

Creating Value with Duet Enterprise Solutions

Duet Enterprise version 1.0 for Microsoft SharePoint 2010 and SAP is a joint product from Microsoft and SAP. With Duet Enterprise, IT organizations and partners are creating solutions that blend SAP data and processes with Microsoft SharePoint content. These composite solutions make workflows and data easy for business users to access and, at the same time, meet the IT department's need to ensure security and maintainability.

Business users can use Duet Enterprise to increase their personal and team productivity with a unified view of enterprise data that simplifies how they access and enter data in SAP. Because these solutions use SharePoint and Microsoft Office products as the user interface to SAP data and processes, companies can broaden how they access and use SAP information. For instance, employees no longer need to enter additional credentials to access SAP data; they can easily get the data from browsers, mobile phones, and offline through Microsoft SharePoint Workspace or the Microsoft Outlook messaging and collaboration client.

IT teams use Duet Enterprise to support business requests with increased agility and ensure that they can effectively maintain and secure any solutions they create. They also easily develop solutions because Duet Enterprise provides a foundation that IT departments, system integrators, and independent software vendors (ISVs) use to build their own collaborative composite applications without focusing on the underlying products. Because the connectivity between SharePoint and SAP is built into Duet Enterprise, developers can focus on building business value. Customers and partners who develop Duet Enterprise business packages take advantage of commonly used tools, such as Microsoft SharePoint Designer, the Microsoft Visual Studio development system, and the well-known ABAP Workbench.

By using Duet Enterprise, businesses easily create their own composite applications by using the out-of-the-box content available through SharePoint Server 2010 and SAP. Microsoft and SAP provide the technology to pull SAP information into SharePoint and site templates to display the content.

Worldwide, organizations are working directly with Microsoft and SAP partners to create custom solutions to help meet specific goals. Microsoft and SAP are actively working to develop a strong partner community for Duet Enterprise through the SAP-Microsoft Unite Partner Connection program (see

What is Duet Enterprise?

Built on SAP NetWeaver and Microsoft SharePoint Server technologies, Duet Enterprise unifies existing services within those platforms for enhanced security, supportability, and manageability.

The Duet Enterprise SAP Add-on relies on SAP components in an SAP NetWeaver 7.02 server that can access any generation of SAP applications from SAP R/3 to the latest versions of SAP systems. The Duet Enterprise SAP Add-on provides ready-to-use business content and components to support workflows and reporting. It also includes some basic services for content publishing, data caching, system routing, and role provision.

The Duet Enterprise SharePoint Add-on runs on top of SharePoint Server 2010 and works with multiple services, such as Business Connectivity Services, Enterprise Content Management, and SharePoint Workflow. The Duet Enterprise SharePoint Add-on contains Duet Enterprise site templates and components for workflow, reporting, and collaboration.

On the client side, users can access Duet Enterprise solutions the same way they access any SharePoint solution: from a browser, from Microsoft Office 2010, or from a mobile device. No client-side add-ons are required.

sidebar for details). Partners use Duet Enterprise to develop solution templates that they can tailor to specific customer requirements. SAP has a certification process for template solutions so that customers feel confident that the solutions will interact correctly with their SAP deployments. Capgemini has completed the first certification for Duet Enterprise, with several additional scenarios in development.

At the first-ever SAP-Microsoft Duet Enterprise Development Jam, partners from around the world worked with product experts from each company to learn about Duet Enterprise and how quickly they could develop solution templates. Over the course of one week, partners developed proof-of-concept solutions that show the range of solutions that partners can develop with Duet Enterprise to streamline processes, reduce costs, or implement better change management. In addition, partners such as Capgemini have created certified, robust customer solutions that help organizations streamline processes and improve efficiency. The following sections highlight the certified Duet Enterprise solutions from Capgemini and the proof-of-concept partner solutions created at the Development Jam that show how Duet Enterprise can benefit customers.

SAP-Microsoft Unite Partner Connection

The SAP-Microsoft Unite Partner Connection program helps organizations that are partners of both companies increase their business opportunities and deliver solutions to their customers more effectively and with reduced risk.

Partners that participate in the program receive additional support, early access to product road maps and software updates, sales and technical training, and many other benefits.

These partners can use this additional access and information to create better, more cost-effective solutions for their customers.

Current members include Atos Origin, Capgemini, EMC, Fujitsu, HCL/AXON, Infosys, Logica, TCS, Unisys, and Wipro.



Solution: *Purchase Requisition Business Package*

Technologies: *Duet Enterprise for Microsoft SharePoint 2010 and SAP, Microsoft SharePoint Server 2010, SAP Enterprise Resource Planning Central Component 6.0*

Benefits

- Reduce amount of manual work involved in procurement
- Reduce chances for mistakes in creating orders and order fulfillment
- Provide better insight into procurement processes
- Increase speed of procurement process with faster approvals
- Reduce duplication of effort, which helps control costs
- Streamline the procurement process and require less staff to complete requests

Streamline Purchasing

Many businesses have employees who fill out requisition forms by hand and send them to procurement. Sometimes, if the order value is low enough, employees do not create purchase requisitions at all. Employees' failure to follow processes for purchase requisitions can result in errors when purchase orders are created or delays in approving requisitions for important materials. It can also lead to issues when procurement tries to resolve receipts against invoices, which takes more time to complete the procurement process and can result in increased costs to the business.

With the Purchase Requisition Business Package solution, employees can complete purchase requisition through a simple web form in the familiar interface of SharePoint Server 2010. They can view the status of pending purchase requisitions, and anyone who must approve a requisition can review and approve all purchase requisitions through SharePoint Server 2010 without logging on to SAP Enterprise Resource Planning (ERP). They can also receive alerts about and complete decision tasks through Microsoft Outlook 2010.



Solution: Hiring Manager Portal

Technologies: Duet Enterprise for Microsoft SharePoint 2010 and SAP, Microsoft SharePoint Server 2010, SAP Enterprise Resource Planning Central Component, SAP E-Recruiting

Benefits

- Speed up the hiring process
- Streamline the entire hiring process, from position requisition to the final offer
- Incorporate collaboration to reach decisions about applicants quickly
- Reduce manual steps such as passing around applicant information for review
- Increase visibility into the hiring process for both managers and HR personnel

requisitions, review candidate applications and resumes, edit candidate lists, capture interview feedback, and process job offer requests. They can also view the entire requisition process by applicant. In addition, recruiters, interviewers, and other HR personnel can collaborate in real time to consider applicants.

Improve Hiring Processes

Businesses with positions to fill often experience delays in hiring new employees due to complicated processes. Hiring managers must initiate position requisitions, review incoming resumes and applications, and conduct initial phone interviews. To complete these tasks they must often use more than one software application, which results in disconnected processes, difficulty tracking applicants, delayed decisions, and a general increased effort that slows down the hiring process.

"Duet Enterprise provides the plumbing ... which allows us to focus on the business pain areas versus sorting out the nuts and bolts."

Rakesh Dube, Global Lead Architect, Capgemini

The [Hiring Manager Portal](#) is a SAP-certified solution that provides hiring managers with a consolidated view across the entire hiring process, including recruiting, vetting, and interviewing candidates. Through the Hiring Manager Portal in SharePoint Server 2010, hiring managers can access SAP business processes across multiple SAP systems, such as SAP Enterprise Resource Planning Central Component (SAP ECC) and SAP E-Recruiting. They can request new candidate

Alegri



Solution: Sales Variant Configurator

Technologies: Duet Enterprise for Microsoft SharePoint 2010 and SAP, Microsoft SharePoint Server 2010, Microsoft Silverlight, SAP Enterprise Resource Planning, SAP NetWeaver, SAP Product Lifecycle Management

Benefits

- Enable customers to configure orders quickly and easily to meet their needs
- Process custom orders as soon as the customer initiates them
- Fulfill custom orders quickly
- Collect customer data to reference for future orders
- Receive feedback on order processes to facilitate continuous improvement

knowledge. Through a SharePoint Server 2010 portal, customers can view product images, descriptions, and prices of individual components to create sales orders in SAP ERP. Manufacturers can also use the solution to initiate production processes and track customer orders.

Consolidate Order Processes

To remain competitive, manufacturers often enable customers to self-configure products to help differentiate themselves in the market. For example, a bicycle manufacturer may enable its customers to select from many varieties of frames, wheels, seats, or pedals. Providing an easy way for customers to customize products and then producing and delivering them has traditionally required complex solutions linking heterogeneous systems and distributed business processes.

The Sales Variant Configurator helps manufacturers

improve how they present products so that customers can easily configure products to match their needs. The configurator uses product master data stored in SAP Product Lifecycle Management (PLM), including configurable material, configuration profile, classes and characteristics, and specific product

"Companies can bring together SAP highly integrated processes from production and logistics and bring them together with collaborative features from SharePoint. It's an amazing possibility to bring information together that was split between many systems."
Simona Scheele-Cretulov, Key Account Manager,
Alegri International Service

HCL

Solution: *Resource Management Workspace*

Technologies: *Duet Enterprise for Microsoft SharePoint 2010 and SAP, Microsoft SharePoint Server 2010, SAP Human Resources, Microsoft Silverlight, SAP NetWeaver*

Benefits

- Reduce time to accomplish tasks and make decisions
- Offer quick access to information and references
- Support real-time collaboration for completing projects
- Provide better visibility into impact of decisions and reduces downstream risks
- Provide multiple access points from any device

SharePoint Server 2010. It helps managers focus on tasks that require quick decisions. Managers can see at a glance the effort split by staff, approval requests, organizational information, and quick links to related resources. In addition, for projects that require approval to complete milestones, people can receive alerts and complete tasks through Outlook.

Track and Manage Resources

Today, many team and project managers must manage a variety of functional areas often across time zones.

These managers must have access to data that facilitates quick decision making and problem resolution. In many organizations this requires accessing data from multiple systems, making it difficult to acquire a complete picture of the situation prior to making a decision.

The [Resource Management Workspace](#) is a scalable tool that displays project or team information pulled from multiple SAP solutions through a collaborative user interface in

"Duet Enterprise is very well positioned at the convergence of two great technologies: SharePoint and SAP—well-accepted technologies. When we have this interoperability piece in there, we can do wonders."

Ajit Kannattil, SharePoint Program Manager, HCL



TATA CONSULTANCY SERVICES

Solution: Plant Maintenance Management

Technologies: Duet Enterprise for Microsoft SharePoint Server 2010 and SAP, Microsoft SharePoint Server 2010, SAP Plant Maintenance, Microsoft Silverlight, SAP NetWeaver

Benefits

- Provide access to plants at multiple locations through a single access point
- Enable users to resolve maintenance issues quickly
- Reduce downtime for equipment and workers
- Speed up process to repair equipment
- Track the status of all maintenance notifications

Keep Operations Running Smoothly

Professionals such as manufacturing operation executives, plant managers, production supervisors, maintenance engineers, and production operators need real-time access to information across many enterprise systems to take action quickly when a problem occurs. They require the status of resources and work centers, visibility into maintenance orders across plants, and the ability to create maintenance orders when equipment is down. In addition, to improve processes continually, they need access to key performance indicators, such as Mean Time Between Failure and Mean Time to Repair, and information for problem-solving methods such as root cause analysis. Finally, they need to receive alerts to provide real-time status information.

"Duet Enterprise is a very good platform for us as partners and solution providers to create value-added scenarios which are customized specifically for every customer."
Panesh Sharda, Solution Architect,
TCS Consulting

With the [Plant Maintenance Management](#) solution, employees can select a plant in any location around the world and access details about equipment on the plant floor. In addition, they can view the real-time status of all resources and work centers or view a range of resources. When equipment malfunctions, they can receive alerts so that they can reassign resources and create maintenance orders quickly. Employees can access the Plant Maintenance Management solution through a desktop or on any mobile device so that they have up-to-date access and can perform tasks quickly from anywhere at any time.



Solution: Sales Opportunity System

Technologies: Duet Enterprise for Microsoft SharePoint Server 2010 and SAP, Microsoft SharePoint Server 2010, Microsoft Visual Studio, Microsoft Office 2010, SAP NetWeaver, Microsoft Silverlight, Microsoft Silverlight for Windows Phone 7

Benefits

- Enable all employees to provide valuable customer data that drives the sales cycle
- Identify next steps in the sales cycle quickly to ensure a competitive edge
- Pinpoint trends in sales cycles for specific customers to help identify their needs

work with customer data in a central location, which helps them to identify opportunities and define next steps in the sales cycle based on valid customer information.

Increase Sales Opportunities

Most companies focus on increasing and developing sales opportunities. They strive to get the right customer intelligence early in the sales cycle, as timely and correct customer information is a key factor for success. World-class companies recognize the need for collaborative tools, and they know they can benefit from SAP data if they can extract it into an easy-to-use interface. They also know that employees outside sales often have customer information and insight, and they want to extract that information to help drive the business.

"Maybe you have a CRM system or another data source and you want to merge how you look at the data, how you collaborate on the data. You can do that with SharePoint. You can connect to both things and pull data from both systems and have them all intermingled."

Michael Jensen, Advanced Lead Developer, NNIT

With the Sales Opportunity System, customers can interact with data from two SAP systems—Customers and Inquiries—through Microsoft SharePoint Server 2010. They can view and



Solution: *Customer Extranet Sales Order Form*

Technologies: *Duet Enterprise for Microsoft SharePoint Server 2010 and SAP, Microsoft SharePoint Server 2010, Microsoft InfoPath 2010, SAP NetWeaver*

Benefits

- Enable customers to configure orders quickly and easily to meet their needs
- Reduce errors due to manual order placement and lost or overlooked orders
- Process orders as soon as the customer initiates them and fulfill orders quickly
- Preview order status and order history for customers

Power Online Orders

At some large companies, customer orders are processed through spreadsheets that customers send to their sales representative by email. Fulfillment must manually enter order information from spreadsheets into SAP systems, which can result in errors with customers' orders. In addition, fulfillment may not receive an email with a customer order, which results in confusion and delays. Customers have no way to validate and track their orders, and no way to view their order history.

With the Customer Extranet Sales Order Form, customers can enter orders in an online

form where they can choose from prepopulated options, so they are less likely to fill out item information incorrectly. Customers can also save and edit orders before they submit for final purchase. When a customer submits an order, fulfillment can confirm the order and place it in a queue to be

"The benefit to the customer is that they can make optimal use of the investments they have already made. So now there is a platform or framework they can make use of to get their SAP information in a much more flexible way."

Ugar Er, SAP ABAP Developer, Logica

processed. Customers can view their order status through a company's extranet, and they can also review their order history, which makes it easier for them to place future orders.

How does Duet Enterprise create value?

With Duet Enterprise, businesses that use SAP, SharePoint Server 2010, and Microsoft Office 2010 can take better advantage of their existing investments. They can create solutions that enable them to access existing data in new ways to help reduce complexities, drive productivity, and improve customer relationships.

Drive Productivity

With Duet Enterprise, businesses can offer their employees a unified view of workflows, tasks, and information they need to be more productive. Through SharePoint Server 2010, employees can view and interact with SAP data from a single access point, which reduces the amount of time they spend switching applications and looking for information. In addition, they can respond to alerts and manage tasks through Microsoft Outlook. Decision makers can enter approvals and answer requests quickly, which means that operations flow more smoothly and increase productivity overall.

Improve Customer Relationships

Businesses can create composite applications that can help them pull valuable customer data from different SAP applications into SharePoint Server 2010, which gives them a better overall view of the processes that affect their customer relationships. They can see information about order and fulfillment processes, customer requests, and outstanding issues. With a global view of customer data, businesses can better implement change management to help improve the customer experience and strengthen relationships.

Expand Value of Existing IT Investments

IT teams can extend the value of existing investments by broadening the use of SAP software throughout the enterprise and expanding the scope of Microsoft SharePoint. With Duet Enterprise, IT teams can create solutions that help employees to uncover and access data without additional training. In addition, IT can reduce the number of help-desk requests, because employees can use the familiar interfaces of SharePoint Server 2010 or Outlook 2010 to view information and complete tasks.

Respond Rapidly to Business Needs

With Duet Enterprise, businesses can quickly compose solutions to meet changing business requirements. By pulling SAP data into SharePoint Server 2010, businesses can more easily spot trends in orders, manage customer requests, or understand gaps in manufacturing processes. They can also quickly develop new composite applications to help address change management and make improvements across the board.

Reduce Costs

By using composite applications created on top of Duet Enterprise, businesses can reduce or avoid costs a number of ways. Because they can use existing technologies to access and present data in new ways, they can avoid the cost of third-party applications to collect additional data. In addition, because

employees are comfortable with the familiar interface of SharePoint Server 2010 and Outlook 2010, they can avoid training costs. With Duet Enterprise, they can create business packages that help to streamline processes, which can lead to reductions in staff or to processing and fulfilling orders more quickly.

Visit duet.com to see demonstrations, read customer success stories, and learn more about Duet Enterprise. For additional information regarding Duet Enterprise certification go to www.sdn.sap.com/irj/sdn/index?rid=/webcontent/uuid/8076eec7-8062-2e10-20bb-b9986827a3eb. All certified solutions are posted to the SAP Ecohub.

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