SAP Mobile Solutions

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SAP Product Strategy
Deliver Instant Value to One Billion People

- All devices
- All user experiences
- Easy to extend

- Instant value
- Line of business or suite
- Integrated to On Premise

- SOA-enabled
- Best-practices packages
- Non-disruptive enhancements

- Platform
- In-Memory

Technology Foundation
SAP Product Strategy
Deliver Instant Value to One Billion People

The Devices

- Collaboration
- Analytics
- Mobile

- All devices
- All user experiences
- Easy to extend
Mobile Device Management

Supporting your diverse mobile environment

Task Worker
Personally Owned
Information Worker
Corporate Owned

Windows
Windows Mobile
iOS
Android
Blackberry
Symbian
Palm
Mobilizing the Enterprise Is Complex

End User Requirements

Ease of Use
Device Choice
Apps & More Apps!

Enterprise Requirements

Security
Device & App Management
Development Tools & TCD/TCO
Device and Backend Diversity
Mobile Applications with SUP

Enterprise Information Systems 1

Enterprise Data Base

Business Logic

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Enterprise Data Base
Address Complexity Across the Enterprise
Connect

Create various types of backend connections with ease:

- SAP (JCo)
- JDBC
- REST Web Services
- Web Services

Model Data Graphically
Create

Develop and Deploy Entire Mobile Application within Eclipse Plug-in

Extend Workflow/Business Processes without writing a single line of code
Consume

Connect various device types using the SUP secure, efficient, reliable transport
Control

Data at rest protection

Deploy and Manage device settings and applications

Centralized control of the entire system from a single Control Center Web console
SAP Simplifies Mobilization by Providing Complete Solution
SAP Mobility Platform Reduces Mobile Application TCO

- Application Development
- Connection Management
- Data Security (on device and OTA)
- Version Control
- Mobile Client Databases for offline use
- Data Synchronization
- ERP, Database, Business App integration
- Device Detection and Management
- Logging & Reporting

Infrastructure Platform Services
Mobility Platform Benefits

Baseline Use Assumptions
- 3 mobile OS platforms developed / supported
- 5 Apps developed in Year 1, 10 apps in year 2, 20 apps in year 3
- Each app has 500 users in year 1, picks up additional 1,000 users in each subsequent year (through year 3)

Baseline Cost Assumptions
- Customer cost / app data used where appropriate to drive analysis
- Customer use cases used as references for future development effort estimates

3-Year TCO Comparison
In USD Millions

- 1. Application Development Cost: 3.6 – 7.3
- 2. Interface Development Cost: 3.2 – 6.3
- 3. Release Management Cost: 1.4 – 2.3
- 4. Platform Development & Support Cost: 1.9 – 2.8
- 5. Foregone Productivity Benefits: 1.1 – 2.5

Point- / Smart client-based solution: 11.2 – 21.2
SUP: 5.1 – 9.3

55%
Sybase recognized in the leaders quadrant for Gartner’s Magic Quadrant for Mobile Enterprise Application Platforms for completeness of vision and ability to execute.
Deliver Apps in 2011 and 2012
SAP, Customers and Partners

Process Workers
- Sales
- Service
- Mobile Asset Management
- Yard Management
- Retail Execution

Knowledge Workers
- Travel
- Medical Records
- Human Resources
- Approvals
- Procurement

Consumers
- eCare
- eCitizen
- eBanking
- eRemittance

10,000 Users
- On Premise
- Features
- Must Have

100,000 Users
- Increasing Scalability
- Increasing Simplicity
- Changing Case

10,000,000 Users
- Cloud
- Single Purpose
- Convenience
Mobile Applications in Summary

Powered by and developed on the Sybase Unwired Platform. These applications have either already been built or are in the processes of being built.

**Procurement and Sourcing:**
- Create Purchase Order
- Shopping Cart Approval
- SRM Shopping Cart Approval

**Human Resources:**
- Employee Leave Request
- Employee Lookup
- Interview Assistant
- iPeople
- Manager Leave Approval
- My Team: Performance Management Assistant
- SkillScanner
- Time Entry Sheet
- Travel Expense Receipt
- Travel Expense Receipt Capture
- Travel Expense Report & Approval System
- Travel Expenses
- Travel Manager Approvals for Travel and Expenses

**IT Line of Business:**
- CIO Dashboard
- Early Alert Monitor
- Mobile User Management

**Industries:**
- Asset Vizualizer
- Electronic Medical Records
- Field Service & Asset Management
- Field Service Work Order
- Maintenance Requests and Order Planning
- Product Drug and Safety
- Professional Services
- Safety Observer
- Tank Inventory

**Sales, CRM, and Service:**
- CRM Field Service & Asset Management
- Consumer Fashion
- Customer Snapshot
- Direct Store Delivery
- ERP Customer Search
- ERP Sales Order Subscribe
- Loyalty Points and Promotions
- Market Intelligence
- Material Check & Availability
- Retail Execution
- Retail Store Operations
- Sales Lifecycle
- SAP ERP: Customer Fact Sheet
- SAP ERP: Where’s my order?
- Sybase Mobile Sales

**Financials:**
- Mobile Collections
- Payment Approvals

**Analytics:**
- Analytics Composer & Player
- SAP BusinessObjects Explorer Mobile
- SAP BusinessObjects Mobile BI
- Mobile Analytics CSC
- Virtual Boardroom

**Cross Topics:**
- SAP Stream work
- Sybase Mobile Workflow

**Elite Applications**

Sybase Afaria
### SAP Mobile Apps: 28 Apps Available NOW

**Process Apps**
- SAP CRM Sales
- SAP Retail Execution
- SAP Field Service
- SAP EAM Work Order

**Industry Apps**
- SAP Electronic Medical Record
- SAP Citizen Connect

**Employee Productivity Apps**

- **Human Resources**
  - SAP Employee Lookup
  - SAP Leave Request
  - SAP Timesheet
  - SAP HR Approvals
  - SAP Interview Assistant
  - SAP Manager Insight

- **Procurement**
  - SAP Shopping Cart Approvals
  - SAP ERP Quality Issue
  - SAP Transport Notification and Status
  - SAP Transport Tendering

- **Finance**
  - SAP Travel Receipt Capture
  - SAP Travel Expense Approvals
  - SAP Payment Approvals
  - SAP GRC Access Approver
  - SAP GRC Policy Survey

- **Sales**
  - SAP Sales Order Notification
  - SAP Material Availability
  - SAP Customers and Contacts
  - SAP Customer Financial Factsheet
  - SAP ERP Order Status

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The Mobile Field Service application enables field technicians to access critical SAP data anytime and anywhere. Running in online and offline modes on different mobile devices, the application helps field technicians to perform their daily activities at customer sites and within plants. It integrates with the Plant Maintenance (PM) or Customer Service (CS) modules of SAP ECC systems.

The typical scenario is based on work orders (Service or Maintenance orders) and notifications created and assigned to technicians in SAP ECC. These two objects trigger the business processes and the data distribution of all the key BusinessObjects such as technical objects (equipments and functional locations), measurement points and business partners to the device. Additionally, the field technicians have the ability to capture related data on their devices and synchronize them to the SAP back end.
Field Service Work Orders

Key Functions

- Receive work orders
- Plot path via GPS technology
- Create, update, and delete work orders

Specifications

<table>
<thead>
<tr>
<th>Architecture</th>
<th>Sybase Unwired Platform</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dependencies</td>
<td>ECC 6.0 EAM</td>
</tr>
<tr>
<td>Devices</td>
<td>iPhone</td>
</tr>
<tr>
<td>Supported Mode</td>
<td>Online and Offline</td>
</tr>
<tr>
<td>Delivery Date</td>
<td>April / 2011</td>
</tr>
<tr>
<td>Delivered by</td>
<td>Liquid Analytics</td>
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</tbody>
</table>

The Field Service Work Orders app allows field personnel to receive work orders while in the field. Integration with GPS technology enables users to determine the best route to address the orders.

Work orders can also be created, changed, and closed via the app. The ongoing status of the work is updated to the back end system.
SAP Leave Request mobile app allows employees to create new Leave Requests and review existing requests anytime, anywhere from mobile device of their choice

**Key Benefits**

- As part of Employee Productivity Apps, this application makes it easy for employees to get routine information and interact with routine processes anytime, anywhere and from any major mobile devices, thus reducing unproductive time, speeding up processes, and increasing employee satisfaction

**Key Product Features**

- View overview/details/status of leave requests
- Create/modify/delete leave request
- View vacation days available
- View team calendar with teammates availability
SAP Time Capture

SAP Time Capture mobile app enables time entry capturing immediately as work is performed anytime, anywhere from mobile device of their choice.

**Key Benefits**

- As part of Employee Productivity Apps, this application makes it easy for employees to get routine information and interact with routine processes anytime, anywhere and from any major mobile devices, thus reducing unproductive time, speeding up processes, and increasing employee satisfaction.

**Key Product Features**

- Create/modify/delete time entries
- View missing time entries
- View status of leave requests
- View time entry overview
- Enter time via calendar view
SAP BusinessObjects Explorer Mobile

„What is this all about?“

SAP BusinessObjects Explorer, accelerated version brings together high-performance in-memory acceleration with intuitive search and exploration. Users can search and explore large volumes of any enterprise data to answer ‘on the fly’ questions, discover relationships, and uncover root cause. You can bring BI to all business users with immediate insight at the speed of thought without needing assistance from business analysts or IT.

Key Pain Points Addressed

- Difficult to access relevant information when outside the office
- Customer expectations not met or questions not answered
- Limited visibility to time critical information
- Limited to working with Report & Dashboards created by others

Key Product Features

- Search across all data sources
- Contextual exploration
- Automated relevancy and chart generation
- High performance and scalability
- Share your results instantly

Facts & Figures:

- Role: All
- Target Segment: All
- Mobile Device Support: iPhone; iPad
Support Diverse Mobile Environments

Task Worker

Information Worker

Windows
Symbian

Windows Mobile
Palm

iOS

Android
BlackBerry

Personally Owned

Corporate Owned
Understanding Mobility Risks and Remedies

Four areas of vulnerability in mobile business operations

- Lost or stolen devices
- Unauthorized data access
- Combined personal and business use of devices
- Gaps in device management and policy enforcement
A deeper dive into Afaria
Comprehensive Management & Security

- Software Deployment
- Device Security
- Process Automation
- Asset Tracking
- File Synchronization
- Device Backup
- Device Configuration
- Help Desk
Afaria Solves The Challenges Of Mobile Systems Management And Security

**Security and Compliance**
- Power-on password protection
- Data on device encryption
- Push email Interoperability
- Lost or Stolen Device Lockdown
- Password Recovery

**WIN32**
- Full disk encryption for laptops and desktops
- Two layers of data protection
- Pre-boot authentication
- Full disk encryption
- Multiple User Support
- Removable Storage Media Support

**SYSTEM**
- OTA End to End transport encryption
- End user authentication

**Optimized for the Mobile World**
- Offline processing
- Checkpoint restart
- Compression
- File differencing

**Visibility to Assets and Their Usage**

**Business and Content**
- Easy-to-use graphical scripting tool that’s designed for system administrators, but powerful for programmers.
- Allows administrators to create custom task and workflow automation with a point-and-click scripting interface
- Maintain “desired state” system status
- Integrate with back-end applications
- Content publish and subscription

**HANDHELDs**
- Power-on password protection
- Data on device encryption
- Push email Interoperability
- Lost or Stolen Device Lockdown
- Password Recovery

**OPTIMIZED FOR THE MOBILE WORLD**
- Offline processing
- Checkpoint restart
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- Power-on password protection
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**SYSTEM**
- OTA End to End transport encryption
- End user authentication
Introduction to Afaria
Analyst Recognition

Sybase recognized in the **LEADERS QUADRANT** for Gartner’s Magic Quadrant for Mobile Device Management.

* Source: Gartner, Magic Quadrant for Mobile Device Management April, 2011
Ten Reasons to Choose SAP for Enterprise Mobility

1. Market Leader
2. End-to-End Solution
3. Support Leading Devices
4. Mobile-Enable Any Application
5. Opens Access to Wide Range of Users
6. Unlock Innovation
7. Deployment Flexibility
8. Enterprise-Level Security
9. Rapid Business Value
10. Industry Focus
THANK YOU

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