

Duet Enterprise Partner Solution Brief



Microsoft Solution for IT Services Request Management

Solution: IT Service Request Management (ITSM)

Solution Overview: Using Duet Enterprise integrated with SAP CRM, ITSM processes delivers faster and more accurate management of service requests.

Platform: NetWeaver based SAP environment and SharePoint /Office 2010.

Partner Name: Unisys Corporation

Partner Website: www.unisys.com/sap

Partner Size: 23,000

Country or Region: EMEA and NAO

Industry: Manufacturing

Partner Profile: Unisys is a worldwide information technology company. We provide a portfolio of IT services, software, and technology that solves critical problems for clients.

Software and Services:

- Duet Enterprise for Microsoft SharePoint and SAP
- SAP NetWeaver
- SAP CRM
- Microsoft Office System
- SQL Server – BI
- SQL Server
- SharePoint Server 2010

For more information about Duet Enterprise, go to:

www.microsoft.com/Duet

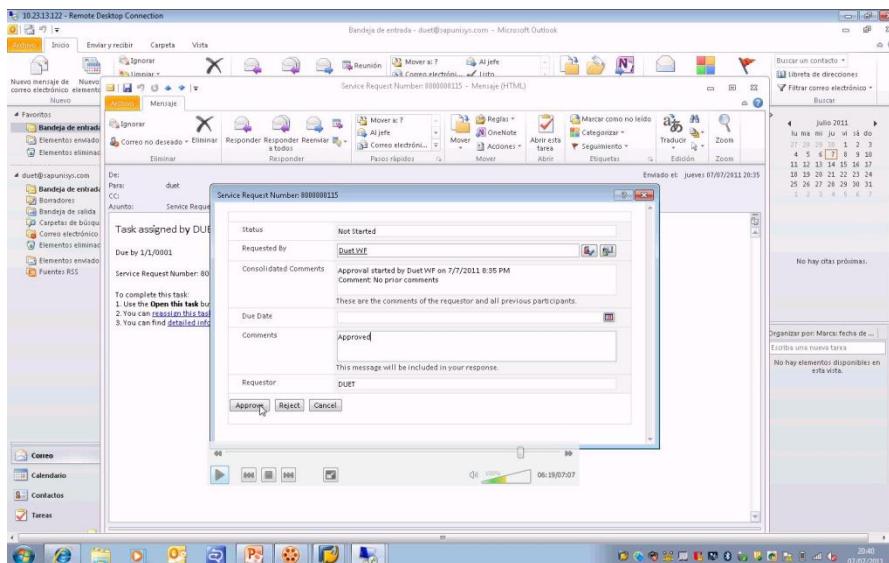
www.duet.com

www.sap.com/duetenterprise

"We have seen ITSM service request process times reduced by up to 75% in our clients"

Enrique Lander Sanchez-Biezma, Unisys Consultant

"This cutting-edge solution has been developed with the Duet Enterprise rapid deployment program and enables the integration of your company's IT request management processes (ITSM / ITIL Compliant through SAP CRM and SharePoint/Office) with the aim of offering a single point of access to IT requirements (Service Requests) through a common SharePoint interface."



Business Needs

Now that your company has installed SAP for managing its business processes and

adopted the collaboration platform of Microsoft SharePoint and Office, it's time to think about taking the next step and



enable interoperability between both systems.

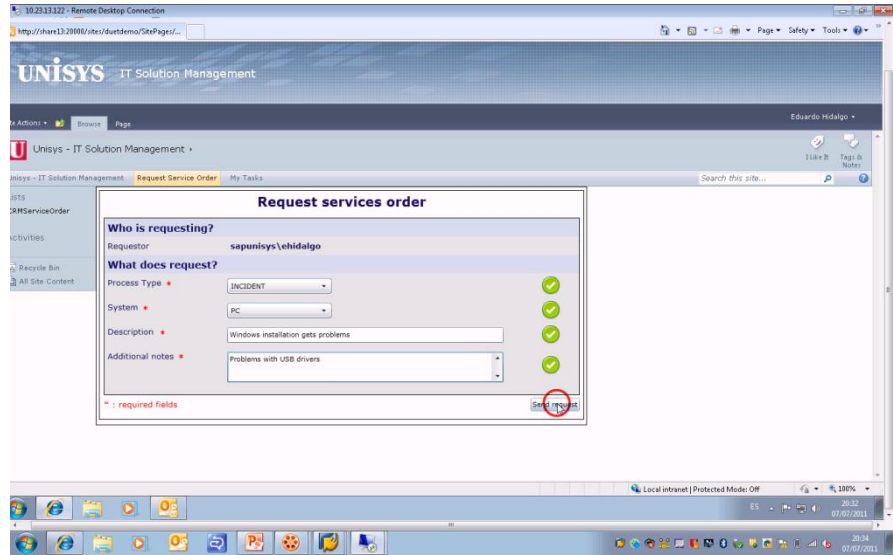
By combining the business processing power of SAP with the personal productivity of Microsoft collaboration you can reduce the time and cost of managing your business while improving the service delivered to employees and customers alike.

The foundation of this approach is Duet Enterprise, a jointly developed solution by SAP and Microsoft that combines the features of SharePoint collaboration platform with SAP business processes.

By enabling the interoperability between SAP and Microsoft, Duet Enterprise provides ready access to data, enhancing user's productivity by means of a single point of access where data from the SAP business processes is integrated with the collaborative features of Microsoft (Office & SharePoint).

Duet Enterprise provides the communications link between both ecosystems (SAP and Microsoft) using a model that can easily display and consume information about SAP business processes. This approach complies with all the SAP security and regulatory policies (Roles, Profiles, Organization Structures, etc.) and reduces the costs associated with the development of blended solutions for users and customers.

This solution, backed by end-to-end support (SAP/Microsoft), maximizes the investments that you have made in your SAP and Microsoft capabilities. To make this next step, you will need to be running a NetWeaver based SAP environment and SharePoint /Office 2010. The focus of this solution is to streamline the interaction between users and SAP, the capability is not line of business specific and can be applied to many processes that require interaction



between SAP and users that are connected via SharePoint/Office. With this approach users no longer need to leave the familiar interfaces of SharePoint /Office products while interacting with SAP.

Solution

Unisys has developed a partner solution for Duet Enterprise which is called ITSM: IT Services Request Management.

This cutting-edge solution has been developed within Duet Enterprise rapid deployment program and enables the integration of your company IT request management processes (ITSM-ITIL Compliant through SAP CRM and SharePoint/Office) with the aim of offering a single point of access for all employees for IT requirements (Service Requests) through a common SharePoint interface.

The whole solution is based on an SAP authorization model to provide a secure solution while enhancing users' productivity and simplifying IT service request management.

The purpose of this solution is to integrate your company ITSM processes delivered by SAP workflows linked to service requests and incidents with SharePoint and Office.

Benefits

With this platform it is easy to manage users' IT requirements from a single point of access.

- Combines SAP business processes with Microsoft collaboration products (Office & SharePoint)
- Users and Customers can work from a familiar Microsoft interface without the complexities of connecting directly to SAP
- Speeds up business processes (experience of shortening business process times by up to 75%)
- End-To-End solution support. (SAP & Microsoft)
- Gets the most out of your SAP and Microsoft investment.
- Greater agility and speed in the development of composite applications, assisted by Unisys