SAP ERP – Logistics & Operations Overview

Rudolf Zens
Product Management ERP
SAP AG
### What Is Logistics & Operations?

- **New Functions in mySAP ERP 2004 and SAP ERP 6.0**
- **Enhancement Package Concept and Roadmap**
- **Customer Example: eSOA at OSRAM Opto Semiconductors**
- **Summary**
# SAP ERP Solution Map – 2005 Edition

## Scope of Logistics & Operations for SAP ERP

<table>
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What Is Operations?

- Source
- Design
- Make
- Deliver
- Operations
- Subcontractor
- Logistics Provider
- Supplier
- Customer

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### SAP ERP Includes Additional Functionality

<table>
<thead>
<tr>
<th>Extensive analytics are intuitively accessible from portal(s)</th>
<th>Streamlines invoicing and payment processes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supports full procure-to-pay process</td>
<td>Motivates employees to achieve and designs innovative reward strategies</td>
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<tr>
<td>Unique set of value-added services to improve management of resources and assets</td>
<td>Self-service portal increases flexibility and productivity</td>
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<tr>
<td>Includes Internet sales to boost revenues</td>
<td>Ensures adherence to new legal obligations</td>
</tr>
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#### SAP ERP Enhancements:

- **End-User Service Delivery**
  - **Analytics**
    - Strategic Enterprise Management
    - Financial Analytics
    - Operations Analytics
    - Workforce Analytics
  - **Financials**
    - Financial Supply Chain Management
    - Financial Accounting
    - Management Accounting
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    - Manufacturing Execution
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  - **Sales and Service**
    - Sales Order Management
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    - Professional-Service Delivery
    - Global Trade Services
    - Incentive and Commission Management
  - **Corporate Services**
    - Real Estate Management
    - Project Portfolio Management
    - Travel Management
    - Environment, Health and Safety
    - Quality Management

- **SAP NetWeaver**
  - Connects people
  - Aggregates and analyzes information across technology and the organization with SAP NetWeaver Exchange Infrastructure
  - SAP NetWeaver Mobile connects people
  - Models, executes, and monitors processes across technology and the organization
  - Open system architecture enables easier integration

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**The following slides highlight the new and enhanced capabilities . . .**
## SAP ERP Solution Map – 2005 Edition

### End-User Service Delivery

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### Procurement and Logistics Execution

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### Product Development and Manufacturing

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### Sales and Service

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### Corporate Services

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## Procurement and Logistics Execution – Overview of Major New and Enhanced Capabilities

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### mySAP ERP 2004

#### Procurement
- Self-service requisitioning with intuitive user interface (UI); full communication, integration, and catalogs

#### Supplier collaboration
- Enables closed-loop procurement process
- All communication is electronic and workflow-based
- Hosted sales order management capability for suppliers

#### Inbound and outbound logistics
- Enabled RFID data processing in supply chain scenarios (shipping, receiving, and packing), maintenance, and retailing
- Comprehensive and integrated portfolio of SAP Auto-ID Infrastructure–enabled applications
- Receive and process RFID and SAP Auto-ID Infrastructure data streams from readers
- Write data to RFID tags
- Automatic RFID-handling EIC

### SAP ERP 6.0

#### Procurement

**Buyer Role**
- React on exceptions and problems immediately
- Quick access to personalized work lists
- Analytical Insight

**Basic functions and general developments**
- SAP SRM will run on the same client as SAP ECC (only supported with ERP 6.0 and SRM 5.0)
- A new Master Data Synchronization synchronizes common objects: business partner, vendor and product, and material
- Supported scenarios
  - Self-service procurement
  - Supplier collaboration (additional engine pricing)

**Catalog access in ME21N and ME51N**
- Use of catalogs during creation of purchase requisitions and purchase orders

#### Supplier Collaboration

**Design Collaboration with Suppliers based on cFolder**
- Improves productivity and collaboration with partners and suppliers during the product design phase.
Example – Role Buyer

SAP ERP Makes Users More Productive...
- Intuitive role based central point of access
- Relevant Information actively “pushed” to user
- Guided procedures guide users through common tasks
- Embedded analytics for better decision making
POWL – Single Point of Access to all Work Lists

Active query

Purchase Orders
- Purchase Orders by ID (1)
- Orders for Supplier RK (0)
- Purchase Orders on hold (5)
- Service Orders (14)
- My Purchase Orders (20)
- Purchase Orders with open confirmations (2)
- My Purchase Orders from last year (11)

Purchase Requisitions
- My Purchase Requisitions (7)
- My Purchase Requisitions to be assigned (1)
- All Purchase Requisitions to be ordered (2000)

Without category assignment
- Special Orders (1)

Purchase Orders on hold

Vendor: [ ] To [ ]
Document Date: [ ] To [ ]

Apply

View
- Price View
- Excel
- Print Version
- Edit Purchase Order
- Display Vendor Contact Data
- Display Partner Roles
- Document Tracing
- Display Supplement to PO Header
- Display Supplement to PO Item
- Display Purchase Orders for Vendor

Net Price | Purchasing doc. | ten | Vendor | Document Date | Material | Short Text
----------|----------------|-----|--------|---------------|---------|----------
11.50     | 4500000639     | 00010 | B1-SU01 | 02.06.2005 | Material | Mein Material
0.00      | 450000840      | 00000 | B1-SU03 | 02.06.2005 |
0.00      | 450000841      | 00000 |        | 02.06.2005 |
0.00      | 4500007158     | 00000 | A101    | 13.02.2006 |
0.00      | 45000007246     | 00010 |        | 02.03.2006 | T-F603 | Test

Last refresh: 31.03.2006 15:28:33 CET

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THE BEST-RUN BUSINESSES RUN SAP™
The role Buyer provides the following benefits …

… for the end-users:

- **User Productivity**: Improved user productivity through an easy-to-use and intuitive user interface
- **Personalization**: Quick access to personalized work lists
- **Speed**: User can better and faster react on exceptions
- **Analytical Insight**: Fast preparation and distribution of purchasing analyses. Analytical information is available where it is needed

… for the IT department:

- **Flexibility**: User Interface can be adopted to the business processes of the company
- **Acceptance**: Better acceptance of end-users
- **TCO**: Reduced costs for end-user training
- **Deployment Options**: Content or at least part of the content of this portal roles can also be rolled-out for other user groups like Procurement Manager, Project Manager, Replenishment Planner, Dispatcher or Stock Planner
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Product Development and Manufacturing – Overview of Major New and Enhanced Capabilities

### mySAP ERP 2004

**Manufacturing execution**
- Manufacturing intelligence dashboard for plant manager
- Documentary batch to store the where-used data of materials used for production and trace product information without managing inventory by batches

**Enterprise asset management**
- Maintenance cost budgeting (MCB)
- Mobile asset management

**Product development**
- CAD desktop
- Development collaboration (cFolders)

**Life-cycle data management**
- SAP Easy Document Management for managing personal and group document structures and documents
- DMS connector for knowledge management
- Product modeling for configurable products (PME)
- Recipe and trial management

### SAP ERP 6.0

**Manufacturing execution**
- Manufacturing intelligence dashboard for plant manager and production supervisor
- Dashboards for the new roles of maintenance technician and quality inspector to promote collaboration on the shop floor
- Shop-floor Integration

**Enterprise asset management**
- Role maintenance technician: after-the-event recording for maintenance work that was not planned in advance
- Flexible work order enables flexible customization of the order layout
- Mobile asset management

**Product development**
- CAD desktop – integration in product development
- Development collaboration (cFolders)
- Work center development collaboration

**Life-cycle data management**
- Document management and SAP Easy Document Management
- DMS connector for knowledge management
- Product structure management based upon integrated product and process engineering
- Engineering change management (ECM)
- Recipe and trial management
- Product modeling for configurable products (PME)
The SAP Manufacturing Intelligence Dashboard is a configurable role-based entry page that delivers:

- Integrated planning and execution decision support
- Relevant manufacturing/business content
- Real-time exception detection and management
- Analytics and reporting

**Key Benefits:**

- Real-time snapshot of factory and production line operations at a glance
- Support proactive response to exceptions
- Execution on production plans – on time and within budget
- Access to KPI’s needed to continuously improve performance
- Integration of external systems
The SAP xApp Manufacturing Integration and Intelligence (xMII) is a packaged composite application that delivers:

**Manufacturing Integration:** A single ISA-95 compliant layer enabling SAP ERP connectivity into real-time plant floor apps. (MES, SFA, legacy apps.) to drive plant-to-enterprise business process interoperability.

**Manufacturing Intelligence:** Real-time analytics engine that aggregates and delivers unified visualization of events, alerts, KPIs and decision support to production personnel thru role-based dashboards.
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Sales and Service –
Overview of Major New and Enhanced Capabilities

mySAP ERP 2004

Sales order management
- Role: internal sales representative
- New role for sales in mySAP ERP
- Overview of actual workload
- Direct execution to corresponding functions
- Analytics

SAP E-Commerce for mySAP ERP
- Multimedia product catalog
- Comprehensive order management and fulfillment
- Real-time availability check
- Powerful pricing and product configuration
- Interaction channel for order, delivery, and invoice tracking.

Mobile sales for handheld
- Customer management
- Sales order management
- Materials management

SAP Incentive and Commission Management
- Settlement schedules
- Actual commission
- Threshold values in settlement run
- Ending commission contracts
- Importing business object categories
- Encapsulated condition technique

SAP ERP 6.0

Sales order management
- Role: internal sales representative
- Work center concept and enhanced analytics
- Personal object work list (POWL)
- New UI for sales documents

SAP E-Commerce for mySAP ERP
- Enhancements in quotation and order management; user and shop management (super-user concept)

Selling with eBay
- Enhanced Internet pricing configuration (IPC)
- The IPC is integrated to allow configuration within mySAP ERP sales documents

Professional-service delivery
- New resource planning application to staff projects
- Multilevel controlling and cost planning for cProjects
- Risk assessment for projects
- Full deployment capability in mySAP ERP 2005

SAP Global Trade Services (SAP GTS)
- Automated and streamlined management of complex import and export processes

SAP Incentive and Commission Management
- Target agreements
- Partnerships
- Valuation by copy services
- Portfolio assignments and transfer
- Entitlement and liability transfer
- Retroactive case processing
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SAP ERP as Platform for Logistics Processes

- Extended Warehouse Management (EWM)
- Supply Chain Event Management (SCEM)
- Web Channel (E-Commerce)
- cFolders
- Self-Service Procurement
- Supplier Self-Service
SAP NetWeaver – Master Data Management

SAP NetWeaver MDM
- Master Data Integration
- Master Data Distribution
- Master Data Harmonization
SAP NetWeaver - Business Intelligence

SAP NetWeaver BI
- Business Analytics
- Data Warehousing
- Web-based and Formatted Reporting
**SAP NetWeaver - Process Integration**

**SAP NetWeaver XI**

- **Application-to-Application Integration (A2A)**
  Message brokering, adaptation

- **Business-to-Business Integration (B2B)**
  Message brokering, connectivity Industry standard partner integration

- **Business Task Management (BTM)**
  Automate collaborative tasks and workflows across the enterprise
The ‘Docking Station’ for SAP xApps

- SAP xCQM (Cost and Quotation Management)
- SAP xMII (Manufacturing Integration & Intelligence)
- SAP xEM (Emissions Management)
- SAP xPD (Product Definition)
- SAP xRPM (Resource and Portfolio Management)
Quick Facts About SAP ERP 6.0

- Launched in June 2006
- Fastest adoption since SAP R/3 4.6C
- Built on SAP NetWeaver 7.0
- Platform upon which SAP will deliver future software innovations
- Software innovation without disruption via SAP Enhancement Packages
- Standard Maintenance until March 2013

Customers Adopt Innovation at their Pace

- Process and User Interface Simplification
- Industry-Specific Enhancements
- Enterprise SOA
- Cross-Industry Enhancements
ERP Operations Roadmap

Q4 2006
- Automatic Roles
- Customer Fact Sheet
- MES Integration
- Retail

Q3 2007
- Order-to-Cash
- SCM Enablement
- Service Industries

Q4 2007*
- Procure-to-Pay
- SRM Enablement
- Trading Industries

Q3 2008*
- Procure-to-Pay
- Complete eSOA enablement
- Innovation

Q4 2008*
- Manufacturing
- Innovation
- Process Industries

* Intended Enhancements: Subject to Change

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THE BEST-RUN BUSINESSES RUN SAP™
ERP Simplification

Process Simplification
- Create Quotation
- Print & Send for Internal Approval
- Approve Quotation
- Print & Send to Customer

Transaction Simplification

Access Simplification
- Role-based Access
- TREX Search
- Power List
- Fact Sheet
SOA
- Order to Cash
- Cancel Order
- Delete from database
- Rollback inventory
- Adjust Planning
- Notify Suppliers
- Send Notification
- Cancel Shipment
- Cancel Invoicing

ENTERPRISE SOA
- Order to Cash
- Cancel Order

- Manually built
- Low reusability
- No governance
  ➔ Leads to chaos

- Productized services
- Business semantics
- Unified repository
  ➔ Ensures integrity

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Customer Fact Sheet @ enterprise SOA

Details for Customer Becker GmbH & Co. KG

Basic Data

Customer ID: 000000001000
Name: Becker GmbH & Co. KG
AC: Becker Gruppe
Energy & Versorgungstechnik
Service & Support

City: 13467 Berlin
Street: Calimistrasse 36
Country: DE
Language: DE

Google Map

Sales Arrangements
Quotes
Sales Orders
Incomplete Sales Orders
Outbound Deliveries
Open Items
Connect external Manufacturing Execution Systems (MES) through enterprise SOA
Simplify Order-to-Cash

- Work Centers for
  - Customers
  - Sales
  - Order Fulfillment
  - Billing / Complaints

- Roles for Internal Sales Representative, Credit Manager, Cash Manager
ERP 6.0 EhP 2 - Enterprise SOA

Q3 2007

Planned Enterprise SOA Bundles

- Order-to-Cash (Basics)
- Customer Service Execution
**Q3 2007**

**Order-to-Cash**

**SCM Integration**

**Enablement of New SCM Functionality through SAP ERP**

**Subcontracting in Supply Network Collaboration**

**Lean Maintenance**

**SAP**

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**THE BEST-RUN BUSINESSES RUN SAP**
SAP NetWeaver ERP 6.0 EhP 3 - Simplification

Q4 2007

Procure-to-Pay

Simplification of Purchase Requisition creation and handling

Work Centers and Power Lists
Planned enterprise SOA Bundles:

- Procure-to-Pay (Basics)
- Supplier Collaboration
- Service-enabled SRV
- Outsourced Manufacturing
- Inventory Management
- Asset Configuration
What Is Logistics & Operations?

New Functions in mySAP ERP 2004 and SAP ERP 6.0

Enhancement Package Concept and Roadmap

Customer Example: eSOA at OSRAM Opto Semiconductors

Summary
OSRAM Opto Semiconductors

- OSRAM Opto Semiconductors is a wholly owned subsidiary of OSRAM, one of the world’s two leading lighting manufacturers in the world.
- It offers its customers solutions based on semiconductor technology for lighting, sensor and visualization applications.
- The company employs more than 3,500 people worldwide and operates sites in Regensburg (Germany), San Jose (USA) and Penang (Malaysia).

We shape the future of light by advancing solutions for illumination, visualization and sensing.
The Business Challenge

Complex systems and the need for instant customer information takes time and money.

- Customer demands for instant online information about order transactions
- Customer provides fragmentary information about the order
- Complex systems impede a sufficient overview of the order-to-cash process

- Improve transparency of the order-to-cash process
- Enable customer service to provide customer with information in a consolidated and efficient manner
- Provide an ATP check for materials

⇒ Implement a Customer Service Cockpit to better serve customers by having a complete real time overview about the relevant customer activities
Implementation Architecture

Service Consumption
WebDynpro (navigation within a single application)

Process Composition Layer
(UI centered and backend processes)

UI Layer

Local Logic Layer

Customer Service Cockpit

Service Provisioning

ERP

Custom ABAP classes and proxies
Service Proxies
ABAP Classes
Custom Services
CFS Services
Implementation

- Selection Screen
  - Material Search
  - Customer Specific Search
  - Document Search

- Stock/Requirements List
  - Customer......Order #

- Stock Overview

- Document List
  - Inquiry, Quote or Order List

- Document Flow
  - From Inquiry to Invoice including detailed document information

Implementation based on the SAP Enterprise Services Bundle Customer Fact Sheet on SAP ERP 2005 Enhancement Package 1
UI: ABAP WebDynPro
Summary of Project Experience

First contact with Enterprise SOA and Enterprise Services

Enterprise Services are easy to find, understand and use

Leverage existing investment in SAP ERP and SAP NetWeaver to provide a better solution to support the order-to-cash business process

Provide business users from different LOBs access to the same services – ensures coherency and accuracy of information provided to customers

Success factors

- Ramp-up project – Support from SAP Development and SAP Consulting
- In-house competencies in business process knowledge and IT (SOA, SAP NetWeaver and SAP ERP)
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Summary
Simplify, Optimize, Innovate with SAP ERP Operations

**Simplify**
- ... your Business Processes
- ... your System Landscape
- ... your End User’s life

**Optimize**
- SAP ERP Operations as Logistics Platform

**Innovate**
- ENHANCEMENT PACKAGES
  - SAP ERP 6.0
- ... without interruption
Further Information

SAP ERP Operations
sap.com/erp and
service.sap.com/erp

SAP ERP Solution Browser
http://solutionbrowser.erp.sap.fmpmedia.com

SAP Upgrade Info Center
service.sap.com/upgrade

SAP Upgrade Services
service.sap.com/upgradeservices

SAP ERP Upgrade
service.sap.com/upgrade-erp
Questions?

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THANK YOU FOR YOUR ATTENTION!