



mySAP™ ERP CORPORATE SERVICES

SOLUTION OVERVIEW

STREAMLINING ADMINISTRATIVE PROCESSES



mySAP™ ERP CORPORATE SERVICES: YOUR BUSINESS, YOUR FUTURE, YOUR SUCCESS

The mySAP™ ERP application is the trusted foundation for business excellence and innovation, providing organizations with the enterprise resource planning (ERP) functionality they need to gain strategic insight, competitive differentiation, increased productivity, and business agility. With mySAP ERP, SAP has transferred its vision of increasing efficiency within an organization to ERP applications that help automate end-to-end business processes and extend those processes to the entire business ecosystem, including customers, partners, and suppliers. With mySAP ERP, you can increase your employees' productivity and provide them with the insight needed to make decisions that set you apart from the competition.

The mySAP ERP Corporate Services solution, which is part of mySAP ERP, gives your organization control of its most cost-intensive corporate functions by supporting and streamlining administrative processes in the areas of real estate management; enterprise asset management; project and portfolio management; travel management; environment, health, and safety; quality management; and global trade services.

Improving these processes can provide great opportunities to improve the efficiency and effectiveness of your operations. mySAP ERP Corporate Services enhances transparency and control while helping you to reduce financial and environmental risks.

And, unlike many solutions that support individual functions, such as travel or quality management, mySAP ERP Corporate Services is tightly integrated with enterprise-wide business systems and processes.

mySAP ERP is powered by the SAP NetWeaver® platform, a composition platform that allows organizations to build new business solutions rapidly while realizing more business value from existing IT investments. SAP NetWeaver supports new cross-functional business processes and helps to lower your total cost of ownership by reducing the need for custom integration and by offering complete life-cycle management for your applications. It is also the foundation for enterprise services architecture and helps align people, information, and business processes across organizational and technological boundaries.

TIGHTEN CONTROL AND CONTAIN COSTS

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

mySAP ERP Corporate Services helps in the planning and administration of real estate management; enterprise asset management; project and portfolio management; travel management; environment, health, and safety; quality management; and global trade services.

Real Estate Management

Real estate often is an organization's second-largest operating cost after payroll. Therefore, associated expenses should be visible to management at the enterprise level. Real estate management can improve the management efficiency of your organization's property and real estate investments, enhance the visibility of real estate expenses to management at the enterprise level, 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 and efficiency. Enterprise asset management helps ensure that effective decisions are made throughout the complete asset life cycle, from specification and design, procurement, and deployment to maintenance and eventual disposal. mySAP ERP Corporate Services helps minimize downtime, accelerates time to market, and increases revenue by ensuring 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. mySAP ERP Corporate Services provides comprehensive project and portfolio management functions that support all project stakeholders within your company, from executives to project team members. It helps you make strategic decisions about your business portfolio, enables efficient operational project and resource management, helps you attain real-time project visibility on important key figures, and offers strong integration with logistics, financials, and human capital management.

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. Travel management functionality in mySAP ERP Corporate Services helps you prevent costs from spiraling out of control by streamlining all travel processes – from travel requests and approvals through planning and reservations, travel expense management, and analytics – and by ensuring compliance with travel policies.

Environment, Health, and Safety

Enterprises in a variety of industries are subject to local, national, and international laws and regulations that stringently control the handling of hazardous substances. Environment, health, and safety (EH&S) management functionality helps you comply with these laws. mySAP ERP Corporate Services supports operational processes that involve the use and handling of dangerous raw materials and by-products of finished goods. EH&S functions also ensure the provision of proper safeguards to protect consumers, communities, and the environment.

Quality Management

The ability to manage quality in a highly efficient way allows you to win market share through differentiation by building a reputation of excellence. Conversely, mismanaging or ignoring quality issues can negatively impact your company's brand and products. mySAP ERP Corporate Services provides a comprehensive approach to total quality management throughout the entire product life cycle with enterprise-wide audit management, quality engineering, quality assurance and control, and continuous quality improvement. It helps your organization to comply with industry standards and legal requirements, increase customer satisfaction, and improve competitiveness.

Global Trade Services

To lower the cost and reduce the risk of international business, mySAP ERP Corporate Services helps you manage all complexities of international trade, including regulatory compliance. It handles interactions with customs and helps you manage the risk entailed in global trading.

... HELPS YOU TAKE CONTROL



"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

IMPROVE FINANCIAL PERFORMANCE WITH BETTER PROCESS EFFICIENCY AND GREATER TRANSPARENCY

Optimize the Way You Manage Your Property

mySAP ERP Corporate Services supports all aspects of the life cycle of commercial and residential real estate, giving real estate managers the tools they need to effectively manage properties and to cope with competition and volatility. To meet the challenge of controlling costs, the solution provides enterprise-wide visibility into real estate-related costs, as well as extensive controlling and reporting functionalities.

By using tools that streamline every stage of the real estate life cycle, you can manage your investments more effectively, especially because accounting and logistic functions are integrated with property management functions.

mySAP ERP Corporate Services helps you realize tighter control and deeper insight. Real estate management functions, such as simplified service-charge settlements, accurate performance data, and flexible reporting, provide you with greater visibility and control of real estate-related costs.

“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

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

mySAP ERP Corporate Services covers the complete life cycle of an asset from the specification and design phase, through the build phase (supported by

procurement activities), the operations phase (supported by maintenance activities), and finally the disposal phase. It offers important benefits for enterprise asset management.

By better tracking and managing operations, safety, maintenance, and expenses, you can reduce your overall operating costs and make informed capital investment decisions.

And mySAP ERP Corporate Services provides comprehensive, accurate asset information so your managers can match the appropriate assets to production requirements. Using this information, you can deploy the most efficient assets for each project, ensuring optimal performance and reducing production costs.

And with support for fact-based decision making, managers can make fact-based operational and maintenance decisions. They can access accurate information using mobile devices or a portal, improving maintenance and upgrade management and accelerating equipment repair.

Manage Your Projects and Portfolios More Effectively

Regardless of your industry or size, you probably juggle numerous concurrent projects. mySAP ERP Corporate Services provides a flexible and comprehensive solution for project and portfolio management that can help you to achieve significant benefits. It provides transparency on key aspects of your projects (such as resources deployed, budgets allocated, and critical milestones) in relation to other projects within your overall portfolio.

It increases efficiency with comprehensive tools for strategic portfolio management, collaborative project management, and project resource management. mySAP ERP Corporate Services enables the fast and reliable execution of projects, the completion of projects on time and within budget, and the allocation of scarce resources to the most critical projects.

The solution also helps you achieve competitive differentiation and higher revenues. Improved project and portfolio management reduces time to market and ensures the success of your development projects.

mySAP 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 the ways they plan and finance corporate travel. mySAP ERP Corporate Services supports the entire trip life cycle, enabling you to streamline processes by offering offline access to expense reports, by ensuring that employees select the most appropriate travel options, by offering comprehensive management reporting, and by enabling managers to monitor compliance with travel policies. You can reduce costs by using functions for travel planning, online booking, and expense accounting while ensuring that policies are applied to all processes.

The solution ensures a high degree of compliance. It's easy to implement travel policies and to ensure that employees choose policy-compliant options. This means you can apply policies consistently and prevent unnecessary expenses through efficient controls and audits.

You achieve better decision making because managers, purchasers, and controllers have immediate access to the information they need to make informed, effective decisions.

mySAP ERP Corporate Services also improves the accuracy of data. The elimination of most manual data entry significantly reduces the potential for errors in entering and processing travel-related information.

The consistent, easy-to-understand user interface leads to high user acceptance. It also minimizes the learning curve, resulting in reduced training costs and improved ease of use.

Minimize Environmental and Financial Risks

mySAP ERP Corporate Services provides complete support for industrial hygiene, safety, and occupational health; specific product safety functions, such as product composition calculation and material safety data sheets authoring; dangerous goods tracking; and waste disposal management. As a result, global businesses can efficiently handle the frequent changes in the number and complexity of environment, health, and safety regulations that impact nearly every area of an enterprise and can minimize associated risks.

The solution helps you ensure a more secure and safer environment. You protect your customers by producing safer products; you protect your employees by providing a safer, more secure workplace; and you protect communities and the environment by monitoring and tracking hazardous substances.

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

You are better able to minimize the financial risks associated with non-compliance and to avoid costly downtime associated with unexpected events.

Take a Closed-Loop Approach to Total Quality Management

There is more to quality management than assuring quality with quality inspections. mySAP ERP Corporate Services allows you to focus on prevention of deficiencies, continuous process improvement through collaboration, and sustainable quality control.

Quality management functionality within mySAP ERP Corporate Services allows you to control unplanned events, ensures quality throughout the entire supply chain and the life cycle of products and assets, and complies with legal requirements and industry standards. You can also use the available project management functions to run Six Sigma projects, enhancing quality and saving costs within your company.

You can streamline and improve the effectiveness of quality management because you can implement comprehensive quality assurance measures that are compliant with legislation and industry standards and are tightly linked to other areas of the business, such as logistics and financials. The solution also helps you improve customer satisfaction. You can improve overall product quality and customer service management using advanced quality management methods, continuous process improvements through better collaboration, and strong integration with other functional areas of mySAP ERP.

Streamline and Secure Your Global Supply Chain

mySAP ERP Corporate Services enables you to establish a single, enterprise-wide standard for trade processes across SAP® and non-SAP systems. You can secure your global supply chain and facilitate electronic communication with government IT systems to streamline cross-border trade and gain a sustainable competitive advantage.

mySAP ERP Corporate Services helps you reduce risk by eliminating the risks (for example, costly fines or jail time) of noncompliance with international regulations. It saves you time because you avoid costly delays at borders and customs to accelerate delivery times and increase customer satisfaction.

And with the increased transparency you realize with mySAP ERP Corporate Services, you can improve visibility into international transactions, providing a foundation for sound strategic decisions.

mySAP ERP CORPORATE SERVICES SUPPORTS KEY PROCESSES



mySAP ERP Corporate Services Supports Key Business Activities

Real Estate Management – With extensive reporting and analysis functionalities that make all costs visible and support decision making, you can handle:

- Property acquisition and disposal
- Portfolio management
- Property management
- Technical management of property objects

Enterprise Asset Management – mySAP ERP Corporate Services provides functionality that covers the total scope of the asset life cycle across the 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 on budgets, schedules, and staffing that provide a centralized view of performing 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 – With self-service tools that guide employees step-by-step through travel planning and expense reimbursement using a single integrated and consistent user interface, mySAP ERP Corporate Services supports:

- 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 Management – mySAP ERP Corporate Services enhances employee health and safety and ensures compliance with government

regulations with:

- Product safety management
- Dangerous-goods tracking and waste management
- Hazardous substance management and industrial hygiene and safety
- Occupational health

Quality Management – With comprehensive functionalities that focus on prevention and continuous process improvement through collaboration and sustained quality control, the solution supports:

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

Global Trade Services – The solution speeds import and export processes, mitigates risks, and helps you comply with international regulations with functions for:

- Compliance management
- Customs management
- Risk management

THE mySAP ERP SOLUTION MAP: UNDERSTANDING BUSINESS VALUE

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

Built using input from customers and industry analysts, plus the technical expertise SAP has acquired through extensive business experience and research, SAP solution maps are multi-level blueprints of processes. They help

you visualize, plan, and implement a coherent, integrated, and comprehensive information technology solution. They also show how various processes are covered, including the processes that SAP and its partners support. With solution maps, you quickly understand business solutions and the business value they can bring. The solution map for mySAP ERP is available at www.sap.com/businessmaps.

	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	Supplier Collaboration	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		Incentive and Commission Management	
Corporate Services	Real Estate Management	Enterprise Asset Management	Project and Portfolio Management	Travel Management	Environment, Health, and Safety	Quality Management	Global Trade Services	

THE BENEFITS OF mySAP™ ERP CORPORATE SERVICES

FUNCTIONALITY	BENEFIT
REAL ESTATE MANAGEMENT	<ul style="list-style-type: none">▪ More effective management of real estate, supported by tools that streamline and manage every stage of the life cycle▪ Improved management flexibility, visibility, and control of rental space and contracts▪ Facilitates 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">▪ Increased ROA – return on assets – through timely, accurate information and powerful reporting and analytics▪ Increased planning and budgeting efficiency through automated tools and better data availability▪ Faster repair cycles through better availability and visibility of parts and tools
PROJECT AND PORTFOLIO MANAGEMENT	<ul style="list-style-type: none">▪ Increased efficiency resulting from support for business processes and reduced project administration costs▪ Improved competitiveness and higher revenues resulting from shorter time to market through successful development projects▪ Optimized decision support for strategic investments by enhanced visibility into resources and consolidated views of project information
TRAVEL MANAGEMENT	<ul style="list-style-type: none">▪ Better compliance with corporate travel policies through effective control processes and audits to prevent unnecessary expenses▪ Improved decision making through data transparency and deeper insight for travel managers, purchasers, and controllers▪ Reduced training costs and higher user acceptance by providing a consistent, easy-to-understand user interface
ENVIRONMENT, HEALTH, AND SAFETY MANAGEMENT	<ul style="list-style-type: none">▪ Increased safety of products, workplaces, and environment resulting from support for business processes▪ Reduced financial risks and costs associated with regulatory noncompliance or unexpected events through greater transparency and standardized processes▪ More positive public image through support for compliance and enhanced health and safety features
QUALITY MANAGEMENT	<ul style="list-style-type: none">▪ Improved customer satisfaction through better product quality and enhanced complaint management and tracking▪ Increased revenues resulting from higher customer retention rates and greater customer loyalty▪ Greater efficiency resulting from reduced product returns and improved asset utilization
GLOBAL TRADE SERVICES	<ul style="list-style-type: none">▪ Avoid costly fines and penalties through 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 mySAP 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





THE BEST-RUN BUSINESSES RUN SAP™



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