



SAP® ERP CORPORATE SERVICES

SOLUTION OVERVIEW

STREAMLINING ADMINISTRATIVE PROCESSES



"We came from an environment where . . . we were unable to track our travel spend . . . Implementing the travel management module was very simple and very fast to do. It's a mature system that was easy to configure."

Andrea Heitman Keefe, Manager Travel Expense Services, Deere & Company

SAP® ERP: SIMPLIFY, OPTIMIZE, INNOVATE

SAP is known for providing businesses like yours with the enterprise resource planning (ERP) software needed to gain strategic insight, increase productivity, and respond flexibly to changing markets to compete better. SAP® ERP software has been instrumental in increasing employee productivity and enabling informed decisions that set businesses apart from their competition. Yet the SAP ERP application demonstrates how the SAP vision has broadened. Increasing efficiency within an organization is still of critical importance. However, SAP's concept for ERP software has transcended the organization's walls to enable automation of end-to-end business processes that extend to the entire business value chain, including partners, suppliers, and customers.

Powered by SAP NetWeaver®

SAP ERP is powered by the SAP NetWeaver® platform. SAP NetWeaver unifies technology components into a single platform, allowing organizations to reduce IT complexity and obtain more business value from their IT investments. It provides the best way to integrate all systems running SAP or non-SAP software.

SAP NetWeaver also helps organizations align IT with their business. With SAP NetWeaver, organizations can compose and enhance business applications rapidly using enterprise services. As the foundation for enterprise service-oriented architecture (enterprise SOA), SAP NetWeaver allows organizations to evolve their current IT landscapes into a strategic environment that drives business change.

SAP ERP Corporate Services Gives Your Organization Control

The SAP ERP Corporate Services solution, which is part of SAP ERP, gives your organization control of its most cost-intensive corporate functions: real estate management; enterprise asset management; project and portfolio management; travel management; environment, health, and safety compliance management; quality management; and global trade services.

Streamlining these activities can significantly increase the efficiency and effectiveness of your business operations. SAP ERP Corporate Services is a complete and integrated solution that helps you do this by maximizing transparency and control, reducing financial and environmental risk, and enhancing the safety of your employees.

Unlike many solutions that support individual activities, such as travel or quality management, SAP ERP Corporate Services is tightly integrated with business software and processes that span the enterprise.

TIGHTEN CONTROL AND CONTAIN COSTS

Under current market conditions, many organizations follow a twofold strategy: strive for continued growth and innovation through competitive differentiation and increase efficiency to meet the enormous pressure to cut costs. In the end, you must be excellent in both to meet stakeholder expectations and achieve financial success. You must reduce costs wherever possible, but avoid risks that might lead to unexpected – and unbudgeted – expenditures.

SAP ERP Corporate Services can help. Its strengths lie in planning and administration of real estate management; enterprise asset management; project and portfolio management; travel management; environment, health, and safety compliance management; quality management; and global trade services.

Real Estate Management

Real estate is the second-largest operating cost after payroll for most organizations, and management wants to see the associated expenses at the enterprise level. Your concern is to improve the management efficiency of your organization's property and real estate investments, give management that visibility of real estate expenses they want, and make it easy to address changing requirements, such as those resulting from acquisitions and mergers.

Enterprise Asset Management

To maintain a competitive advantage, you must maximize the use of every available asset and ensure that all facilities and equipment operate at peak performance. You need to know that effective decisions are made throughout the life cycle of an asset, from specification and design, procurement, and deployment to maintenance and eventual disposal. Your objectives include minimizing downtime, accelerating time to market, and increasing revenue. To do this, you must see to it that assets are deployed, utilized, and serviced appropriately to maximize their contribution to your enterprise goals.

Project and Portfolio Management

You need an overview of all projects to control costs, schedules, commitments, risks, and priorities. You have to make strategic decisions about your business portfolio, ensure efficient operational project and resource management, and attain real-time project visibility on important key figures. Strong integration with logistics, financials, and human capital management is very important. What's more, all project stakeholders, from executives to project team members, require support in this area.

Travel Management

New service fees and security charges may cause the cost of business travel to rise by as much as 20% over the next few years. You need to prevent costs from spiraling out of control by streamlining all travel processes – from travel requests and approvals to planning and online reservations, travel expense management, and analytics. Ensuring compliance with your company's travel policies is another priority.

Environment, Health, and Safety Compliance Management

One thing is clear: the regulations that affect your business are growing more complex every day, and there's not much time left to reach compliance. However, noncompliance is not an option. Violations can carry stiff fines – into the millions of dollars – and destroy a company's image.

One mandate you have is to ensure legal compliance worldwide. Another is lowering costs. The answer to both would be an optimized and integrated enterprise-wide environment that supports compliance with all kinds of environmental regulations – for product safety, hazardous substance and dangerous goods, and waste and emissions management – and also supports the management of industrial hygiene, safety, and occupational health programs. That would give you the traction you need to comply consistently with all regulations that affect how your business operates.

Quality Management

When you manage quality in a highly efficient way, you win market share, differentiate your business, and establish a reputation of excellence. Conversely, mismanaging or ignoring quality issues negatively impacts your company's brand and products sooner or later and impairs your cost control. The best answer is to put in place a comprehensive approach to total quality management throughout the product life cycle. Enterprise-wide audit management, quality engineering, quality assurance and control, and

continuous quality improvement are all aspects of it. Your organization can comply with industry standards and legal requirements more easily, increase customer satisfaction, and improve competitiveness.

Global Trade Services

To lower the cost and reduce the risk of international business, you need to manage international trade in all its complexity and this includes regulatory compliance. You want to handle interactions with customs efficiently and knowledgeably, and deftly manage the risk entailed in global trading.



“SAP provides an integrated solution. You can collect information from all the different components and manage your cash flow, budget for each project, and plan each project’s management. And all of this data is created automatically and can be transferred between components so that for each project the SAP solution provides you with the exact data you need immediately.”

Michael Huang, Director of the Information Center, Great Wall Broadband Network Service Co. Ltd.

IMPROVE FINANCIAL PERFORMANCE THROUGH PROCESS EFFICIENCY AND TRANSPARENCY

Manage Your Real Estate Optimally with Enterprise-Wide Visibility

SAP ERP Corporate Services supports all aspects of the commercial and residential real estate life cycle. You gain tools to effectively manage properties and cope with competition and volatility as well as perform such everyday activities as service-charge settlements. The enterprise-wide visibility you have into all real estate-related costs helps you control costs as does the extensive controlling and reporting functionality. With accounting and logistic functions integrated with property management functions, you manage your investments more effectively, achieve tighter control, and develop deeper insight.

Maximize Return on Assets with an End-to-End Solution

The SAP ERP Corporate Services solution offers important benefits for enterprise asset management throughout an asset's life cycle: the specification and design phase (supported by procurement activities), the operations phase (supported by maintenance activities), and the disposal phase. You reduce your overall operating costs and make informed capital investment decisions because you can track and manage operations, maintenance, and expenses better.

With comprehensive, accurate asset information, your managers can match the appropriate assets to production requirements. As a result, you deploy the most efficient assets for each project. This ensures optimal performance and reduced production costs. With support for fact-based decision making, managers can make fact-based operational and maintenance decisions. Accurate information can be accessed from a mobile device or through a portal. Maintenance and upgrade management is improved. The repair of equipment is accelerated.

Manage Your Projects and Portfolios More Effectively

Regardless of your industry or size, the more projects you have, the more you juggle them. Project and portfolio management in the SAP ERP Corporate Services solution can significantly improve your performance. One important benefit is the transparency it achieves for key aspects of your projects – resources deployed, budgets allocated, and critical milestones – across all projects in your portfolio.

You work with tools especially developed for strategic portfolio management, collaborative project management, and project resource management. Your project execution is fast and reliable. You wrap up projects on time and within budget. You allocate scarce resources to the most critical projects. Through

reliable, sure performance, you achieve competitive differentiation and higher revenues. Your improved project and portfolio management reduces time to market and ensures the success of your development projects.

SAP ERP Corporate Services optimizes decision support for strategic investments. Project stakeholders on all levels benefit from improved project visibility and consolidated resource information.

Drive Travel Costs Down

Pressure to reform travel policies is increasing as changes in compensation and pricing models are forcing companies to examine how they plan and finance corporate travel. SAP ERP Corporate Services supports the entire trip life cycle. By offering offline access to expense reports, it helps you streamline your travel processes. By ensuring that employees select the most appropriate travel options and supporting online booking, you lower costs. By offering comprehensive management reporting and enabling managers to monitor compliance with travel policies, you increase cost control and compliance. Users accept the intuitive user interface, which reduces training costs to a minimum.

Minimize Environmental and Financial Risks, Maximize Safety of Employees

SAP ERP Corporate Services supports the entire range of environment, health, and safety processes and provides tools to support compliance with environmental regulations for product safety, hazardous substances and dangerous goods, and waste and emissions management. It also supports the management of industrial hygiene, safety, and occupational health programs. This enables global businesses to efficiently handle the frequent changes in the number and complexity of environment, health, and safety and emissions management regulations that impact nearly every area of their enterprise. As a result, businesses can achieve the all-important goal of minimizing the risks that the regulations are meant to help avoid.

You can be sure of keeping a more secure and safer environment, of protecting your customers by producing safer products, and protect your employees by providing a safer, more secure workplace. You protect communities and the environment by monitoring and tracking hazardous substances and emissions. This in turn supports your

efforts to promote a positive public image. Meeting or exceeding regulatory requirements can provide a competitive edge. You can differentiate your company on the basis of environmental sensitivity.

Another advantage is you are better able to minimize the financial risks associated with noncompliance and avoid costly downtime associated with unexpected events.

Take a Closed-Loop Approach to Total Quality Management

There is more to quality management than performing quality inspections every now and then. You want to focus on prevention of deficiencies, continuous process improvement through collaboration, and sustainable quality control. You need to react immediately to unplanned quality-related events, involve all affected parties, and start follow-ups to solve or control an issue. SAP ERP Corporate Services supports you in this, and in ensuring consistent, high quality throughout the supply chain and the life cycle of products and assets. You can comply continuously with legal requirements and industry standards. Customer satisfaction goes up, as does overall product quality and customer service management.

Because project management and quality management functions are integrated within SAP ERP Corporate Services, you can run Six Sigma projects to further enhance quality, improve processes, and reduce costs within your company.

Streamline and Secure Your Global Supply Chain

A single, enterprise-wide standard for trade processes across SAP and non-SAP software is important to you. You could secure your global supply chain and facilitate electronic communication with government IT systems, thereby expediting cross-border trade. This would give you a sustainable competitive advantage. SAP ERP Corporate Services supports this global standardization. It also helps you eliminate the risks that others run when they do not comply with international regulations. You avoid costly delays at borders and customs as well. Delivery is swifter, customer satisfaction increases.

And again, you profit from the increased transparency SAP ERP Corporate Services provides. With improved visibility into international transactions, you have a sure foundation for sound strategic decisions.

SAP ERP CORPORATE SERVICES SUPPORTS KEY PROCESSES



SAP ERP Corporate Services Supports Key Business Activities

Real Estate Management – Extensive reporting and analysis functionality makes all costs visible and supports decision making so you perform the following activities better:

- Portfolio management
- Commercial real estate management
- Corporate real estate management
- Technical real estate management

Enterprise Asset Management – SAP ERP Corporate Services provides functionality that covers all phases of the asset life cycle and across the entire asset support network, including:

- Investment planning and design
- Procurement and construction
- Maintenance and operations
- Decommissioning and disposal

Project and Portfolio Management – With key performance metrics for budgets, schedules, and staffing providing a centralized view of performance and at-risk elements, you can handle:

- Strategic portfolio management
- Project planning
- Project execution, resource and time management, and development collaboration
- Project accounting

Travel Management – Self-service tools intuitively guide employees step-by-step through travel planning and expense reimbursement to support:

- Travel requests and pretrip approvals
- Travel planning and online booking
- Expense management for travel costs and other expenses
- Integration of expense results into financial and human capital management solutions
- Global policy compliance
- Travel management reporting

Environment, Health, and Safety Compliance Management – SAP ERP Corporate Services lowers risk to employee health and safety and ensures compliance with government regulations by supporting:

- Product safety management
- Dangerous-goods tracking and waste management
- Hazardous substance management
- Industrial hygiene and safety
- Occupational health
- Emissions management
- Product compliance

Quality Management – With focus on prevention of deficiencies, continuous process improvement through collaboration, and sustained quality control, the comprehensive functionality supports:

- Audit management
- Quality engineering
- Quality assurance and control
- Quality improvement

Global Trade Services – The solution expedites import and export activities and lowers chance of risk by helping you comply with international regulations with functions for:

- Compliance management
- Customs management
- Risk management

THE SAP ERP SOLUTION MAP: UNDERSTANDING BUSINESS VALUE

SAP ERP supports your most important business processes and provides tools to help you understand how these processes work. One of these tools is the SAP solution map.

SAP solution maps are multilevel blueprints of processes constructed from customer and industry analysts input, plus the technical expertise

SAP has acquired through extensive business experience and research. By showing what processes SAP and SAP partner solutions support, the solution maps help you visualize, plan, and implement a coherent, integrated, and comprehensive information technology solution that covers all your critical business processes. You can review the solution map for SAP ERP online at www.sap.com/businessmaps.

SOLUTION MAP

	End-User Service Delivery						
Analytics	Strategic Enterprise Management		Financial Analytics		Operations Analytics		Workforce Analytics
Financials	Financial Supply Chain Management		Financial Accounting		Management Accounting		Corporate Governance
Human Capital Management	Talent Management		Workforce Process Management		Workforce Deployment		
Procurement and Logistics Execution	Procurement		Inventory and Warehouse Management		Inbound and Outbound Logistics		Transportation Management
Product Development and Manufacturing	Production Planning		Manufacturing Execution		Product Development		Life-Cycle Data Management
Sales and Service	Sales Order Management		Aftermarket Sales and Service			Professional-Service Delivery	
Corporate Services	Real Estate Management	Enterprise Asset Management	Project and Portfolio Management	Travel Management	Environment, Health, and Safety Compliance Mgmt.	Quality Management	Global Trade Services

SAP NetWeaver®

Figure: SAP® ERP Solution Map

THE BENEFITS OF SAP ERP CORPORATE SERVICES

Activity	Benefit
Real Estate Management	<ul style="list-style-type: none">■ Manage real estate more effectively, supported by tools that streamline every stage of the life cycle■ Improve management flexibility, visibility, and control of rental space and contracts■ Facilitate decision making and investment strategies through accurate cost/revenue performance data across all areas of your business
Enterprise Asset Management	<ul style="list-style-type: none">■ Increase return on assets through access to timely, accurate information; competent reporting; and powerful analytics■ Plan and budget more efficiently with automated tools and better access to data■ Speed up repair cycles through rapid availability of parts and tools
Project and Portfolio Management	<ul style="list-style-type: none">■ Increase efficiency by supporting business processes and reducing project administration costs■ Improve competitiveness and increase revenues by shortening time to market as a result of successful development projects■ Optimize decision support for strategic investments by enhanced visibility into resources and consolidated views of project information
Travel Management	<ul style="list-style-type: none">■ Comply better with corporate travel policies by effectively controlling processes to prevent unnecessary expenses■ Improve decision making through data transparency and deeper insight for travel managers, purchasers, and controllers■ Reduce training costs and increase user acceptance by providing a consistent, intuitive user interface
Environment, Health, and Safety Compliance Management	<ul style="list-style-type: none">■ Increase safety of products, workplaces, and environment■ Reduce financial risk and costs associated with regulatory noncompliance and unexpected events through greater process transparency and standardization■ Reinforce a positive public image by supporting compliance and enhancing health and safety features
Quality Management	<ul style="list-style-type: none">■ Increase customer satisfaction through better product quality and enhanced complaint management and tracking (corrective and preventive action)■ Increase revenues by keeping customers longer and strengthening customer loyalty■ Increase efficiency through improved asset utilization
Global Trade Services	<ul style="list-style-type: none">■ Avoid costly fines and penalties by facilitating tighter national security■ Reduce buffer stock by making import processes more predictable■ Mitigate the financial risk of global trade by automating the handling of documentary payment processes



HOW TO LEARN MORE

For additional information on how SAP ERP Corporate Services can help your company streamline its processes and operate more efficiently and profitably, please visit our Web site at www.sap.com/corporateservices.

. . . OF YOUR CORPORATE SERVICES



“SAP [has] a powerful, flexible solution that has helped us improve our business processes while achieving a global view of our real estate holdings.”

Glynis Himes, Real Estate IT Project Lead, Freescale Semiconductor Inc.



THE BEST-RUN BUSINESSES RUN SAP™

