Enterprise Content Management for an SAP Landscape
- Using CommonStore for SAP -

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Session Objectives

- After completing this session, you should be able to:
  - Describe the IBM CommonStore Content Management Solution for SAP customers
  - Understand the SAP ECM components and project characteristics
  - Give advice about technical positioning with SAP’s own offerings
Agenda

- SAP Archiving Requirements and IBM Enterprise Content Management
- The DB2 CommonStore for SAP Solution
- Positioning the “SAP Content Server” and NetWeaver
- Review Product Enhancements in 2004 in Fixpacks
- Summary
ECM Solution Components

- **Content Solutions**
  - Regulatory Compliance / Records Management
  - Digital Rights Management
- **Information Integration**
- **Workflow/Business Process Management/Collaboration**
  - Archiving
  - Document Management
  - Web Content Management
  - Output/Report Management
  - Multimedia Management
  - Digital Asset Management
  - Imaging
  - Content Integration

*IBM Content Management Portfolio*
ECM Solution Components

- Content Solutions
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IBM Content Management Portfolio

SAP + CommonStore / CM
Evolution with IBM + SAP ECM

Integration into Portals, Web access
Processing Incoming documents, Webflow
Archiving Outgoing documents
Archiving PrintLists, Journals
SAP DB: Data Archiving
Backup/Restore

Business Impact

COST SAVINGS
- Eliminate paper, printing and mailing costs
- Reduce physical storage requirements
- Increase productivity

Add value with additional functions

business process with physical content  same process using digital content  refined process using digital content
What is the DB2 CommonStore Family?

- IBM software product family – Part of the DB2 Content Manager portfolio
- Integrates SAP, Lotus Domino and/or MS Exchange with IBM Archive and Content Management systems
- DB2 Content Manager, DB2 CM OnDemand, Tivoli Storage Manager
Why do SAP Customers Archive?

1. **Continuous growth of SAP DB**
   - Growing investments into hard disk, servers, racks, backup devices...
   - Performance of SAP servers degrade
   - SAP system response time increases

2. **SAP is the base of core business processes**
   - Procurement, Sales, Finance, Customer Relationship Management
   - Internal and external and legal requirements concerning document retention
What are the Benefits of Archiving for SAP Customers?

- **For the SAP system administration – Increased SAP Performance**
  - Reduces growth of the SAP data bases: Smaller data bases
  - Faster Backups are possible
  - Faster data base recovery
  - Increased throughput of the SAP system
  - Reduces investments for additional hardware
  - Reduces efforts for maintenance and administration

- **For every SAP end user**
  - Optimizing of business processes
  - Better response times to customer inquiries
  - Important documentation is linked to SAP business objects
  - Reduced efforts for document manipulation
  - Information is available instantly, even after years
IBM Software Group  |  DB2 Information Management Software

SAP application data

Old, inactive database ➔ Archive Records

CommonStore

IBM Content Manager / TSM

SAP business documents

- Incoming documents
- Print lists
- Outgoing documents
- Desktop documents
- Webflow integration

Non-SAP business documents

- E-Mail
- Scanned images
- Audio WAV, MP3
- Video
- Office documents
- CAD Drawings

IBM Software Group  |  DB2 Information Management Software

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DB2 CommonStore for SAP

- Certified archiving solution for all current SAP releases including NetWeaver
- Any operational SAP DB (DB2, Oracle, Informix etc.) is supported
- Data Archiving
- Archiving of Business Documents
- SAP Document Finder
DB2 CommonStore Technical Architecture

CommonStore Server

- SAP R/3 System
- ArchiveLink® RFC
- ArchiveLink® HTTP
- Lotus Domino Database
- Lotus Domino Task
- Exchange Task
- CM Agent
- OnDemand Agent
- TSM Agent
- CM V8 Agent
- Content Manager
- CM OnDemand
- TSM
- Content Manager V8
- CM Client
- OD Client
- CM Client

SAPGui
Notes Client
Outlook

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CommonStore System Architecture

- High performance and scalability
  - Enhance performance with processes running in parallel
  - High scalability when starting multiple instances and using additional hardware

- Scalable on various platforms
  - CommonStore is available on Windows 2000, XP, Windows 2003, AIX, HP-UX, Sun Solaris, xLinux, and iSeries (AS/400)

- Enables for distributed storage
  - Central storage (1 server)
  - Distributed storage (multiple object servers, 1 library server, etc.)

- Supports multiple archive servers at a time

- Underlying technologies provide best possibilities
  - Storage media changes and large file support
SAP Project Manager

- Now, I think I need something like that, what do I need to consider?
  - Vendor Solution
  - Project Scope
  - HW/SW Infrastructure requirements
  - Implementation and Service Requirements
  - Rollout
  - Education for Users
Project Scope - Data Archiving - Characteristics

- **Data Archiving**
  - Transparent processing of SAP archive files (ADK Files)
  - All SAP archiving objects are supported. Which ones to start with?
  - Automated media management for archive files on hard disc, tape or optical libraries
  - Highest performance and scalability with Tivoli Storage Manager implementation
  - No modifications in the SAP System for CommonStore (just customizing)
  - Display is done through the SAP GUI
  - Support for the **SAP Archive Information System** (SAP AS)
SAP Data Archiving: The Process

- Data Archiving
  - 1. Unloading the SAP DB
  - 2. Storing the ADK Archive Files in Archive
  - 3. Delete DB records from SAP DB
  - Reorg data base
Project Scope: Document / Content Management

- **Content Management und Document Management**
  - DB2 CommonStore acts as a Content Repository for SAP
  - It supports all ArchiveLink processes, like
    - Processing of incoming invoices (FI)
    - Processing of personnel folders in SAP Human Resources
    - Processing of delivery notes and other incoming documents
    - Archiving of outgoing documents, eg. For billing process in SD

- **Integration with SAP Webflow (Business Workflow)**
  - CommonStore provides full integration in SAP BWF and Webflow
  - Requires SAP Webflow skills for WF development
  - Scope can vary extensively, like the hook-up of eMail systems
Scope: Document Acquisition...Example KOFAX

- **Kofax Ascent Capture Release Module for CommonStore**
  - Improved integration with Kofax Ascent Capture
  - Ascent Capture = High Speed Scan Software
  - true high speed scanning for Early Archiving Scenario

- **Ascent Capture Release Module for IBM CommonStore**
  - available from Kofax (free of charge)
  - "Easy to use interface" on scan workstation
  - user works with Ascent Capture scan software only

- **Scan software + CSSAP trigger SAP Business Workflow**
  - complete classification & workflow triggering in the background by the Release Module
SAP Project Manager’s Question

- I think I need something like that: What do I need to consider?
  - Vendor Solution
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  - Implementation and Service Requirements
  - Rollout
  - Education for Users
Configurations for the CS-SAP server...

1. CS Server
   1 Archive Server

2. 2 CS Server
   1 Archive Server

3. 1 CS Server
   1 CM Archive Server
   1 TSM Server
Configuration for the SAP server landscape...

TST

SAP-SID → CS → CM ARCHIVE

QA

SAP-SID → CS → CM ARCHIVE

PRD

SAP-SID → CS → CM ARCHIVE
Schematic View CommonStore SAP with CM

- SAP-DBS
- SAP-AS
- SAP-GUI
- CS-SAP
- TSM
- CM-RM
- CM LibSRV

Connections:
- SAP-AS to SAP-GUI: RFC, http
- SAP-GUI to TSM
- TSM to CS-SAP
- CS-SAP to CM-RM
- CM-RM to CM LibSRV
SAP Project Manager

- Now, I think I need something like that, what do I need to consider?
  - Vendor Solution
  - Project Scope
  - HW/SW Infrastructure requirements
  - Implementation and Service Requirements, Rollout
  - Education for Users
High-Level Implementation Requirements

- Project implementation tasks
  - Depend on project scope
    - Data Archiving vs. DMS + ECM
  - Technical set-up of CommonStore for SAP and archive
  - Business design (process), examples:
    - Storing of invoices in accounting
    - Storing of outgoing documents
    - mySAP PLM
  - Involvement of further 3rd party components, like Kofax, Adobe, etc.
High Level - Implementation

- **Technical Setup (this is the „easy“ part)**
  - Archive (CM) installation and setup
  - CommonStore for SAP setup
  - SAP customizing
  - SAP transports from DEV > TST > QA > PRD
  - SAP verification tests
  - Operating procedures (daily operations)
  - Special topics:
    - High Availability
    - Integration of 3rd party products
High Level - Implementation

- **Business Process (Re-)Design**
  - Involves key users in business areas
  - Involves SAP consultants
  - Test phase is important
  - Move into QA, Production as usual
  - Going Live phase
  - Important for Data Archiving as well

- DMS / Content Management:
  - SAP Workflow & Process consulting in involved areas
  - Scanning: Is an own sub-project if high volume solutions are needed
Roll-Out – Going Live

- Systems Operations group will get new servers and components to maintain
  - Archive Server like CM with DB2, Websphere
  - With CM a TSM server for media/device management
  - Optical jukebox or tape libraries

- This requires
  - Operations to be prepared (archiving jobs, media, how to operate the library etc.)
  - Start / Stop / Restart procedures for „normal“ and „emergency“ situations
  - Operational measures for error recovery
  - Operational considerations for long term storage (Archive)
Roll-Out to Desktop Workstations

- **To End-Users:**
  - **Key question:** do you need access to documents outside of SAP, eg. using the CM e-Client?

- **SAP – only access:**
  - CommonStore needs only the SAPGUI and a browser + Plug-ins
  - Access navigation performed through SAPGUI
  - Display of eg. image objects in browser

- **CM direct access:**
  - Needs to be planned from the beginning
  - Indexing these objects is required: Index export
  - Need rollout of CM client infrastructure to client workstations
CommonStore SAPv8.2 Index Transfer with CMV8

![Diagram showing data flow between SAP-AS, SAP-DBS, CS-SAP, and CM LibSRV]

- SAP-AS
- SAP-DBS
- CS-SAP
- CM LibSRV
- CM-RM

Data Flow:
- RFC
- http
- Index Transfer
Rollout: Education for users

- Education for document acquisition (scan, incoming fax etc.)

- Education if SAP Webflow (BWF) is involved
  - New business process
  - Role models need to be assigned, especially for Early Archiving

- Education for SAP Data Archiving („where is it? How do I get to it?“)

- Education for new CM clients if deployed
DB2 CommonStore for SAP and mySAP.com

CRM | SCM | BW | SRM | PLM | Portal | R/3

mySAP Technology Web AS

SAP ArchiveLink

IBM CommonStore for SAP

IBM Content Manager / OnDemand / TSM

SRM - Supplier Relationship Mgmt.
CRM - Customer Relationship Mgmt.
SCM - Supply Chain Management
PLM - Product Life Cycle Mgmt.
Portal - mySAP Enterprise Portal
BW - Business Information Warehouse
NetWeaver – the basis for all future SAP releases

- SAP is expanding into middleware
- Open, service-oriented standards based stack for SAP applications
- Promised to “collaborate” with WebSphere and .Net environments
- NetWeaver is fully based on J2EE
- NetWeaver will become mandatory for new SAP applications
- SAP often sells NetWeaver as full-blown, all-out enterprise middleware solution
- Generally available just in Q4/2004 (!)
SAP NetWeaver

- IBM Content Manager integrates into **SAP NetWeaver**
- CommonStore acts as the bridge
- Connection to SAP Web Application Server 6.10, 6.20, 6.30, 6.40
- IBM Content Manager uses IBM **Websphere engine** for web access

SAP NetWeaver™ integration and application platform
# SAP NetWeaver - IBM Software Interoperability

## IBM WebSphere

- Portal Development Kit for IBM WebSphere
- Integration of Lotus collaborative products
- Integration of Tivoli System Management
- Integration with IBM Content Manager
- Interoperability with WebSphere Business Integration (JMS and SOAP)
- Interoperability based on JCA
- Eclipse based Java IDE
- Technical, standards-based connectivity (XML, Web Services)

## SAP NetWeaver™

### PEOPLE INTEGRATION
- Multi Channel Access
- Portal Collaboration

### INFORMATION INTEGRATION
- Knowledge Mgmt
- Business Intelligence
- Master Data Mgmt

### PROCESS INTEGRATION
- Integration Broker
- Business Process Mgmt

### APPLICATION PLATFORM
- J2EE
- ABAP
- DB and OS Abstraction
This „SAP KM“ integration is not available today!
What is the SAP Content Server?

- The SAP Content Server is an own system provided by SAP
- It uses the HTTP interface of SAP and acts as a content store
- It is often proposed by SAP for mySAP Product LifeCycle Management projects (mySAP PLM, „SAP DMS“)
- It’s based on the proprietary SAP database (Adabas - SAPDB)
  - (not Oracle, Informix or DB2)
## Positioning the SAP Content Server

<table>
<thead>
<tr>
<th>Feature</th>
<th>SAP Content Server</th>
<th>CommonStore with CM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can archive and read ADK files</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Incoming documents processing (document imaging)</td>
<td>Possible (no optical archive)</td>
<td>Yes, with full media support</td>
</tr>
<tr>
<td>Outbound Documents and Print Lists</td>
<td>Yes</td>
<td>Yes, with full media support</td>
</tr>
<tr>
<td>Is an own archive server with disk storage</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Device and media migration and management for it; Opticals</td>
<td>No</td>
<td>Yes (TSM)</td>
</tr>
<tr>
<td>Multiple SAP systems utilize one Archive Server</td>
<td>Yes</td>
<td>Yes (multi instance CSSAP)</td>
</tr>
</tbody>
</table>
Positioning the SAP Content Server

<table>
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<tr>
<th>Feature</th>
<th>SAP Content Server</th>
<th>CommonStore / CM</th>
</tr>
</thead>
<tbody>
<tr>
<td>SW is supported by SAP</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Data Retention Concept</td>
<td>No</td>
<td>Yes, with DR 550</td>
</tr>
<tr>
<td>Software Cost</td>
<td>No</td>
<td>Yes; from $-&gt;$$$</td>
</tr>
<tr>
<td>Can store non-SAP connected objects</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Can archive &amp; manage e-Mail</td>
<td>No</td>
<td>Yes (CSLD, CSX)</td>
</tr>
<tr>
<td>Content can be viewed without SAPGUI and SAP user-ID</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Supported SAP Release</td>
<td>4.5B and higher</td>
<td>All current</td>
</tr>
</tbody>
</table>
Partner Solutions for success

- Scanning:
  KOFAX or other Scan SW providers like Captiva,...

- Data Archiving Access:
  PBS Archive Add-on solutions

- Output / Forms Management:
  Adobe Output Pak integration for mySAP Lasersoft

- Services Partners: implementing new SAP business process, Workflow, Data Archiving Concept
Features added in 2004 Fixpacks

- xLinux versions for Red Hat and Suse released in CSSAP V8.2.1

- CM e-Client can be launched as document viewer
  - Benefit: better annotation capabilities, like mark-up

- Support for CM Collections in the CS archiving client
  - Benefit: Workflow in CM, linking to SAP business object

- Updated support for new O/S and Archives
  - AIX V5.3, TSM V5.2, OD V8.3

- New Index Exporter version re-design for CMV8.2
  - Benefit: Extract data from SAP to CM for search with CM client
Summary

- **DB2 CommonStore and Content Manager**
  - Offer a full Enterprise Content Management solution for SAP R/3 and mySAP
  - Provide a scalable infrastructure based on industry strength device manager with Tivoli Storage Manager
  - Integrate the SAP and non-SAP world
  - Manage SAP-based, structured and unstructured data within one content management system
Further sessions on CommonStore archiving at SU 2005

- **Presentations**
  - 0359 Enterprise Content Management for an **SAP Landscape**
    Werner Herzog, Friday 1:30 – 2:45pm
  - 0260 Integrating Records Management and Email Archiving in Lotus Notes,
    Sheila Mueller, Wednesday 1:00-2:15
  - 0253 DB2 CommonStore in email compliance scenarios,
    Dirk Seider, Thursday 8:30-9:45
  - 0503 Introduction to email archiving with CommonStore (Domino, Exchange),
    Reinhold Engelbrecht, Thursday 10:15-11:30
  - 0356 E-mail life cycle management - project experiences,
    Reinhold Engelbrecht and Torsten Friedrich, Thursday 1:00-2:15
  - 0071 CommonStore Domino and CM using a DR450, a real customer example,
    David Lebutsch, Thursday 2:45-4:00
  - **0355 What's new in CommonStore v8.3 (Lotus Domino, Exchange, SAP),
    Reinhold Engelbrecht and Werner Herzog, Fri 10:45-12:00**

- **Hands-on lab**
  - 0004 LAB: CommonStore e-mail and SAP archiving hands-on lab,
    Robert Nonnenkamp, Wednesday 8:30-11:30
More Information on

- **DB2 CommonStore SAP web site**

- **SAP Service Marketplace**
  [http://service.sap.com](http://service.sap.com), ALIAS
  “Recordsmanagement”, “ArchiveLink”, Data Archiving
DB2 CommonStore for SAP Customers