

A Launch Pad for Collaboration and Development

SAP and Microsoft Collaborate to Deliver an Innovative Environment for Business Users, IT Professionals, and Developers



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The goals of the business and IT often seem to be at odds. While the business attempts to respond to ever-changing market conditions while driving continued growth, IT focuses on managing system cost and complexity, ensuring that business systems can be maintained efficiently and remain secure. To help bridge this gap, SAP, in conjunction with Microsoft, has developed a solution that meets the needs of both business users and the IT department: Duet Enterprise.

Duet Enterprise (see sidebar on the next page) provides a foundation for interoperability between SAP and Microsoft SharePoint, as well as tools and prebuilt business content developers can use to compose solutions that blend the functionality of SAP and Microsoft. This means that employees can consume and extend SAP applications through the intuitive Microsoft SharePoint user interface. For IT, this helps broaden the use of SAP software and expand the scope of Microsoft SharePoint. Business users gain a unified view of both their data and their tasks, giving them a central place from which to manage their business processes.

Extend the Value of Existing SAP and Microsoft Investments

When building Duet Enterprise, SAP and Microsoft consulted the IT community who told us they wanted to extend the value of their existing investments in SAP back-end systems and the intuitive Microsoft SharePoint user interface. And they wanted to do so with their in-house talent. The IT organization also said they sought deeper interoperability between Microsoft and SAP products.

When it came to issues such as managing user identities and role-based identification, for instance, there were a lot of areas where everything had to be done twice — once for the SAP systems and once for the Microsoft ones. IT users were clear: Instead of providing

an out-of-the-box solution to help them with this issue, why couldn't we provide them with out-of-the-box interoperability? And that's exactly what Duet Enterprise delivers — prepackaged interoperability between Microsoft and SAP.

Create Solutions to Meet the Unique Needs of Your Business

Beyond prepackaged interoperability, Duet Enterprise also provides rapid development capabilities — such as building blocks, templates, tools, and content — that allow developers to more easily build solutions that integrate the worlds of Microsoft and SAP. Developers using Duet Enterprise don't even need to know ABAP or go into the ABAP workbench tool — they can build solutions in whichever tool they prefer, including .NET or Microsoft SharePoint Designer.

Some of these capabilities can be used as standalone functionality right out of the box, or can be used as part of a larger, integrated solution. One example of such functionality is the reporting capability, which allows users to select, schedule, and run SAP ERP or SAP NetWeaver Business Warehouse (SAP NetWeaver BW) reports from Microsoft SharePoint.

Duet Enterprise also lets developers start out with this kind of out-of-the-box functionality to help them quickly build basic solutions and then add more functionality for a more customized user experience. An

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example here is the calendaring object, which is a required part of many business scenarios. Rather than requiring the developers to create this object when they design their own solution, Duet Enterprise allows developers to add the prebuilt, fully integrated functionality, saving significant development time. Duet Enterprise also gives these developers the tools they need to create their own reusable components to further customize their solutions.

Enable Business User Collaboration Across Platforms

So what does this interoperability and integrated tool-set mean for business users? Duet Enterprise enables these users to collaborate and work more efficiently across organizations and platforms. Information workers today do not spend their days working in a continuous flow of structured business processes. Rather, they move between a mix of structured and unstructured

processes. They require insight into information from a multitude of sources and access to a variety of tools to complete their tasks.

For example, imagine a manager receives a leave request in an SAP system. While actually processing that leave request is a structured process, the manager can't make that decision based solely on that request. He or she will want to see how many days that worker has taken off already, what other team members may be out that week, and what stage the team's projects will be in at that time. And gaining that information may require accessing non-SAP solutions, such as the team calendar in Microsoft SharePoint or a Microsoft Office document.

Information workers therefore need an environment that will provide them with that mix of structured and unstructured processes to allow them to gain access to all of the information they need. And that's one of the core benefits that Duet Enterprise delivers, the ability to seamlessly access both Microsoft and SAP solutions in a single environment. This combines the collaborative benefits of Microsoft SharePoint with the powerful wealth of information available in SAP applications (see **Figure 1**).

Duet vs. Duet Enterprise

You may be familiar with SAP and Microsoft's older joint solution, Duet. Duet Enterprise is, however, a completely different tool. While Duet provided out-of-the-box, end-to-end scenarios for Microsoft Office, Duet Enterprise provides out-of-the-box interoperability between SAP and Microsoft SharePoint.

Don't Go It Alone

For companies looking to quickly reap the benefits of Duet Enterprise, teaming up with an SAP partner can significantly reduce time to value. SAP's partner community can help companies implement Duet Enterprise or even create a Duet Enterprise-based solution that fits their needs.

In fact, we recently ran a development workshop with our partners in which we spent two days training them on Duet Enterprise and then set them loose for five days to build new solutions with it. The results were phenomenal — partners developed very compelling and innovative solutions based on only two days' training. This showed us without a doubt that Duet Enterprise provides the environment developers need to extend the value of SAP solutions into new and exciting areas. One partner, Capgemini, is even creating a development center in India where a team of developers will build solely off the Duet Enterprise platform.

You'll learn more about these partners' offerings in the following pages of this special report. And to learn more about Duet Enterprise, I encourage you to visit www.duet.com and view a demo of this solution. ■

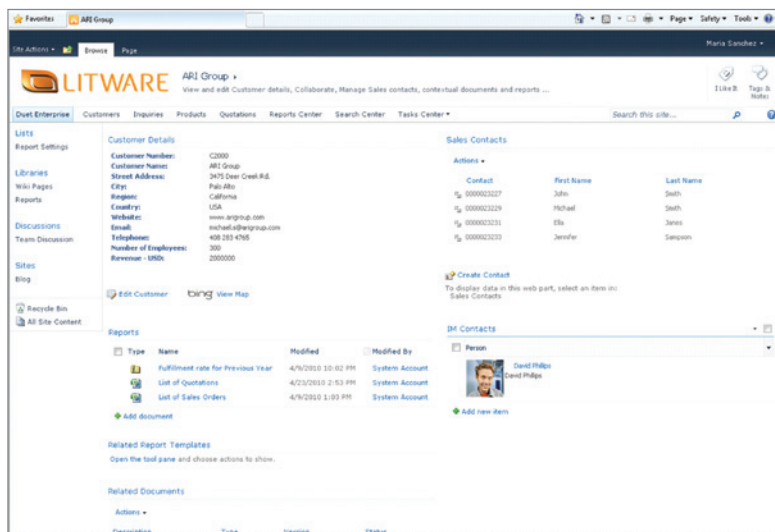


FIGURE 1 ▲ With Duet Enterprise, users can work in an intuitive, user-friendly interface, while having access to the powerful information housed within their SAP systems



Tap into the Power of Your Business Processes

Take Full Advantage of Duet Enterprise with Help from an Experienced Business Partner

An organization's capacity to retain and grow its competitive edge depends on its ability to quickly respond to market opportunities using innovative new solutions that integrate with core IT competencies and investments. To enable the rapid development of such agile new solutions, it is critical for organizations to establish a solid interoperability framework that comes with development tools and a production infrastructure. Duet Enterprise provides just such a framework, enabling developers to use their familiar Microsoft tools to rapidly create innovative, customized user interfaces that can access SAP back-end information. This results in increased user productivity and streamlined business processes.

Enjoy the Benefits of Duet Enterprise with Capgemini's Proven Roadmap

Capgemini, a global SAP integrator, has developed industry-proven methodologies and best practices to help organizations build a tailored integration roadmap that optimizes Microsoft and SAP interoperability. Capgemini's recent work with one client, a global provider of polysilicon production technology, demonstrates the power of this roadmap.

Capgemini's experienced ERP+ team simplified a complex purchase order approval process for this client, which was dealing with an approval process for purchase orders that had become time consuming and inefficient for managers. Capgemini's ERP+ team, in conjunction with SAP, designed, developed, and delivered the PO Approval Portal solution with Duet Enterprise fully integrated as the bridge between SAP ERP and Microsoft SharePoint. This portal enables the client's end users to easily create, view, and approve or reject purchase orders directly from a familiar Microsoft interface using Microsoft SharePoint's InfoPath forms.

The client's vice president of IT said of this engagement: "We worked with Capgemini to leverage Duet Enterprise's interoperability to give our

executive teams and mobile users the ability to review and approve purchase orders outside of the SAP environment and from their mobile devices while traveling. This greatly improved the purchase order approval process."

Get Instant Value from Capgemini's Duet Enterprise-Based Solutions

Capgemini also invested in the development of accelerators that our clients can use to jumpstart the creation of key business improvement projects using the Duet Enterprise foundation. For example, Capgemini has worked directly with Microsoft to build the Hiring Manager Portal, a customized solution for the hiring process. This solution brings together the collaborative and ready-to-use capabilities of Microsoft SharePoint with the business data and processes of SAP ERP Human Capital Management (SAP ERP HCM) and SAP E-Recruiting.

The Capgemini Hiring Manager Portal helps managers streamline the process of initiating a hiring requisition and gives them visibility into the entire hiring process, from recruitment to candidate vetting and interviewing. This solution is SAP-certified and is available through SAP EcoHub. Capgemini has also developed a Purchase Order Requisition solution that simplifies the procurement process.

In addition, Capgemini has put in place a full development factory through which our offshore teams can work in collaboration with our regional industry teams to actively develop a strong portfolio of Duet Enterprise-based solutions that we plan to release on a continual basis.

Learn More

Visit www.capgemini.com/services-and-solutions/technology/microsoft/solutions/erp-plus/ for more information on how Capgemini's ERP+ service offerings for Duet Enterprise can help your organization. ■



Dave Christensen
Capgemini ERP+ Lead for
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Capgemini

Capgemini has invested in the development of accelerators that our clients can use to jumpstart the creation of key business improvement projects using the Duet Enterprise foundation.



Benedikt Hermann
Head of Alliances and
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HCL AXON

Unleash the Power of Information with SAP and Duet Enterprise

Duet Enterprise Unifies Business Information and Workflows to Enhance Productivity and Agility

Information is the primary currency of a successful business. Employees at all levels require fast and flexible access to a vast array of information, not only to perform key operational tasks, but also to make the best decisions for the company's future. This accessibility, however, must be balanced against the costs and risks it can bring about. Allowing unchecked access to information often leads to regulatory compliance violations, security breaches, and spiraling storage costs.

Strike a Balance with Duet Enterprise

By combining the collaboration and productivity capabilities of Microsoft SharePoint with the business data and processing functionality of SAP solutions, Duet Enterprise bridges the gap between the user and information. And it does so without the need for lengthy information development projects that can affect competitive advantage and business agility. Featuring repeatable site templates and web parts, Duet Enterprise enables IT departments, and even business users, to develop entryways — based on Microsoft SharePoint and Microsoft Office — to ERP-based information and processes.

Furthermore, Duet Enterprise offers many ready-to-use capabilities that play a key role in enabling low-cost solutions that minimize risks. Such features include secure single sign-on, out-of-the-box integration of SAP workflow into Microsoft SharePoint and Microsoft Outlook, and easy access to SAP reports.

HCL AXON helps organizations maximize these benefits by accelerating the deployment of Duet Enterprise. As an SAP global services partner and Microsoft gold partner, HCL AXON has the expertise, proven processes, and scale to assist with rapid Duet Enterprise deployments.

As well as supporting organizations throughout their Duet Enterprise deployment — from evaluation and scoping to implementation and application support — HCL AXON has also used Duet Enterprise to develop its own solutions.

Access Information Through Intuitive Interfaces

In the human capital management area, HCL AXON has built a Resource Management Workspace that enables managers to execute approvals of SAP-based transactions — for example, leave requests and time entries — via a Microsoft SharePoint portal. As a result, business managers no longer need to access multiple SAP screens to process simple approval requests. As well as allowing users to execute multiple requests from a central point and from multiple types of devices, Resource Management Workspace provides managers with quick access to non-SAP-based information, like corporate leave policies and employment contracts.

Additionally, in the area of supply chain management, HCL AXON has built a Sales & Operation Planning (S&OP) Collaborative Workspace, which combines SAP forecasting functionality with collaboration features. With this solution, exceptions identified in forecast trends can be turned into action items that are visible to all stakeholders within their Microsoft working environments. This helps identify potential business risks early on.

Learn More

Resource Management Workspace and S&OP Collaborative Workspace are just two examples of how Duet Enterprise can be leveraged to improve the speed and ease with which employees can access the information they need to make faster, smarter business decisions.¹ And, with information as an integral part of every area of every business, the potential for productivity and agility gains are immense.

To learn more about how HCL AXON's Duet Enterprise-based solutions could benefit your organization, visit www.hcl-axon.com. ■

¹ For more information, see <http://ecohub.sap.com/api/resource/4dcdbed0d2a8e1f326063ebc>.

HCL AXON not only supports organizations throughout their Duet Enterprise deployment, but has also developed its own Duet Enterprise-based solutions.

Streamline Your Plant Maintenance Data Logging Process

Track Your Plant Maintenance Resources with an Intuitive Dashboard That Integrates Directly with the SAP Back End

Logging plant maintenance data is a tedious task that demands accuracy in measuring maintenance down time, but it's also necessary to track equipment effectiveness, resource utilization, and overall plant health. To simplify and streamline this process, thereby freeing up shop floor workers to focus on fixing and operating machines, companies can turn to the Plant Maintenance solution provided by TCS.

Simplify Your Plant Maintenance Data Logging Process with TCS's Duet Enterprise-Based Solution

TCS's solution was built with tools and functionality provided by Duet Enterprise, an integration platform that enables interoperability between SAP applications and Microsoft SharePoint. The Plant Maintenance solution integrates the business functionality of SAP's plant maintenance module with the Microsoft SharePoint user interface. The target users for the solution are production supervisors, production operators, maintenance engineers, plant managers, and manufacturing operation executives. The solution can be utilized on a desktop computer, laptop, tablet, or smartphone.

| Status | Notification # | Description | Type | Plant | Eq. |
|--------|----------------|---------------------------------|------|-------|-----|
| ● | 00001.00001028 | Cooling Fans is down | M1 | AC01 | 000 |
| ● | 00001.0001024 | Air Blaster is blowing cold air | M1 | AC01 | 000 |
| ● | 00001.0001023 | Burner is overheated | M1 | AC01 | 000 |
| ● | 00001.0001020 | Air blaster is down | M1 | AC01 | 000 |
| ● | 00001.0000799 | Air Blaster is down | M2 | AC01 | 000 |

FIGURE 1 ▲ The Plant Maintenance solution's notification and equipment status monitor

The Plant Maintenance solution enables users to:

- Create and view maintenance notifications and orders from the SAP back end with minimal configuration
- Get real-time status updates and important resource alerts (see **Figure 1**)
- Run root-cause analyses and track corrective actions
- Easily search the information and document management system
- Create discussion boards and send instant messages to other parties involved in the maintenance process

The simplified user interface provided by TCS's solution is further beneficial to users in that it:

- Helps to quickly locate relevant information.
- Ensures that maintenance events are fully tracked, even if the plant workforce is mobile. This tracking helps both supervisors and engineers who are handling offline maintenance from SAP solutions, as they do not have access to the SAP system while capturing data or working on the plant floor.
- Enables more mobility. For an enterprise that has invested in electronic versions of the equipment maintenance documents, Microsoft SharePoint helps to place an entire library in the palm of a tablet-carrying maintenance engineer.

Benefit from TCS's Partnership with Microsoft and SAP

As a member of the SAP-MICROSOFT Unite Partner Connection program, TCS receives technical guidance directly from the Duet Enterprise product team. This expertise has helped TCS understand the proper usage of Duet Enterprise and validate the Plant Maintenance solution. It is part of a long-standing and mutually rewarding partnership among the companies that leads to integrated solutions for our customers.

Learn more about TCS at www.tcs.com and about the Plant Maintenance solution at <http://ecohub.sap.com/api/resource/4dcdbed0d2a8e1f326063ebe>. ■



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TCS's Duet Enterprise-based Plant Maintenance solution simplifies and streamlines the plant maintenance data logging process, freeing up shop floor workers to focus on fixing and operating machines.



Matt Passannante
Solution Architect Director
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Extend the Reach of Your SAP Applications

Provide Users with the Information Access and Collaborative Functionality They Need to Succeed

To improve access to critical business information, centralize business functions, and enable business process collaboration, companies must ensure that business data from across the system landscape is integrated and easily accessible for their corporate community. Many companies invest in point solutions for this, but such solutions provide limited access and exclude key capabilities, such as workflow and reporting. These solutions are also a challenge to secure and scale.

To provide users with a unified view of both the data and tasks they need, Duet Enterprise provides a foundation for rapid development of secure, scalable solutions that extend the data and capabilities of SAP applications to a larger community of users (see sidebar). And with help from a company like Fujitsu, the deployment of such solutions can be a smooth endeavor.

Take Full Advantage of Duet Enterprise

To help customers get the full benefits of Duet Enterprise, Fujitsu — an SAP-MICROSOFT Unite Partner Connection program member — offers solutions and

services, such as end-to-end, proof-of-concept installations, holistic three-tier production deployments, and extensible Microsoft Office and mobile applications.

Fujitsu's Duet Enterprise experts have experience deploying SAP-based and Microsoft-based systems. Our strong relationships with both companies give us access to the best sources of Duet Enterprise expertise and knowledge. We can design, develop, test, and implement solutions that integrate seamlessly with your core business processes. Our proven development frameworks, methodologies, and best practices ensure every solution will fully meet the demands of your organization.

How Fujitsu Helped Omnicell, Inc. Successfully Deploy Duet Enterprise

Fujitsu client Omnicell, Inc. had been looking for a better way to leverage its investments in Microsoft and SAP and to generate real-time analytics that would provide strategic intelligence for its business and ultimately establish a competitive advantage. The company needed to penetrate the existing client base, while also growing its overall client lists, with new product offerings.

To help Omnicell, Inc. meet these goals, Fujitsu implemented and configured a Duet Enterprise-based solution designed to assist in the consolidation and management of contact and activity data residing in SAP Customer Relationship Management (SAP CRM). This solution utilized Duet Enterprise to provide an intuitive user interface on Microsoft SharePoint that extended into Microsoft Office Outlook 2010. Also, to enable Omnicell to efficiently upgrade Duet Enterprise as newer versions are released, Fujitsu developed a flexible framework that would allow them to do so with minimal cost and effort.

"Fujitsu was instrumental in the successful deployment of Duet Enterprise," said Omnicell CIO Jorge Taborga. "Their understanding of Duet Enterprise, coupled with their leadership in the market, has led to a very satisfied user community."

For more information, visit www.fujitsu.com/us/services/consulting/alliances/duet.html. ■

Fujitsu's strong relationships with SAP and Microsoft give us access to the best sources of Duet Enterprise expertise and knowledge.

Business Value of Duet Enterprise

Duet Enterprise is an innovative solution, jointly developed by SAP and Microsoft; with it, organizations can quickly deploy solutions that give employees direct access to SAP data and processes through Microsoft SharePoint and the Microsoft Office productivity suite.

Duet Enterprise enables organizations to unify business platforms through composite applications that combine SAP data and processes with information and functionality from other line-of-business systems. These applications present the user community with targeted data and streamlined business functions, enhancing the end-user experience. The benefits include increased user productivity, better decision making, and improved business and IT efficiency. With Duet Enterprise, companies can also integrate analytics data with information from other line-of-business systems to enhance repeatable business processes.



Connect Decision Makers to Their Data with Duet Enterprise

Business today is fast paced; to keep up, companies need to be able to provide their decision makers with quick and easy access to relevant data. This trend means business users are now challenging their IT departments to meet the demand for solutions that provide a simplified, streamlined user interface with access to accurate and timely business information and processes.

To help, SAP and Microsoft offer Duet Enterprise, which arms IT developers with the building blocks they need. This includes configurable templates and ready-to-use capabilities that allow them to create the solutions that their users are demanding. With help from companies like Accenture and Avanade, implementing Duet Enterprise and building customized solutions based on SAP applications and Microsoft SharePoint can be a very seamless business process.

The Benefits of Duet Enterprise

Using solutions built with Duet Enterprise, companies can experience improved business user productivity and faster user adoption for business processes. By enabling users to build solutions on a dependable platform based on SAP NetWeaver Gateway and Microsoft SharePoint, Duet Enterprise helps customers realize long-term benefits by providing them with:

- Best practices and methodologies
- Single sign-on user security access
- Solution frameworks
- Preconfigured functionality

Create Duet Enterprise-Based Solutions with Avanade

Companies needing help to implement Duet Enterprise and design solutions based on it can turn to Avanade, a business technology services provider with 13,000 experts that serve customers in more than 20 countries worldwide. Avanade, which has extensive experience with Microsoft SharePoint, offers Duet

Enterprise strategy workshops, assessments, proofs of concept, pilots, and production solutions. Avanade has already collaborated with several customers to create solutions built on the Duet Enterprise platform.

For example, Avanade, working in conjunction with Accenture, created a proof-of-concept solution showcasing the power of Duet Enterprise for a Norwegian client seeking a better business solution for enabling managers to handle the employee sick-leave process. The process involves completing complex insurance forms, an important task since forms filed late can mean fines for the company. Managers responsible for handling these forms were faced with the difficult task of keeping track of when each form needed to be completed. In addition, finding the correct forms and pulling the proper information to fill out each form could be a time-consuming endeavor.

Avanade leveraged Duet Enterprise to create a solution for this company that streamlined the process of filling out and submitting these insurance forms. Through the user-friendly Microsoft SharePoint interface, managers can now see alerts about the sick leave status of employees (information supplied from the integrated SAP ERP Human Capital Management back end). These alerts let them know when they need to fill out the insurance forms to avoid costly fines. The solution also uses the SAP back-end integration to provide the information needed to complete these forms, thereby speeding up the process considerably.

Learn More

With Duet Enterprise, it's possible to create and rapidly implement a solution that connects decision makers with the information they need to do their jobs most effectively and efficiently. With help from Avanade, which has a wealth of experience in creating such solutions, companies can be certain that these solutions will be tailor made to fit their needs. To learn more, visit www.avanade.com. ■



Matt Towers
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Avanade, which has extensive experience with Microsoft SharePoint, offers Duet Enterprise strategy workshops, assessments, proofs of concept, pilots, and production solutions.