

R/3 SYSTEM

Keep pace with the latest technology.

Spot bottlenecks before they become serious.

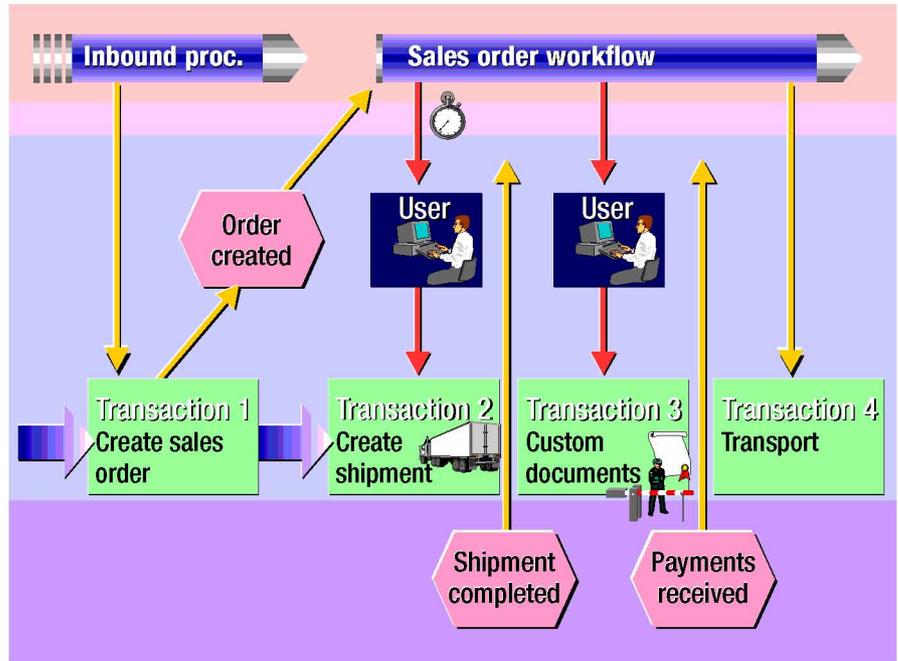
React to exceptions quickly and flexibly.

Stay one step ahead of the competition.

IN FOCUS...

SAP BUSINESS WORKFLOW®

MANAGE ENTIRE BUSINESS PROCESSES



PROVEN R/3 STANDARD BUSINESS APPLICATIONS AND OPEN SAP BUSINESS WORKFLOW

Do business processes at your company involve several different departments? Do you use other systems in addition to R/3? Do business processes within your company demand various amounts of time – from minutes or hours to several days or even weeks? SAP Business Workflow helps meet these challenges by actively controlling and monitoring the entire business process.

ONE TOOL CONTROLS R/3 STANDARD AND OTHER APPLICATIONS

With SAP's Business Workflow definition tools you describe the business processes in a graphics-based editor. R/3 is pre-programmed with the most important

standard tasks (create document, post document, etc.). You round out the task catalog with manual activities (e.g. making a phone call, etc.) or with activities performed in other systems. The object-oriented technology of SAP Business Workflow enables you to see the big picture. Once tasks are defined, they can be used repeatedly, saving time and money.

WHAT HAPPENS WHEN CHANGES WITHIN YOUR COMPANY'S ORGANIZATION OCCUR?

Your company's flexibility and its ability to adapt to change is taken to the limits when forced to keep pace with the dynamics of international markets. However, your customer's orders, requests for quotations, complaints and invoices must

not get lost in the shuffle. Organization management and organization modeling are the keys to success. SAP Business Workflow uses the proven applications of R/3's HR system to find the right employee(s) for performing a specific task and then actively requests processing. This so-called "role resolution" takes place in real time - taking into account whether the employees involved are currently on or off site!

DO YOU WAIT FOR YOUR CUSTOMER TO TRIGGER YOU?

Every business activity in SAP Business Workflow can be assigned a time element. R/3 monitors whether or not key dates and deadlines are met. Employees are only involved in the process when they can provide an added value (i.e. for an escalation procedure).



KEEPING AN EYE ON THE COMPLETE PROCESS

The information system in SAP Business Workflow provides the data necessary for analyzing business processes. Bottlenecks become apparent. You're instantly provided with important information regarding future investments. Constant tuning of your business processes becomes second nature – a process the Japanese call "Kaizen".

WORKFLOW TEMPLATES, QUICK START, NO PROGRAMMING

R/3 provides you with a series of workflow samples that allow customization to your specific needs. Configuration is fast and simple. No prior programming knowledge is required.

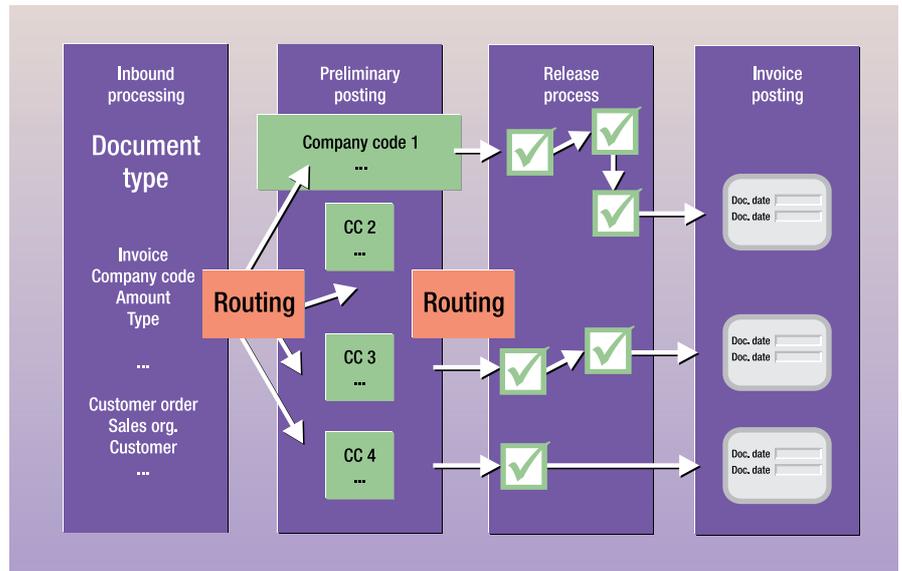
CONSIDER THE EXAMPLE OF AN INBOUND VENDOR INVOICE

Your company can receive invoices in several different ways:

- as an EDI message
- as a fax document
- in conventional printed form

Printed documents are scanned and indexed in Workflow inbound processing (company code, vendor, invoice amount, order number, etc.). SAP Business Workflow is responsible for the electronic transfer to the correct employee(s).

Posting preliminary invoice data in R/3's FI system triggers a release procedure. R/3 users can flexibly and individually



define which release procedure (one-level, two-level, etc.) is used when and for which data constellation (e.g. vendor and invoice amount). You can display the R/3 document and the image of the original – at the touch of a button – within every work center in your company. Once the invoice is released, the document is posted automatically. Appropriate processes can be defined for releasing payment.

SAVE TIME AND MONEY WITH EDI

If an EDI document is involved, the manual inbound processing step does not apply. The EDI message is automatically received and evaluated by R/3, preliminary posting is performed, and workflow starts automatically. The first employee to release a vendor invoice at your company represents the first human intervention required in this process.

BENEFITS FOR CUSTOMERS USING SAP BUSINESS WORKFLOW:

- Improved economic efficiency of the entire R/3 System
- Shortened implementation times for R/3
- Automation of an entire business process

- Less complexity in the applications and in workflow
- Increased flexibility of the R/3 System
- More precise control of the business processes through active organization modeling

TECHNOLOGY AND SERVICE

R/3 software is based on Client/Server Architecture. R/3 is designed as an open system for use on operating systems from a variety of vendors. Along with the software, SAP® offers you a complete spectrum of services: professional consulting in organizational and technical issues ranging from project planning to system implementation; qualified staff training, and 24-hour hotline support.

SAP's quality management system for software development meets the international ISO 9001 standards.

Find out more. Just call or write us.