

Sybase Mobile Workflow for SAP® Business Suite

SAP & SYBASE SOLUTION BRIEF

“The mobile enterprise worker is now the most important worker, because that’s the worker that’s touching the customer, the partner and the supplier.”

— Bill McDermott,
Member of Executive Board,
President, Global Field Operations
SAP AG

The demands of a 24x7 mobile worker require that business must continue even when the employee is not in the office. Frequent business processes, such as workflow items and alerts, time recording, and travel requests require immediate action, but today are generally only accessible via desktop or laptop computers.

Sybase pioneered the concept of a “mobile inbox” empowering mobile workers to securely conduct time-sensitive business processes from within a familiar secure email application. This single interface for both mobile email and business processes maximizes a company’s investment in wireless email. In addition, the “mobile inbox” is optimized with mobile worker productivity in mind. It provides easy, fast and secure access to business processes without requiring an additional application or browsing beyond email.

Together, SAP and Sybase are mobilizing SAP® Business Suite processes, notifications and alerts through the mobile inbox solution. These mobile productivity applications are built by Sybase to meet the needs of SAP customers, are fully certified and supported by both SAP and Sybase, and leverage the proven mobile infrastructure strengths of Sybase Unwired Platform and SAP NetWeaver®.

Using the Sybase Mobile Workflow for SAP® Business Suite solution, mobile workers can now receive and manage SAP Universal Worklist notifications and alerts on their mobile device of choice. Pre-defined processes, such as requests and approvals for travel or leave can quickly be completed on the go. Additionally, clock-in/clock-out activities can easily be recorded directly in to the SAP Business Suite system, all from a mobile device. The solution currently supports iPhone, Windows Mobile and Nokia Series 60 smartphones, with support planned for additional devices, such as RIM BlackBerry smartphones.

KEY FUNCTIONALITY

The mobile business process solution pushes workflow items, including the associated workflow decision buttons for approval, to users on their mobile device. This ensures that the velocity of business does not slow when mobile workers step away from their desk.

The following three key areas allow users to do more while away from the office.

Universal Worklist Workflows, Alerts & Notifications

Normally, a user would need to be logged into SAP Business Suite to complete routine workflow items and receive notifications and alerts. This solution enables users to process decision-based workflow items and receive Universal Worklist notifications and alerts on their mobile device, increasing the accessibility of information and enabling users to quickly execute informed decision-making, independent of their location.



ABOUT SYBASE

Sybase is an industry leader in delivering enterprise and mobile software to manage, analyze and mobilize information. We are recognized globally as a performance leader, proven in the most data-intensive industries and across all major systems, networks and devices. Our information management, analytics and enterprise mobility solutions have powered the world's most mission-critical systems in financial services, telecommunications, manufacturing and government. For more information, visit <http://www.sybase.com>. Read Sybase blogs: <http://blogs.sybase.com>

ABOUT SAP

SAP is the world's leading provider of business software(*), offering applications and services that enable companies of all sizes and in more than 25 industries to become best-run businesses. With more than 82,000 customers in over 120 countries, the company is listed on several exchanges, including the Frankfurt stock exchange and NYSE, under the symbol "SAP." For more information, visit www.sap.com.

* SAP defines business software as comprising enterprise resource planning and related applications.

Example scenarios:

- Respond to alerts when business-critical problems occur
- Process decision-based workflow items while on the go
- Receive notifications of overdue workflow items

Leave and Travel Requests

Workers and managers typically need to be tethered to a desk in order to submit or approve leave or travel requests. This solution allows users to request approval for absence and travel from a mobile device without having to log into the enterprise system from a PC. In today's fast-paced business environment, completing these simple workflow processes while mobile maximizes users' productivity.

Example scenarios:

- Enable users to create leave and travel requests
- Allow managers to approve or deny requests

Clock-in/Clock-out Capabilities

Recording time-based activities on a notepad or form and then transferring it to an SAP system via standard data entry processes is both costly and timely. This solution allows mobile workers to record clock-in/clock-out times while in the field, which improves daily operational activities.

Example scenario:

- Enable users to enter time-based activities using a simplified clock in/clock out functionality

KEY BENEFITS

The solution enables quick and efficient mobile access to business processes through a single, secure email application. Users can leverage a familiar and intuitive inbox experience and take action on critical business processes in a timely manner, regardless of their location.

Value to the Business

- Speeds decision-making and responsiveness on alerts, notifications and approvals
- Leverages highly convenient and familiar email inbox
- Provides direct interaction with SAP solutions
- Increases ROI on wireless email and SAP Business Suite solutions

Value to the IT Organization

- Extends reach of SAP business applications and workflows
- Supports heterogeneous devices through a single, highly scalable mobile platform
- Enforces enterprise-class security
- Enables easy deployment, support and management
- Readily integrates with SAP Business Suite infrastructure



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