

OpenText™ Business Center for SAP® Solutions

Maximize automation of document-centric SAP® processes

Most corporations today are focusing on business transformation built on simplified and digital processing. To accelerate this digital-first journey, however, it is critical that business processes are fully optimized and automated. OpenText™ Business Center for SAP® Solutions provides the tools to move from a manual document-centric process to a fully automated, simplified digital process more quickly and effectively.

For corporations using SAP solutions, most process data is generated by processes that start outside of the enterprise—as is the case with the critical, time-sensitive process of entering sales orders. In a digital world, immediate sales order confirmation is essential to revenue generation. Confirmation is often complicated, however, by the manual order entry, inaccurate data, and lengthy credit checks often tied to the processing of paper documents.

Complicated sales order processing can lead to cancelled orders, longer cash conversion cycles, and loss of future orders—but fast, accurate, and simplified digital processing can help alleviate those challenges.

OpenText™ Business Center for SAP® Solutions provides leading-edge technology to capture relevant information from document images and then transfer the metadata to the appropriate SAP processes. Validation of metadata before being sent to SAP ensures accuracy and eliminates rework. Additional processing, such as notifications and approvals, is accomplished with business rules and workflow routing for resolution.

Solution Accelerator for Sales Order Entry

Sales orders enter a company via different channels—mail, telephone, email, fax, electronic data interchange (EDI)—and in various formats. All of these contain the necessary information to execute the customer order. However, it still takes several important steps from an incoming sales order to a booked sales order in SAP. Therefore, enterprises

FUNCTIONALITY

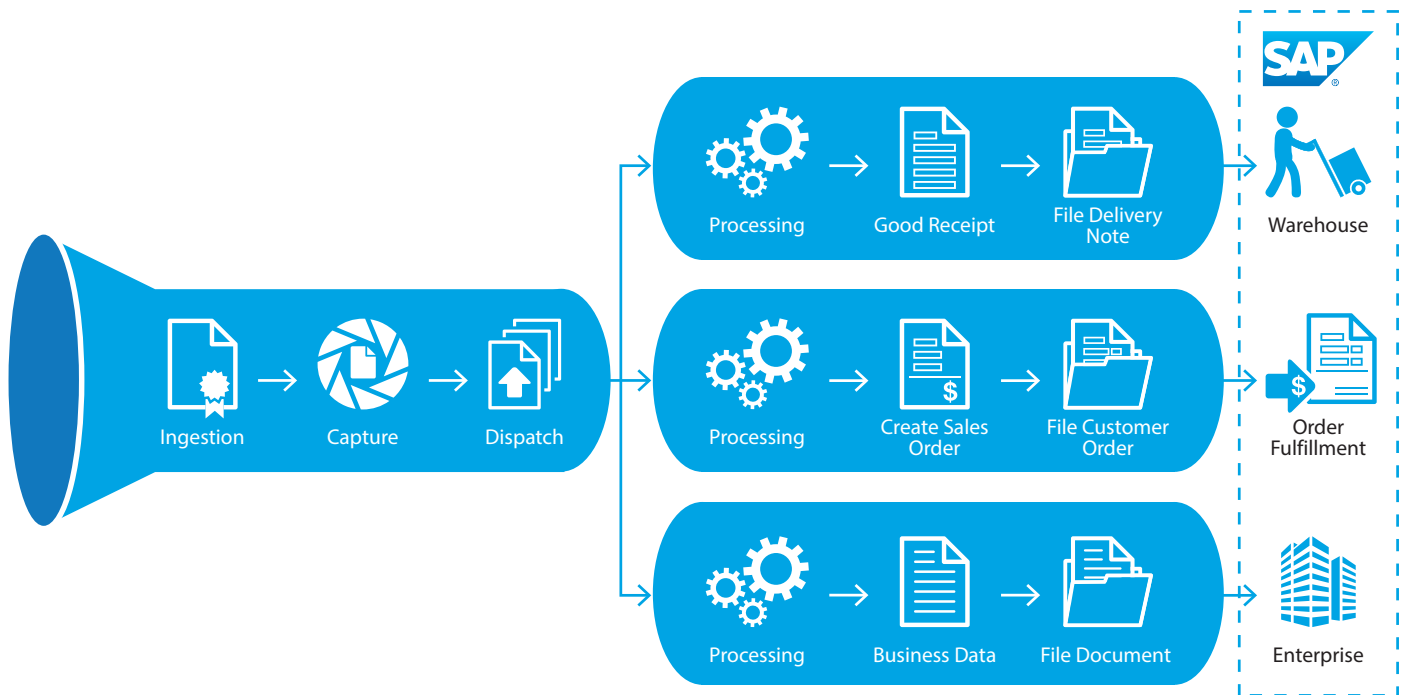
- Support of different input channels (paper, fax, email, EDI)
- Self-learning capabilities for highest optical character recognition (OCR) rates
- Data validation in SAP
- Maximized automation
- Manager app for approvals in SAP Fiori®
- Workflow implementation that is five to ten times faster

SOLUTION ACCELERATORS

- Incoming orders
- Incoming delivery notes
- Monitoring for purchase orders/purchase requisitions

LANGUAGES

The user interface for Business Center for SAP Solutions is available in 10 languages. The capturing component covers 43 languages and, therefore, is available in more than 80 countries.



Many Scenarios, One Foundation

spend time and money to validate the accuracy and completeness of their data, before a sales order is released in SAP. But the related manual tasks—like manually typing out order data from a fax—can become an additional source of errors. As a result, sales order specialists are too consumed with reviews and error control to focus on the pure management of sales orders. At the same time, sales management spends too much time on administrative tasks.

Business Center for SAP Solutions is delivered with a set of different Solution Accelerators preconfigured for specific scenarios. The Solution Accelerator for Sales Order Entry is one example, specifically designed for customer orders. This configuration not only reduces implementation times, but it also dramatically increases the level of automation for the complete process.

The self-adaptive learning capabilities push the capturing component’s recognition rate to an unmatched new high for incoming orders. These mechanisms have a long-lasting effect. Even when a customer changes the format of his sales order layout, this does not lead to a permanently higher error rate. Instead, the system adapts itself in an extremely short timeframe.

With every capture iteration, the system learns how to interpret the contained information. Typically, after capturing three or four sales orders of one layout type, Business Center for SAP Solutions can read and understand the next document correctly. Since only a limited number of customers generate the largest amount of sales orders, it only takes a few days of working with the system manually to reach a high level of automation. In addition, the Solution Accelerator for Sales Orders empowers users to easily configure validation rules. Examples include validating whether the ordering

customer is really a valid customer, whether it is legally permitted to deliver the goods to the requested country, whether the goods are available, or whether the delivery date can be observed. That way, a large amount of information relevant to the sales order process can be validated automatically right from the start. The respective SAP business objects are created without any human interaction.

Sales Order Entry and SAP Fiori®: Correct, Fast, Comfortable

The advantages of a preconfigured Sales Order Entry solution by OpenText are clear:

- Drastically decreased effort to manually enter order data
- Fully automated validations
- Shorter processing cycles
- Reduced project efforts due to self-learning capabilities
- Smooth user experience and short training cycles due to tight SAP integration
- Service level agreements observed
- Shorter cycle times, even for exceptions such as increasing credit limits
- Business Center app for SAP Fiori® with all functions for non-SAP users that are especially relevant and efficient for inquiry and approval scenarios
- Faster sales order handling leading to faster payment flows and liquidity

- Significant reduction of implementation efforts due to the preconfigured solution
- Increased process transparency due to correct and up-to-date data
- Reduced administrative efforts for sales organization freedom from administrative tasks, allowing for time on new customer acquisition

With the Solution Accelerator for Sales Order Entry, OpenText provides a solution that helps enterprises focus on their businesses, instead of administration.

Fast Document Processes: Business Center for SAP Solutions

Platform solution for all document processes in SAP: Business Center is not limited to specific business scenarios, such as Sales Order Entry, but it can be applied to any document-driven process. Therefore, the previously mentioned advantages are not only applicable to the sales organization. The procurement department can speed up the goods receipt process by automatically managing delivery notes. HR managers can handle personnel documents from new colleagues in a more efficient way—enabling both to focus on more valuable tasks.

Workflow implementations that are significantly faster:

The platform is built directly on top of the SAP Advanced Business Application Programming Stack. Furthermore, with the integrated workflow accelerator, SAP workflows only need to be configured within tables, which helps get rid of the usual programming efforts. This speeds up process implementation by five to ten times.

Integration in SAP, including Fiori: With its seamless integration into SAP, the solution offers an extraordinarily smooth user experience. Experienced SAP users can handle all their tasks within their familiar SAP environment. This significantly decreases training efforts and costs. With the approval app for SAP Fiori, the solution also supports mobile scenarios. This app helps managers review and authorize approval steps independent from access to their computers or the company network. As a result, process delays are a thing of the past.

Preconfigured solution accelerators: To reduce implementation efforts, Business Center for SAP® Solutions is delivered as a platform together with several preconfigured business scenarios. Currently, the following configurations are available: Sales Order Entry, Delivery Notes, and Purchase Orders/Purchase Requisitions Monitoring.

Self-learning capabilities: Implementation projects are significantly shorter with our new self-learning capabilities in capturing component Business Center Capture. Every time a document is processed, the solution learns how to interpret that information. As a result, the solution reaches a previously unknown remarkable level of recognition. In addition, even when layouts and formats of incoming documents are changed, it is not necessary to make changes to the recognition rules. Instead, it is sufficient to manually handle only a few documents until the processing of the new format works in a fully automated way again. This guarantees highest recognition rates both in the short- and long-term.

Integrated in the OpenText™ Suite for SAP: Business Center for SAP Solutions is seamlessly integrated with OpenText™ Vendor Invoice Management (VIM) for SAP® Solutions, the solution for incoming invoices. In addition, a tight integration with OpenText™ Extended ECM for SAP® Solutions speeds up the document onboarding process. As a result, incoming documents, such as a customer contract, are automatically attached to the related folder in the Business Workspace. Limited only by the role and permissions of users, these folders can be made available to all process participants enterprise-wide. A common information availability is guaranteed, eliminating delays from inquiries.

Business Transformation for SAP Customers

Enterprises that plan to transform their business processes and business models need solutions for digitizing and automating document-centric processes. With the self-learning capturing capabilities, the workflow accelerator, and the seamless integration in SAP, including SAP Fiori, Business Center for SAP Solutions helps customers manage the crucial next steps for a digitized economy.

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