hp
invent

Hp output management system and mysap.com

HP output management system

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ERP Output Trap

Trusting an ERP vendor to the point that there will be no issues with output is a ***high-risk strategy*** that we have dubbed the "ERP output trap."

-Gartner August 1999

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Output from ERP systems can create complex workflows which are not easily personalized …

Production

2. Internal Order

3. Order Confirm

5. Shipping Confirm

Head Quarters

4. Order Confirm

1. Order

6. Delivery Note

Customer

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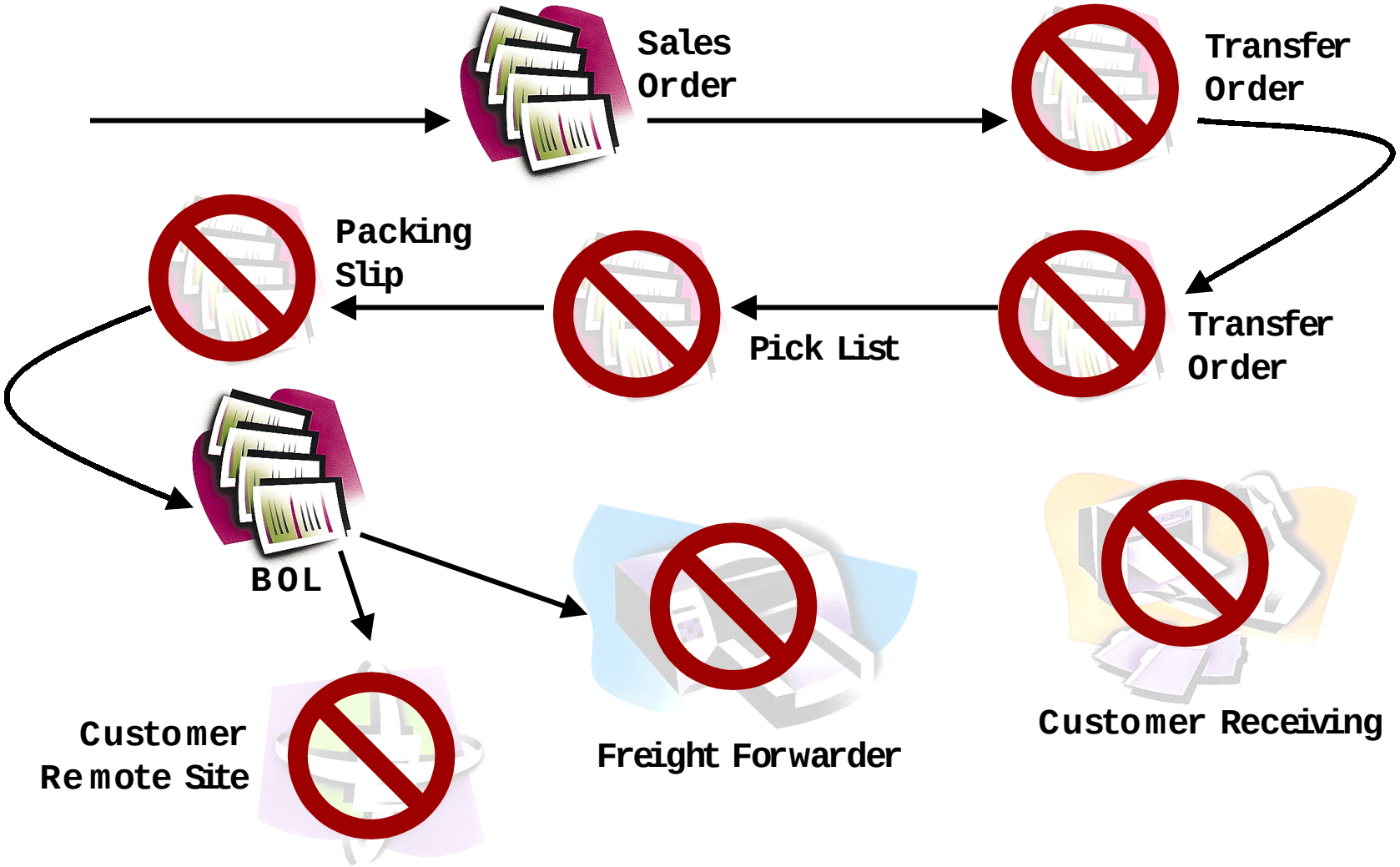
...resulting in possible breakdowns in the information delivery chain

- Document failures cause visible customer problems



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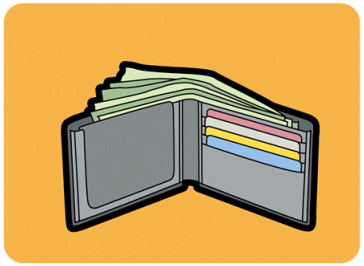
How do companies typically solve these issues without HP OMS?

- Add Bodies!
  - Administrators
  - Operators
  - Help Desk

=



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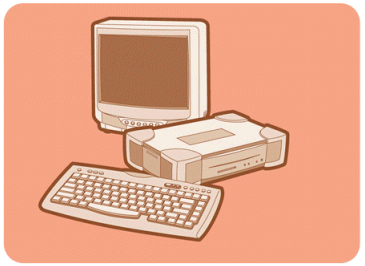

- Use Bailing Wire
  - Multiple point products
  - One-off's

= "Band-Aid", tactical vs. strategic

- Develop IT Standards

= Time consuming, not an end-users core competency

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Questions often asked by SAP administrators /users

- Is there an easier/faster way to customize SAP output to meet corporate design standards?
- How can I lower my SAP output-related costs?
- How can I merge non-SAP data with SAP output?
- How can I be sure if my SAP documents ever got to where I sent them?
- Is there any way to cut down my SAP-related network traffic?

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Introducing HP OMS for mysap.com

A fully integrated solution for managing, personalizing, and delivering SAP output with guaranteed assurance

capture + delivery assurance + forms management

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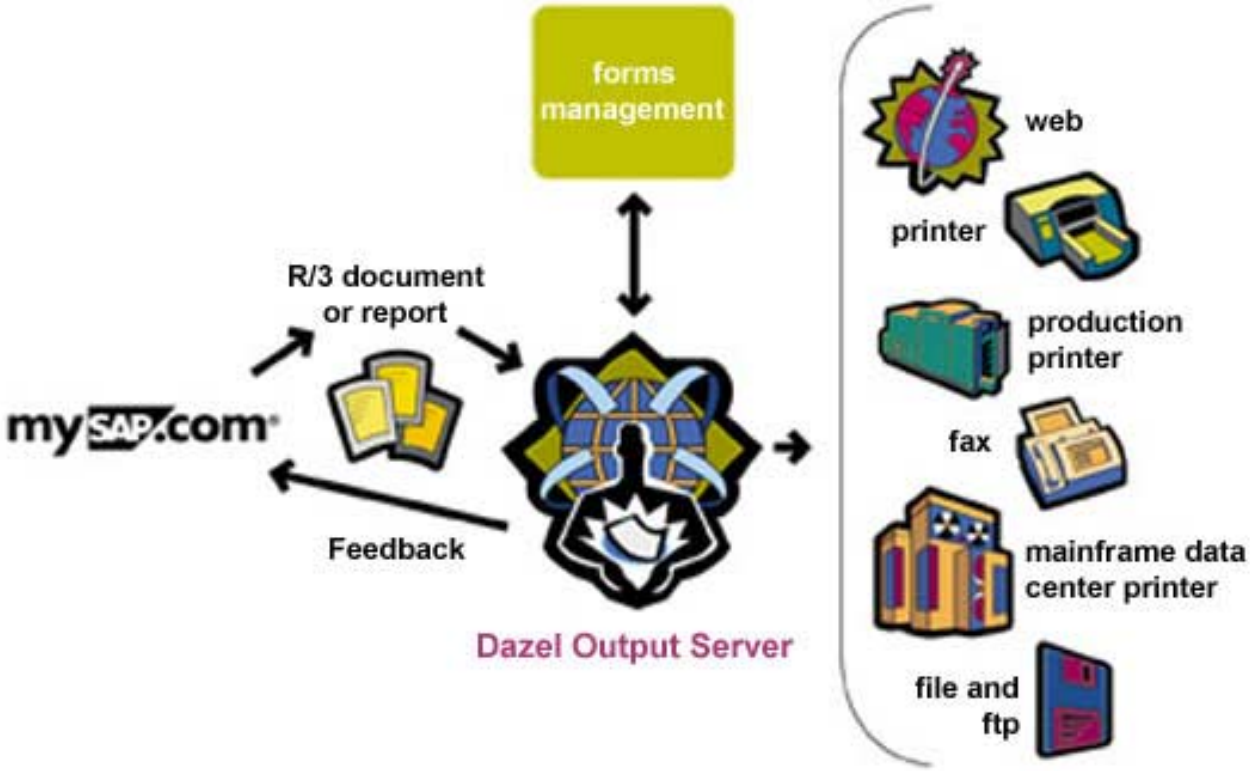
HP OMS components and architecture



capture + delivery assurance + forms management

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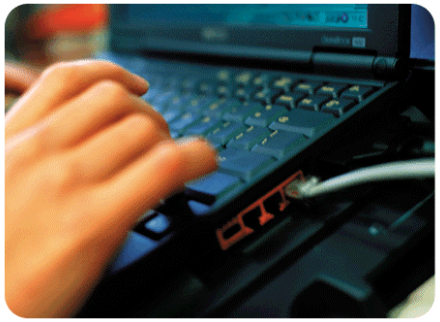
HPOMS solves these problems

- personalization

- assurance



- distribution

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Personalization

- corporate design standards
- internationalization
- data sources external to SAP

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Assurance

- job/device notices transmitted to SAP GUI
- automatic re-tries
- failover

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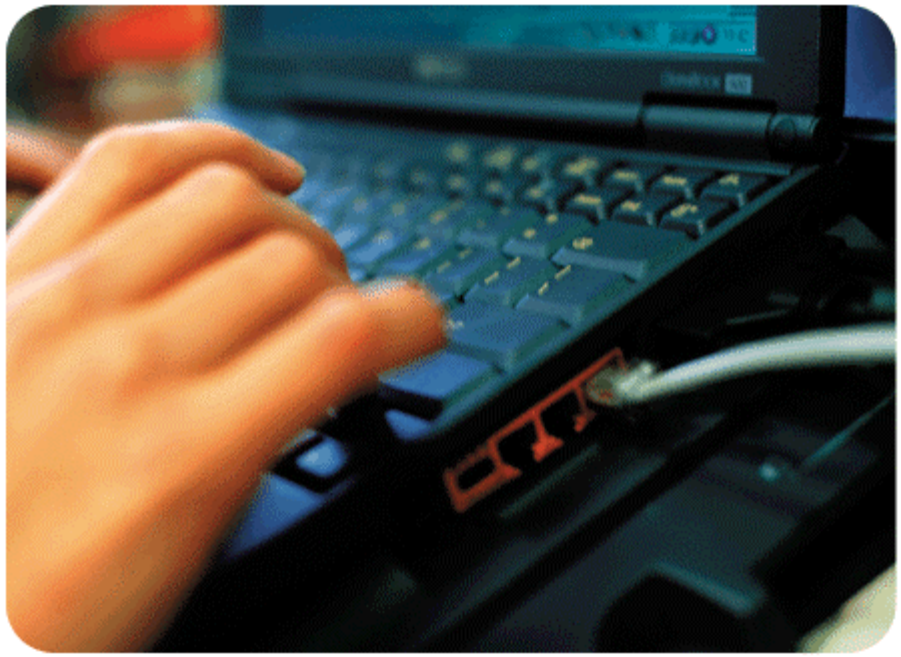
Distribution



- delivery of single document to multiple destinations
- link optimization
- document post-processing

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Joint Development with SAP

"HP and SAP worked closely together in development of the new XML-based SAP interface for form printing and HP OMS is the first certified solution for this interface. [HP OMS provides]...our joint customers with an unmatched output solution."

Karl-Heinz Hess, SAP AG's Extended Board Member

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What does this mean?

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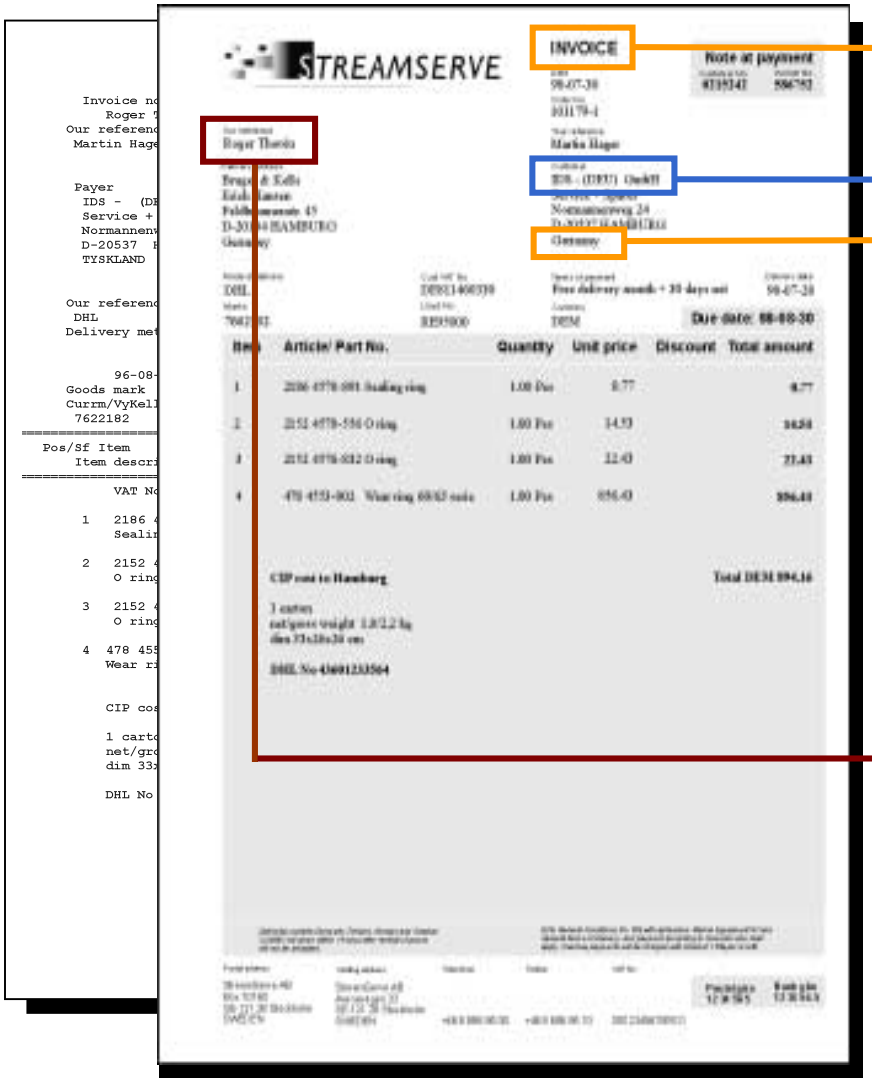
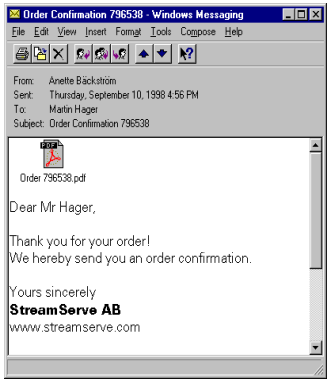
HP OMS delivers personalized information, as specified by the user, and guarantees that the document willbe received



Change language to German

→ Fax

E-Mail to <u>our reference</u> incl. PDF



→ E-Mail

→ PDF

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HP OMS supports automated language management through Unicode

Documents are distributed automatically in the correct language.

Allows multiple languages to be used within same document- some examples:

Chinese
Japanese
Arabic
Hebrew
Russian

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What are the alternatives?

- SAPscript
  - Complex programming
  - Requires additional consulting for implementation and maintenance
- Smart Forms
  - Much easier to use than SAPscript but only works with SAP data
- 3rd-party forms packages
  - Provide partial functionality
- StreamServe +HP = full-service output solution

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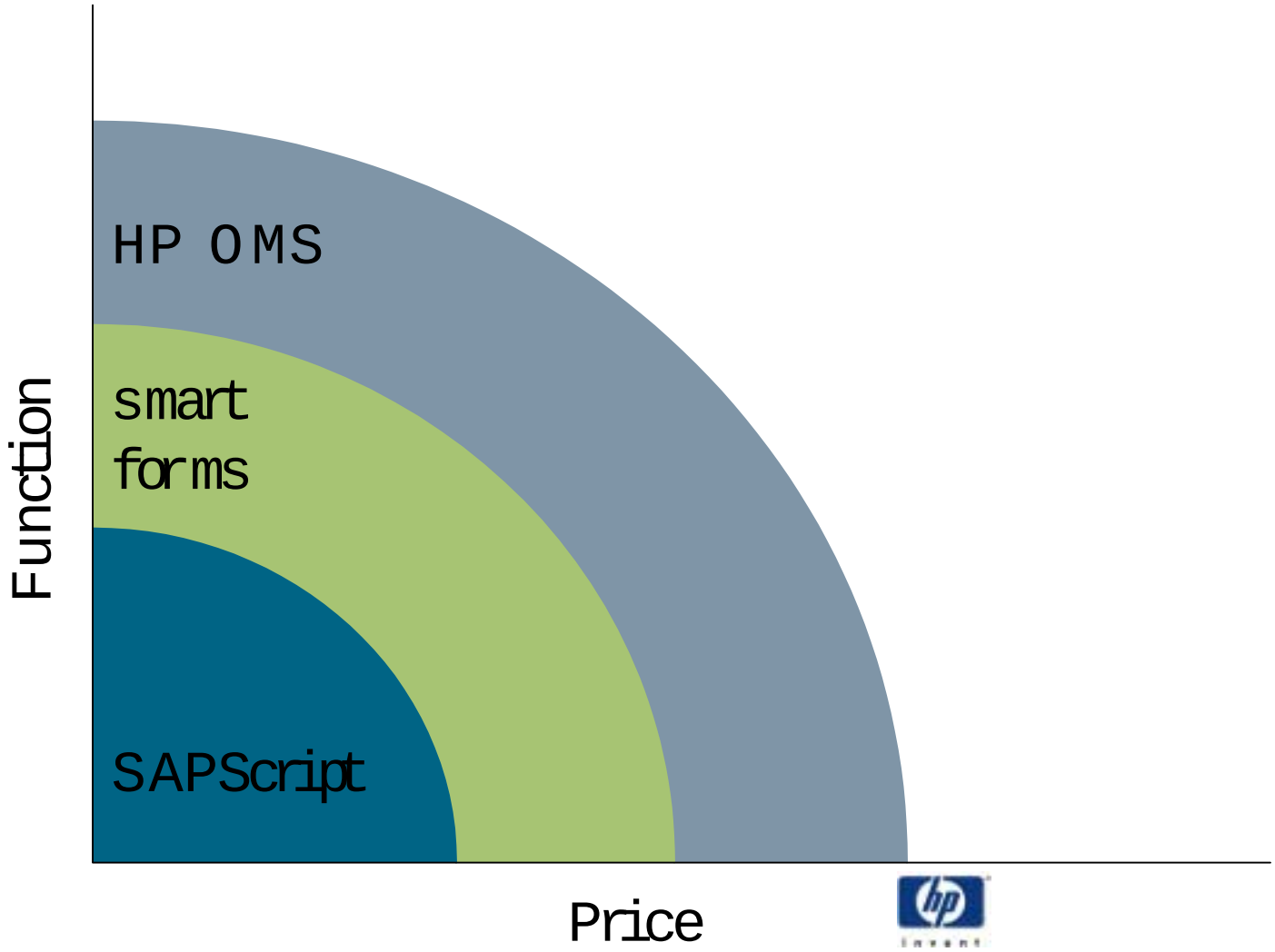
HP OMS provides a strategic, SAP-specific solution, focused on delivering enhanced output capabilities at a cost-effective price-point



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Nestlé Implementation

- Nestlé is SAP's largest customer worldwide
- Nestlé France's problem was how to manage a complex SAP output environment and simultaneously give users control over formatting of SAP reports
- HP OMS provided a single solution allowing Nestle to:
  - manage 600 (soon 2,500) printers
  - Inform SAP user if document is not delivered and allow for automatic failover to another device
  - Route documents to a variety of other destination types (fax and e-mail)
  - Provide users with easy-to-use GUI tools for personalization of SAP documents

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Endorsement by Nestlé

"The most sophisticated and scalable solution in the market. HP OMS provided us with the ability to manage our distributed environment with only one person,"

Stanislas Allizon, Project Manager for Nestlé France