Gain a Comprehensive View of <u>All</u> Your Business Information with Livelink for SAP Solutions

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Enterprises face constant pressures to improve efficiencies, reduce costs, and comply with legal and government mandates. In response to these needs, enterprise content management (ECM) solutions have become more and more important, providing a *critical bridge* in the information gap, uniting structured data with unstructured content, and providing a 360-degree view of all business information.

Unifying Business Content and Business Context

Traditionally, enterprise applications have managed structured content — that is, data stored in rows and columns in database tables. Enterprise content management, however, takes unstructured content — paper documents, contracts, proposals, invoices, and even email — and incorporates it into the core enterprise

application. For example, ECM users can attach a document, such as a signed contract, to a customer file. Integrating ECM into enterprise applications combines business *content* (documents) with business *context* (transactional data).

Open Text's Livelink *for SAP Solutions*, formerly known as IXOS Suite for SAP, is a suite of ECM solutions that gives organizations the ability to create, access, manage, and securely archive data and documents for SAP solutions within a single content repository.[1] The suite is hardware-platform-independent and features tight integration with SAP technologies, business applications, and workflow. So organizations can extract maximum value from their enterprise

[1] The Open Text ArchiveLink interface is certified for integration with SAP NetWeaver, and our Enterprise Portal iViews have been awarded "Powered by SAP NetWeaver" status.
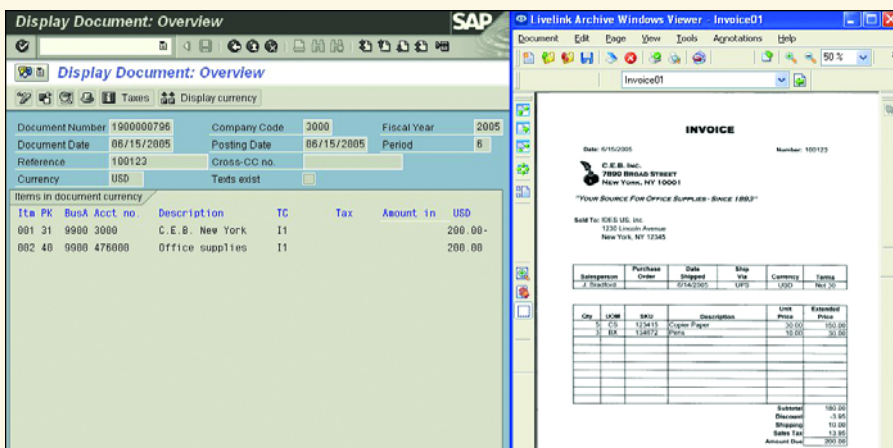
information, Livelink *for SAP Solutions* includes the following capabilities:

☑ **Document archiving and management** — On a departmental level, processes become burdensome and time-intensive when not linked with content. Livelink *for SAP Solutions* enables organizations to link document content to business context in SAP applications.

*Owens Corning boosted productivity 40 percent with **Livelink for SAP Solutions — Document Archiving**.*

In accounts payable, for example, Livelink *for SAP Solutions* accelerates invoice processing, ensuring that cash discounts for early payments are received. Because the invoices are electronic and not paper-based (see **Figure 1**), entry, routing, approval, and tracking are faster and more accurate. Users can even approve invoices while traveling.

From sales and marketing to customer support, processes all across your organization can benefit from Livelink *for SAP Solutions*. For example, immediate access to all customer documents helps accounts receivable departments lower days sales outstanding (DSO) and reduce bad debts. Customer service agents can resolve inquiries

| **Figure 1** | Livelink Archive Windows Viewer Displays a Vendor Invoice Linked to an SAP FI Document |

immediately by having instant access to all appropriate customer-facing documents, including correspondence, marketing materials, and invoices.
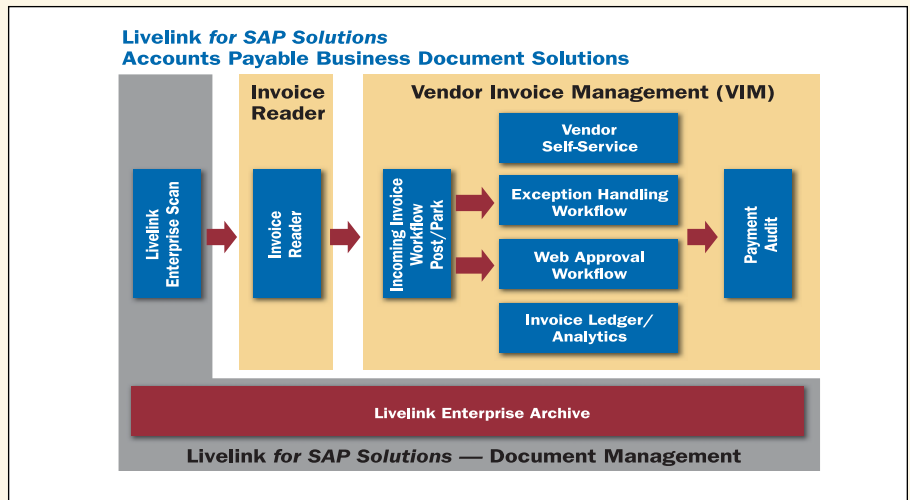
☑ **Vendor Invoice Management** — Livelink *for SAP Solutions* provides a common platform for additional business document solutions, such as Vendor Invoice Management (VIM) from Optura, an Open Text company. This composite application offers a complete, end-to-end solution for optimizing vendor invoice processes in SAP solutions, with built-in reporting and analytics that can be used to continuously improve processes (see **Figure 2**). VIM helps customers reduce costs while improving cash management and compliance with corporate governance regulations.

At the front end, VIM automates the handling of incoming invoices. Once invoices are routed into SAP solutions, VIM can improve the handling of invoice exceptions by applying more than 20 best-practice workflows for exceptions, such as missing goods receipts, incorrect pricing, and incorrect tax. The invoice approval function in VIM provides Web-based coding and approval by users in both SAP solutions and other applications, along with complete tracking, visibility, and escalations for timely invoice approvals. A vendor self-service component of VIM allows vendors to submit invoices or check the status of invoices and purchase orders online.

> *Pilgrim's Pride reduced the average time to resolve problem invoices from 30 days to 10 days with **Livelink for SAP Solutions — Accounts Payable Business Document Solutions — Vendor Invoice Management**.*

☑ **Data archiving** — Every SAP business process produces data and expands the database, hampering system

| Figure 2 | Vendor Invoice Management — Streamlining Accounts Payable Processes in the SAP Environment |

performance and slowing data access. Meanwhile, prolonged backup and restore operations increase the administrator's workload. As content proliferates, the total cost of ownership rises. Livelink *for SAP Solutions* manages historical data archived from SAP, providing continued access to the information while storing it securely in durable, tamper-proof form. This enables your organization to lower the cost and risk associated with meeting data retention and disposal requirements.

> *Livelink for SAP Solutions — Data Archiving saves Dow Corning hundreds of thousands of dollars a year.*

☑ **Legacy decommissioning** — Older enterprise applications (host-based systems or R/2, for example) are susceptible to risks and problems associated with aging: high total cost of ownership (TCO), increasing complexity, and decreasing knowledge to operate the application. With Livelink *for SAP Solutions*, data from legacy systems is readily accessed via SAP, avoiding complex migration costs, accelerating decommissioning, and ensuring that regulatory requirements are met.

☑ **Compliance management** — Regulations, although varied across countries, all require organizations to track, manage, and retain critical business information, and make it available upon request. Implementing best practices for compliance not only reduces business risk, but also streamlines operations, reduces administrative costs, and proactively prepares organizations for potential future regulations. An integrated ECM solution plays a crucial role in fulfilling evolving legal requirements by securely storing content for designated periods, linking related information, providing an audit history for corporate content, and enabling organizations to access any document quickly on demand.

Trusted in the SAP Market

Since Open Text's collaboration with SAP on ArchiveLink in 1993, Livelink *for SAP Solutions* has become a leading SAP document and data management solution, used by more than 2,200 SAP customers comprising two million users. ▪

> Read customer success stories and learn more about how Open Text solutions deliver value to SAP clients by visiting **www.opentext.com/ sapinsider/a/2005**.