructured sources as e-mail messages, Microsoft Word files, PDF files, and images. You can use SAP Extended ECM to capture, manage, and retrieve all these customer-related documents – even those originating from non-SAP-based applications.

In addition, you can consolidate documents from various sources into several different views corresponding to such business functions as accounts payable, vendor management, and contract management. Stakeholders can see a cross-application, folder-based list of files, including PDF files, Microsoft Word documents, and e-mails. And they can quickly retrieve content with intuitive, customizable navigation based on virtual folder hierarchies.

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SAP Extended ECM keeps a single source of the truth visible anywhere by digitizing business processes across marketing, commerce, sales, and service.



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With SAP Extended ECM, you can manage content throughout the workforce lifecycle – from recruiting and onboarding, through performance tracking and compensation, to skills enhancement and continuing education.

You raise satisfaction by deepening collaboration in project teams, and you reduce rework by eliminating manual information handovers from task to task. The application merges structured information from SAP software and unstructured information from external sources in a collaborative workspace. There,

participants can easily develop and share content, invite others to participate, and place critical content under records management. Project participants can access the workspace from any device and use personalized project pages, discussion forums, approval workflows, follow-ups, notifications, and polls to complete assigned tasks. Throughout the project lifecycle, the system links all project information to relevant transactional data in SAP S/4HANA, protecting traceability and helping you improve compliance with the regulations in U.S. Department of Defense Directive 5015.2.



You can create digitized employee records on premise or in the cloud, analyzing them quickly to discover how to boost commitment and productivity.



Lower costs through end-to-end source-to-procure processes

Personalize a consistent omnichannel customer experience

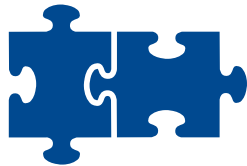
Engage team members and encourage collaboration

Lower costs through end-to-end source-to-procure processes

Enrich asset management to increase return on investment

With SAP Extended ECM, you can take advantage of the broadest business network available today to establish and maintain strong supplier relationships. You can capture and store all incoming supplier content, including unstructured content in delivery notes and e-mails. You can also scan paper documents into your content repository and store key historical content in a secure archive.

Using the application, you can find the best deals on materials you need for producing goods and delivering services. You can use dynamic discounting and compare prices by examining real-time invoice information. And you can reduce time-consuming and error-prone information handoffs among procurement functions by establishing a single, comprehensive source-to-procure process. By implementing the process in user-friendly applications and mobile apps, you encourage prompt user adoption as well.



With SAP Extended ECM, you can manage both collaboration and compliance in a single elegant solution.



Enrich asset management to increase return on investment

Personalize a consistent omnichannel customer experience

Engage team members and encourage collaboration

Lower costs through end-to-end source-to-procure processes

Enrich asset management to increase return on investment

One of the newest technologies you can implement with next-generation solutions such as SAP Extended ECM is the Internet of Things, the network of physical objects embedded with electronics, software, sensors, and network connectivity, so they can collect and exchange digitized data. This deep level of connectivity among machines and people helps you increase enterprise visibility, slash operating costs, and create a proactive maintenance strategy for your high-value assets. By acting before asset performance degrades, you can significantly improve reliability, reducing the number of accidental outages and decreasing scheduled downtime.

Because all crucial performance information is digitized and moves freely from the core to anyone who needs it, collaboration for asset management activities is as simple as turning on a mobile phone. Executive teams can make well-informed decisions in board meetings – and on the road. Field workers have instant access to such tools as equipment drawings, diagnostic procedures, and repair videos through mobile devices, including the latest smart glasses.



When you link machine data with other machine-related content in your digital core, you create a new paradigm that slashes compliance risk.



Rule the digital world by managing enterprise content wisely

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Today's best-run companies harness digital innovations while building on current investments. SAP S/4HANA and applications such as SAP Extended ECM embody 40 years of experience with enterprise software in the core of your digital transformation. The model's key benefits are enhanced customer experience, deeper employee engagement, extended supplier collaboration, and proactive asset management.

Knowing your customers through a 360-degree profile lets you deliver the right products at the right time. And you can personalize service with fast access to complete customer history for everyone who touches end users.

Employees can see upstream and downstream processes to put their work in context. Using role-based dashboards, they stay informed and can make sound business decisions and increase their productivity.

Maintaining a supplier network that delivers real-time information is crucial to curbing material costs and ultimately increasing your profitability. SAP Extended ECM brings you into the broadest business network available and helps you institute a unified source-to-procure process.

The hyperconnectivity of our world now extends bidirectionally to machines through the Internet of Things. Newly digitized asset information promotes visibility and supports a proactive maintenance strategy to minimize downtime and compliance risk.



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Summary

A digital core built on the SAP HANA® platform and integrated applications for digital content management is the next-generation business model for digital transformation. With the SAP® Extended Enterprise Content Management application by OpenText, you can boost customer engagement, increase employee productivity and process efficiency, optimize procurement, and raise asset ROI.

Objectives

- Unify data from transactions, SAP S/4HANA software, and unstructured content
- Reduce regulatory compliance risk
- Personalize interactions with customers
- Enable collaboration in globally dispersed teams
- Network with suppliers and conduct real-time business
- Boost asset reliability and lower maintenance costs

Solution

- 360-degree customer profile, including application data and e-mails, files, and images
- Complete digital record for workforce management
- Support for content-based collaboration
- Unified source-to-procure process
- Digitized asset performance data to harness the Internet of Things

Benefits

- Please customers with a personalized omnichannel experience
- Keep employees informed and productive
- Make wise purchases through a wide sourcing network and enhanced supplier management
- Use digitized machine content for proactive maintenance and higher asset value

Learn more

For more information, visit www.sap.com/pc/tech/enterprise-information-management/software/content-management/index.html.



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