CONNECTING IBM LOTUS NOTES WITH SAP® BUSINESS SUITE

SOLUTION: CODE NAME "ATLANTIC" FROM IBM AND SAP

Summary

Thousands of companies employ both IBM Lotus Notes and SAP® software to run their businesses. Within these companies, a great many employees use Lotus Notes regularly and appreciate its easy-to-use, intuitive user interface but also need access to the enterprise information and processes provided by SAP software. Now, using the planned joint software product from SAP and IBM with the code name "Atlantic," these users are intended to have access to the powers of the SAP Business Suite family of business applications through their familiar Lotus Notes user interface.

"Atlantic," when delivered by IBM and SAP, will result in a first joint product from the two companies, who are building on more than 30 years of partnering to deliver cutting-edge solutions to help improve business efficiency at more than 13,000 client sites. SAP and IBM are undertaking this development initiative in response to their joint customers' demand for tighter integration between the collaboration functionality of Lotus Notes and SAP Business Suite, reaffirming the strong commitment the two industry leaders have to their partnership. "Atlantic" will be one more example of how SAP enables its customers to empower their users by providing access to business processes and data through the user interface of their choice. In addition, "Atlantic" will expand the scope of Lotus Notes and Domino with its enterprise integration into e-mail, calendaring, and collaborative applications, making it more powerful and adding significant value to joint IBM and SAP customers.

"Atlantic" will support new capabilities for customers by providing managers and employees throughout the organization with easy access to essential business information that is relevant specifically to them, reducing time wasted searching for and assembling data. With "Atlantic," organizations may reduce training costs because users in many cases will be able to access the functionality they need in SAP Business Suite without having to learn its specific usage methodologies. They will instead have access to these enterprise resources using their understanding and knowledge of the familiar Lotus Notes.

Customer Needs

To make well-informed decisions in time to beat the competition, companies need the right information and business processes, and they need them quickly. There is no time to laboriously pore through data in search of the necessary information and then assemble it for analysis. It does not help for the answers to be readily available in SAP Business Suite if the person who needs them doesn't know how to gain access. With "Atlantic," familiarity with Lotus Notes and the necessary license rights to use both solutions will be required.

As for training, it is projected that there will be virtually none required for anyone who already knows Lotus Notes. In fact, "Atlantic" may help save training costs and time because many users who otherwise would have had to learn to use SAP Business Suite will instead be able to leverage its functionality by taking advantage of SAP's and IBM's innovative approach.

Companies need their employees to have access to all the data and business processes required to do their jobs, but they do not need them to be encumbered by features and functions irrelevant to their roles that just breed confusion and get in the way. That is why SAP and IBM are planning to make "Atlantic" available with a rich set of development tools and end-user configuration options that enable deployments to be customized to meet the needs of each company and user. Each user could be presented with exactly the SAP software options that are specific to his or her role – no more, no less.

Customers know that teamwork and collaboration are vital to success in meeting today's business demands,

which is the reason so many of them have selected Lotus Notes and SAP Business Suite. Each of these solutions on its own provides a platform for tight collaboration throughout an enterprise. But with "Atlantic," companies who use them both will have an opportunity to take collaboration to the next level. When the two solutions have integrated functionality via "Atlantic," all team members will have access to critical enterprise information, the "one version of the truth," along with the ability to share, analyze, and transform that data – all from their corporate desktops. As a result, no time will be wasted discussing what version of information is correct or where it came from. Instead, time can be spent reviewing the facts of the situation and making informed business decisions.

Companies do not need protracted development cycles and long implementation projects. That is why IBM and SAP are working to help safeguard that "Atlantic" can be quickly implemented for any company with the necessary prerequisites, which will be:

- IBM Lotus Notes 8.0.1+
- Domino 8.0.1+
- SAP Business Suite, including the SAP ERP application and the SAP NetWeaver® Business Intelligence component

In addition, "Atlantic" is intended to be designed to leverage the investments that companies have made in the enterprise service-oriented architecture (enterprise SOA) of the SAP NetWeaver technology platform as well as the IBM Lotus Notes and Domino collaboration platform. IT organizations will be able to quickly compose applications using Web services, orchestrate business processes and events, manage enterprise information, and use "Atlantic" to help deliver applications and content to users more quickly and cost-effectively.

For many companies, new software such as "Atlantic" – no matter how powerful – is not enough. They need services to accompany that software, provided by knowledgeable sources who are dedicated to their success. To fill this need, the SAP Consulting organization and IBM Global Business Services, as well as third-party systems integrators, plan to offer configuration and customization services for "Atlantic."

Key Functionality

SAP and IBM are planning a rich set of features in "Atlantic" that will provide access to SAP Business Suite functionality through Lotus Notes. Available from either SAP or IBM, "Atlantic" is currently planned to include:

- Support for a set of employee and manager interactive scenarios for several everyday business functions including travel, leave, and expense reporting. Execution of each interaction will be performed by SAP Business Suite but accessed via Lotus Notes, including a set of offline functionality for people on the go.
- A set of approval workflows – for example, trip request approvals – that are all highly important business functions for managers. The workflows will include related reporting and analytics functionality so managers have complete information as they take action on each workflow.
- Access to all SAP application reports. Users will subscribe to, refresh, and request specific reports on an ad hoc basis.
- A set of tools for extending, adapting, and adding user roles and support for scenarios, and for leveraging additional collaborative functionality inherent in Lotus Notes and Domino
- Support for the English, French, German, and Japanese languages

Example

One of the scenarios planned to be supported in the initial release – business travel requests – provides a good example of how "Atlantic" will help make a day-to-day business process more efficient for all involved. In this example, an employee begins the process by creating a travel request within a Lotus Notes template. The request is then routed to the person responsible for approving the request, such as the employee's manager. Before approving the request, the manager can run a report to view other trip requests from the department and their costs to date, all within the familiar Lotus Notes environment. The manager can then approve or reject the request, which will be routed back to the employee.

The actions the employee and manager must take to complete the trip request are presented in easy-to-follow steps using their Lotus Notes client interface. The travel costing and scheduling data as well as approval workflow processes are provided to the user from the corporate policies that have been implemented in SAP Business Suite. "Atlantic" will manage the interactions of data and business processes between the SAP software and the Lotus Notes client and Domino server.

Key Benefits

"Atlantic" will bring immediate business value to companies by allowing them to reap additional return from their investments in IBM and SAP software by combining them into a single solution with powers that neither has on its own. Armed with these new capabilities, companies could save costs, improve efficiency, and gain insight into the information needed to make key business decisions, thereby helping enable them to lead in their markets and build incremental revenues.

The functionality of "Atlantic" may help:

- **Lower end-user training costs** by leveraging the familiar Lotus Notes user interface to bring intuitive access to SAP Business Suite
- **Improve decision making** by giving each employee and manager simplified access to critical SAP data
- **Drive greater compliance** with a company's business processes and business automation by extending best-practice business processes for everyone in the organization
- **Improve teamwork** from the integration of IBM collaborative functionality with business processes, workflows, and data supported by SAP
- **Enable rapid deployments** as "Atlantic" leverages customers' existing investments in SAP applications and Lotus Notes and Domino environments

Once again, SAP and IBM collaborate to provide a solution delivering increased value and business benefits, something our customers can always count on.

> "Atlantic" will be one more example of how SAP enables its customers to empower their users by providing access to business processes and data through the user interface of their choice.

For More Information

To learn more about "Atlantic" and how it will be able to help improve efficiency and save costs throughout your organization, please speak with your SAP or IBM representative and visit www.ibm.com/software/lotus /products/notes/atlantic.html.

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