

**Find out, why so many businesses are choosing SAP™ and IBM® DB2® software.**



*SAP and DB2. Working together for your success.*



## Your competitive edge starts here



In today's global market, companies vie for even a glimmer of competitive advantage. The more lean and nimble your business operations, the more likely you are to catch an early trend. This, in turn, calls for strategic resource planning. Where to cut costs? How to eliminate unnecessary procurement steps? How to streamline production and prevent inventory pile-up? Since the variables that influence these decisions change continuously, you need to track them 24 hours a day, 365 days a year. That's why you've made SAP® R/3® — the world's most-used enterprise resource planning (ERP) system — your solution of choice to manage mission-critical business operations.

Whether you're automating a single business function, or coordinating your global operations, the SAP R/3 System enables you to execute and monitor critical tasks enterprisewide, from production to distribution and everything in between. SAP R/3 dissolves the barriers within your business — between management and employees, suppliers and customers, geographies and markets — creating a boundless environment in which your business can thrive.

As powerful as SAP R/3 is, the underlying data repository is all-important to maintaining the integrity and quality of information flowing through its conduits. The SAP R/3 System has the flexibility to evolve with your business needs. So must the database that powers it. What do you need from your SAP R/3 data management system?

**Scalability** — knowing that your database can grow as fast as your business

**Availability** — the ability to access your data when you need it

**Integrity** — the confidence that your mission-critical data will be secure

**Performance** — consistently better-than-expected levels of transaction processing

**Usability/manageability** — an intuitive interface for a central point of control.

IBM DB2 Universal Database™ fulfills all these needs and more. What sets it apart from other databases? DB2 Universal Database has been optimized for SAP R/3, giving you exceptional performance and reliability.

### Beyond the basics

From simplified database administration to new performance improvements that give you the speed you need for mission-critical business operations, the IBM DB2 family of database products enhances SAP business applications in many ways. Providing reliable, robust database management for your R/3 data, DB2 offers specific platform features and functions optimized for R/3. These deliver high performance, ease of use, data integrity and tools to manage and maximize R/3 data availability.

### Low cost of ownership

DB2 Universal Database gives you more for your money. ERP installations can be expensive. But DB2 for SAP R/3 is priced competitively. You get a full-function database complete with a development kit and a reliable backup/restore solution with a native IBM ADSTAR® Distributed Storage Manager (ADSM) interface. And the cost of ownership for DB2 declines over the years, because maintenance costs and error rates are minimal.

### Proven on multiple platforms

Whatever platform you decide to run your SAP R/3 System on, there's a DB2 database made just for it. DB2 is the only mainframe database that is certified for SAP R/3. And it has a proven

"An important part of our strategy are the partnerships we have with world-class suppliers such as SAP and IBM — the risks don't seem so great with partners like these."

— Wendy Powney, Director, Information Systems, Post Office Counters Ltd.

track record on all four strategic R/3 platforms, including Microsoft® Windows NT®, UNIX, IBM AS/400™ and IBM OS/390®.

### Web ready for your enterprise

Implementing an ERP solution sets off a ripple effect. Soon, everyone in your value chain — suppliers, distributors and even customers — needs to be connected to the system. DB2 Universal Database lets you easily integrate your business with that of your partners over intranets, extranets or the Internet, cementing your business-to-business relationships and extending your market reach.

### All systems go

As you implement your ERP solution, you'll face many challenges. Re-engineering business processes without disrupting daily operations and introducing new computing infrastructure can cause considerable upheaval. IBM offers you its technical and business expertise to ensure the success of your R/3 solution.

IBM is more than a database company. We provide end-to-end solutions — including hardware, software and ongoing technical support — from business case development to end-user training. We make sure all the pieces in your ERP puzzle fall into place. We can help you design and implement a customized turnkey system.

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*IBM received the 'SAP Award of Excellence' from 1995 to 1998. SAP granted this special recognition based on customer satisfaction performance, measured through an SAP customer survey. This award demonstrates IBM's continuing commitment to customers' success and the value of the IBM SAP Alliance.*

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### The IBM SAP Alliance

As worldwide leaders in their fields, IBM and SAP AG have developed a strong partnership that dates back to SAP's beginnings. Founded in 1972, SAP commands more than 36 percent of the ERP market. And IBM offers more cutting-edge products, solutions, resources and global market reach than any other technology provider. Together, IBM and SAP make a formidable team. Exploiting synergies, learning from the free flow of knowledge and research between our experts, we offer innovations that will protect your investment well into the future.

With the establishment of the IBM/SAP Integration and Support Centers, this partnership has been further strengthened. Located at IBM's development labs in San Jose, California and Toronto, Canada, the centers augment the existing joint development, testing and support teams at SAP's headquarters in Walldorf, Germany.

These centers offer SAP and DB2 customers around-the-clock support, enabling close communication between customers and developers to implement complete enterprise solutions quickly.

Today, IBM has more than 30 development projects in progress with SAP, more than any other SAP partner. The IBM SAP Alliance is multi-faceted. As a solutions partner of SAP, IBM offers complementary software and industry solutions to R/3 users, including Internet application development, groupware and systems management. IBM's cross-industry experts offer valuable insight, helping you articulate your unique requirements and shorten time-to-market.

As a global alliance partner of SAP, IBM offers unparalleled consulting and services for rolling out and managing your SAP R/3 installation. Our worldwide network of IBM SAP Competency Centers offers a customer support hotline 24 hours a day, 7 days a week.

# The R/3 data store you've been waiting for — DB2 Universal Database



There are other database offerings you could have selected for your R/3 application, but you haven't. With good reason. None of the others come up to scratch. DB2 Universal Database — the database that stores more than 70 percent of the world's data — can cover all your bases. You'll be glad you waited for it.

Did you know that there are more than one million DB2 licenses installed worldwide? Every Fortune 100 company and nearly 80 percent of the Fortune 500 companies have at least one member of the DB2 family installed to help run their business. Perhaps you're wondering why they're all "sold" on DB2 Universal Database. It's because no other product on the market is as dependable.

## There when you are

For most businesses, the consequences of interrupted operations and unpredictable service can be too grim to even contemplate. Therefore, you need non-stop systems availability with minimal planned outages. DB2 Universal Database offers the following features to ensure that your R/3 applications will be available when you need them:

- Support for clustering in a variety of operating environments, ensuring transparent failover and reorganization of data
- Incremental backup of R/3 data, increasing data availability
- Snapshot with RAMAC® Virtual Array (RVA), allowing fast copy of very large databases
- Fast backup and availability
- Seamless path to productive system duplication via redirected restore method
- Adjustable crash recovery time for fast recovery of high-availability systems.



"DB2 Universal Database for R/3 has proven under test, development and productive operation its strong stability and user friendliness."

— Rolf Bialas, SAP Project Manager, Hugo Boss

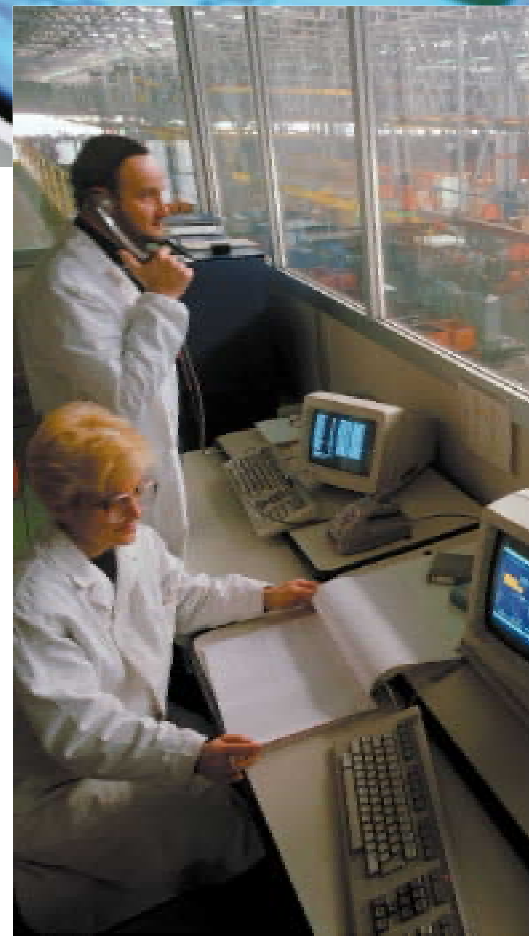
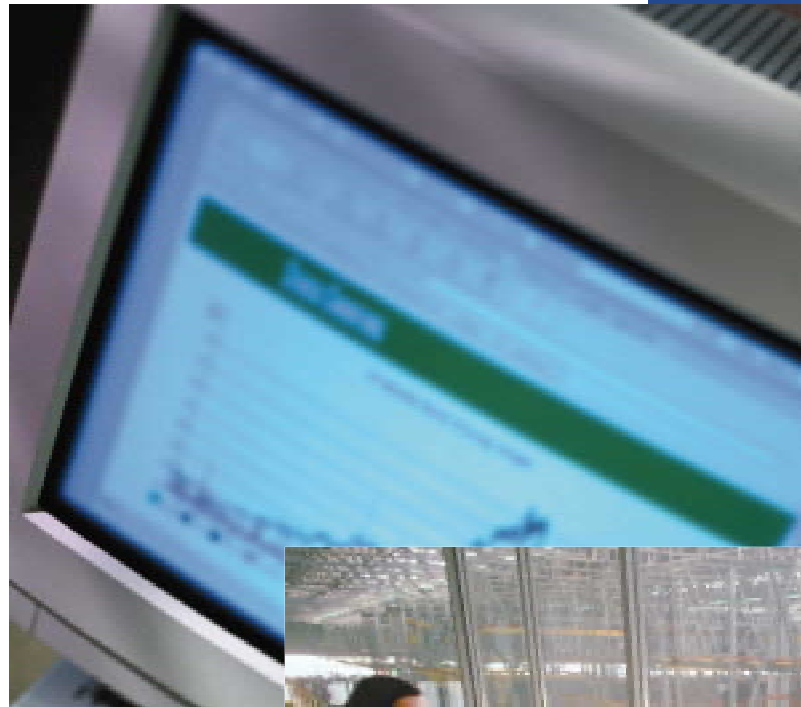
### Racing alongside your business

DB2 Universal Database is engineered to deliver high performance, both for online transaction processing (OLTP) and for the complex query demanded by mission-critical applications such as SAP R/3 and SAP Business Information Warehouse (SAP BW). The DB2 cost-based SQL Optimizer determines the most effective method to retrieve or manipulate data. It rewrites queries to improve performance and generates the most efficient access plan. Dynamic statement caching allows global caching of dynamic SQL statements.

### Extending the R/3 domain

Most companies today incorporate some element of electronic business (e-business) in their growth strategy — whether it is the use of the Internet as a global sales and marketing channel or simply for inter-company communications over a secure extranet. For example, a distributor could query your R/3 data store through the Internet to check availability of products, discounts or new product launches. Or you could provide your employees, situated at different locations, access to specific R/3 functions over a company intranet. Here is what enables DB2 Universal Database to support R/3 applications running over an intranet, extranet or the Internet:

- DB2 Universal Database is universally accessible. Supporting the network computing paradigm with Java™ and JDBC, DB2 can be accessed from a variety of client platforms using any Java-enabled Web browser.
- DB2 provides strong security features, with authentication and authorization services that can be integrated easily with network and operating system security services.



- DB2 is an integral part of IBM Net.Commerce, IBM's industry-leading merchant server. Net.Commerce integrates your Internet applications with your R/3 system. It accesses information stored in DB2, which is regularly updated by the SAP product catalog. Thus, you can quickly change product information and prices on the Web without having to reprogram. Your customers will appreciate the ease with which they will be able to check inventory levels, generate orders, make payments and track shipments online. They will also appreciate the fact that Net.Commerce supports SET® Secure Electronic Transaction® — it was the first to do so.

## *The database you trust on the platform you choose*

"Our goal was to implement systems that provide fast response times, the ability to manage large databases and support a large number of users ... SAP R/3 and IBM DB2 on the S/390 helped us meet our goals, and our first SAP R/3 solution was in full production in six months."

— Eberhard Haag, CIO, Carl Zeiss Jena



### **Ease of installation and management**

The DB2 Control Center, customized for SAP R/3, includes a browser-like interface for accessing and manipulating database objects. The power of the DB2 Universal Database administration tools is illustrated by SmartGuides — dialog boxes that guide users, step-by-step, through performance configuration and tool setup, as well as database monitoring and management. All R/3 systems running on DB2 Universal Database can be administered with the DB2 Control Center.

The R/3 DB2 Control Center administrative extensions enable additional functionality such as log file management or systemwide password management for R/3 databases. Certain functionality is disabled as soon as the SAP extensions are installed, in order to protect the R/3 database definition from modification. For example, you cannot drop table spaces or alter table definitions.

The DB2 ADSM interface is also accessible through the DB2 Control Center. This offers an easy and cost effective way to use the superior ADSM backup and restore capabilities for your R/3 system, making it an integral part of your solution.

### **From gigabytes to terabytes of data**

Which SAP R/3 server platform is right for you? If you haven't selected one already, you're probably debating what will work well with your existing computing infrastructure and accommodate your future requirements as well.

Whether you standardize on a single enterprise-wide client/server platform or choose to protect your existing investments in a heterogeneous environment, DB2 Universal Database is the right choice. Its multiplatform functionality lets you port, distribute and run R/3 on any platform or combination of platforms — from Windows NT, AS/400e™, UNIX (IBM AIX® and Sun Solaris) to OS/390 on the mainframe.

If you're embarking on a pilot R/3 implementation, you'll find it easier to justify the investment when you have a scalable, reliable and high-performance database that you know will grow with your business. There's only one that fits the bill — DB2 Universal Database.

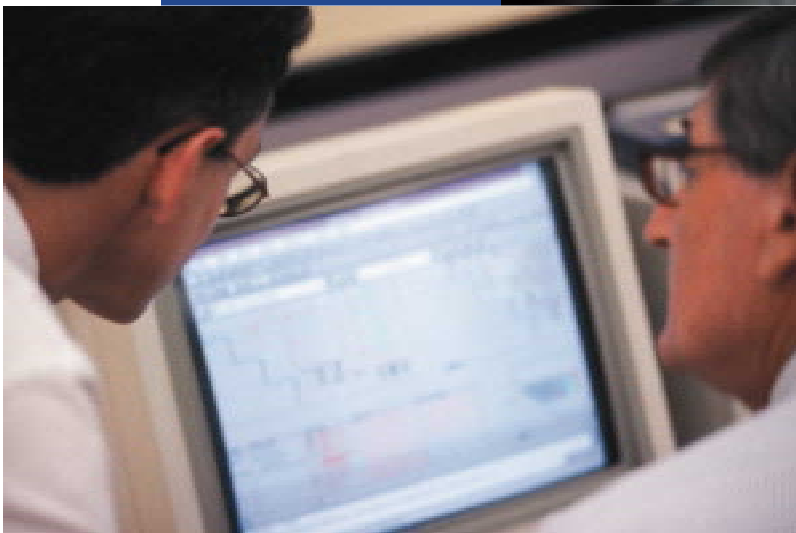
You might want to start small with low-cost, uniprocessor servers and scale up to symmetric multiprocessor and massively parallel processor environments, supporting tens of thousands of concurrent users and enormous data volumes. DB2 Universal Database can grow with you. Its performance scales in near linear fashion to hundreds of processor nodes and terabytes of data. DB2 can sustain the R/3 system through its anticipated lifetime — and then some.

## ***The more you use Windows NT, the more DB2 Universal Database makes sense***

New SAP R/3 implementations are increasingly based on Windows NT servers. This includes small and large implementations, from a few hundred users on a single database server to thousands of users accessing multiple database servers.

In this growing R/3 Windows NT market, the number of customers who have selected DB2 Universal Database has increased tremendously. Designed specifically for the Windows NT environment, DB2 Universal Database on Windows NT was the first to earn Microsoft's "Designed for BackOffice" accreditation. Today, DB2 Universal Database on Windows NT has taken a clear lead over other Windows NT database engines, becoming one of the fastest growing players in this market.

Continuous availability is mandatory for R/3 customers. Microsoft Cluster Server (MSCS) for Windows NT, available with DB2 Universal Database on Windows NT, uses a standby server, allowing for disaster recovery.



## *If you're ready for R/3, we've got everything ready for you*

Are you looking for an easy-to-install ERP system that drastically reduces planning and implementation time? SAP and IBM have designed an R/3 solution that's not only easier and faster to implement, it also reduces the overall cost of ownership — Ready-to-Run R/3 on DB2 Universal Database. Available for the Windows NT and AS/400e™ platforms, and tailored for small and medium-sized companies, this solution simplifies the technical planning required for installing a high-performance R/3 system.

"Selecting Ready-to-Run R/3 on IBM Netfinity® with IBM DB2 Universal Database was an easy decision. Due to our DB2 background, we knew we could rely on DB2 ... SAP and IBM delivered on their promise of faster and smarter R/3 solutions with excellent pre- and post-implementation support."

— Thomas Bierwagen, SAP project manager, Dixie Union

### **Plug-and-play**

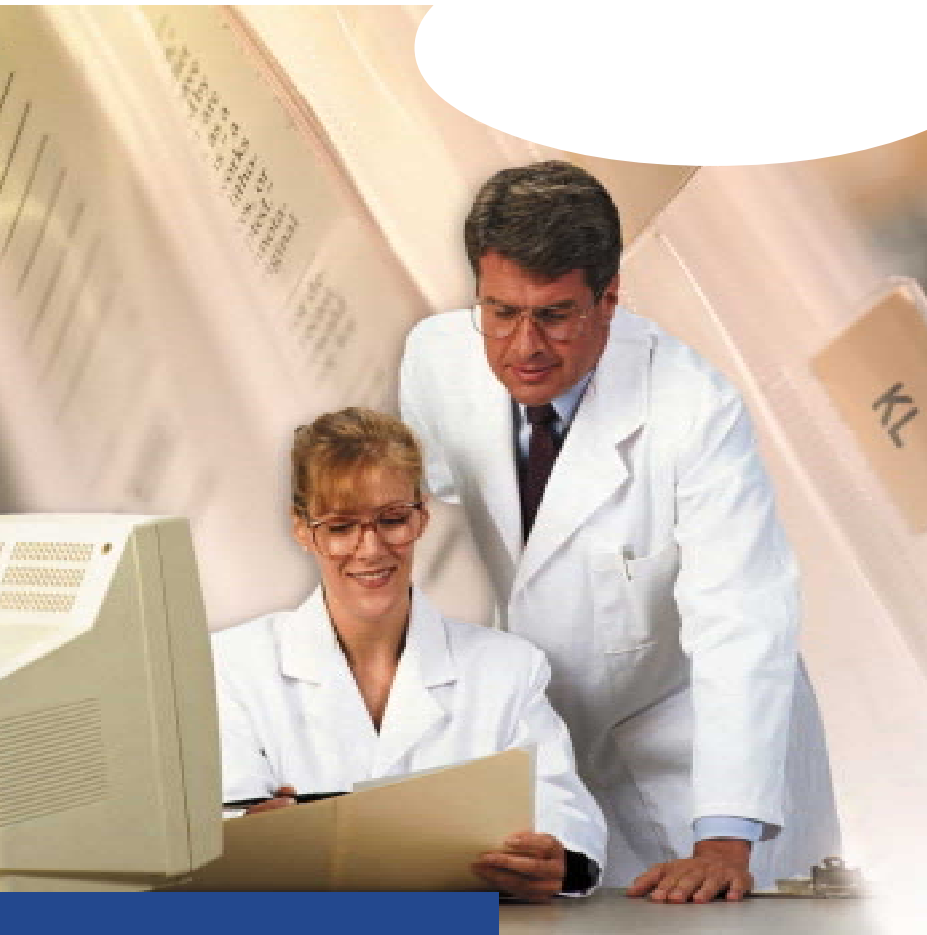
Ready-to-Run R/3 on DB2 Universal Database packages pre-installed, pre-configured R/3 Basis system software with complete hardware and software infrastructure from IBM. With Ready-to-Run R/3, you really can hit the ground running.

### **The fast track to SAP R/3**

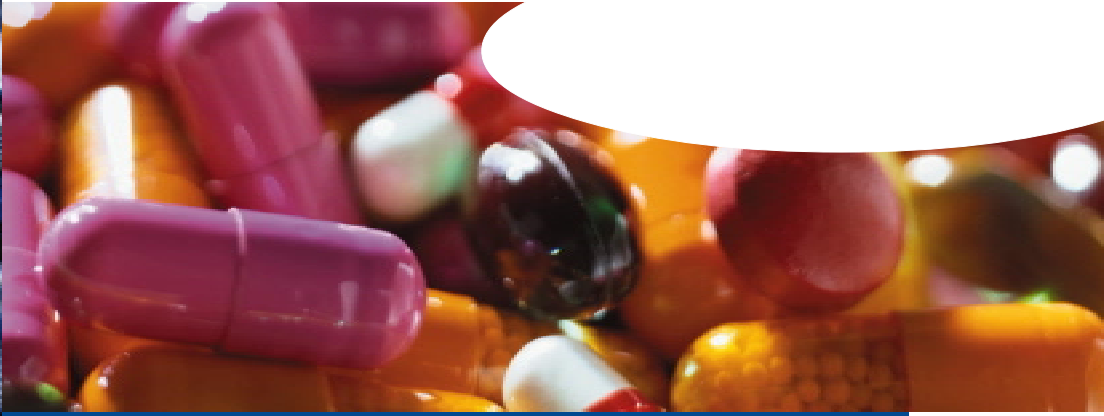
Ready-to-Run R/3 shortens the R/3 implementation cycle by 20 days on average. It comes with a test and production system, so the installation and customization process won't interfere with your daily operations. The operating system and database come pre-installed. The predefined, standardized installation process — including base customization and performance tuning, completed by a certified SAP partner — is practically fail-proof. And you needn't worry that standardization will compromise performance and functionality. The "best practices" systems design ensures that all the functionality you want is available, at the level of performance you need.

### **Scaled to size**

SAP and IBM offer multiple Ready-to-Run R/3 packages designed for 15 to 400 users. Using the SAP Sizing tool, your SAP partner can help you determine your requirements and pick the most appropriate package for you.







## ***You provide the challenges, we'll provide the solutions***

Have you been asking yourself how soon you'll recover your investment in SAP R/3? What if your accounting policies change mid-way through the project — will you have to start from scratch? What's the shortest route to integrating the new SAP R/3 modules with legacy systems? How do you provide two-way data communication between production operations and the SAP R/3 Production Planning for Process Industry (PP-PI) module? Our experts at the IBM SAP Competency Centers have already thought of answers to all these questions and more.

The IBM SAP International Competency Center in Walldorf, Germany provides technical support through 25 local Competency Centers spanning Africa, Asia-Pacific, Europe and the Americas. Our experts can guide you through every step of your R/3 implementation. They can help you get started by simulating "what if" scenarios to determine your current and future capacity requirements. They can help you understand the various SAP R/3 modules, and show you how to model your business processes to get the best results from your R/3 applications.

You'll also need to determine the ideal hardware and middleware combination to support your R/3 applications. Our experts will provide technical services that ensure system and infrastructure readiness as you go into production.

Our technical consulting services include:

- R/3 Basis consulting
- Sizing and capacity planning
- Configuration and topology design
- Technical marketing and installation support
- Network and communications design
- Systems design
- Migration strategy
- Performance tuning and debugging
- Post-installation monitoring
- Demonstration of IBM technologies related to SAP R/3.

### **Round-the-clock support**

While you close shop at the end of a busy day, businesses elsewhere are just opening their doors. At IBM, we know we can be called upon at any time to answer questions about your R/3 system. Our global network of Competency Centers offers round-the-clock support. More than 5,000 SAP experts and 110,000 IT specialists are always on call to assist with your global R/3 implementations. They'll check to make sure everything is working as it should.

# Enhance SAP R/3 for fully integrated business computing

## Industry-specific solutions

We understand that no two businesses are the same, and that every industry has its special characteristics. The requirements of a retail chain in the United States aren't the same as those of a retail chain in Italy, Japan or China. Whatever your industry — including manufacturing, defense, chemicals, telecommunications, automotive, travel and transportation, forestry and higher education — we've gathered the expertise to help you gain a competitive advantage with your SAP R/3 system.

Drawing on its experience in implementing R/3 with industry-leading clients, IBM has developed industry templates for SAP projects. This collection of "lessons learned" — documented business processes and application code — can shorten your time-to-market and ensure the success of your SAP R/3 project.

In October 1998, IBM and SAP completed the first ever industry benchmark for SAP Retail. This combination of SAP Retail and IBM AS/400e opens up new opportunities for retailers and suppliers.

## Business Intelligence Solutions

SAP and IBM customers have a compelling business need to analyze their data assets and use the insights they glean to make critical business decisions. Business intelligence solutions transform data overload into incisive corporate knowledge, helping executives, managers, analysts and other "knowledge workers" confirm intuition, uncover trends and view their business from a fresh perspective.

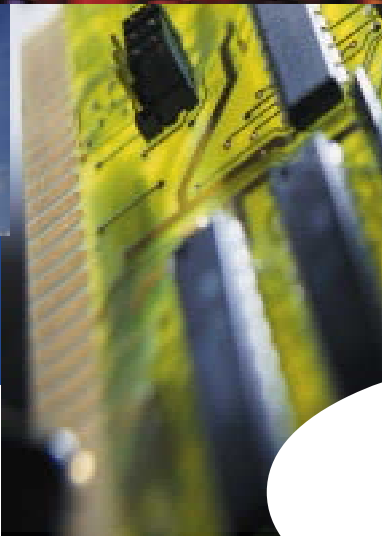
The SAP Business Information Warehouse (SAP BW) enables customers to analyze their R/3 and non-R/3 data. The new SAP BW/IBM DB2 data warehouse solution will provide users of SAP's enterprise client/server business applications a comprehensive view of R/3 and non-R/3 data across the organization. This solution will bring the power and performance of DB2 to SAP BW customers on the four strategic SAP database platforms — OS/390, AS/400e™, UNIX and Windows NT.

## Complementary IBM technologies

There are many ways to interconnect systems. Accomplishing comprehensive, seamless integration requires expertise in new technologies and a clear understanding of what business function each system supports. To help you get the most out of your R/3 System, IBM offers a portfolio of complementary technology solutions for SAP R/3.

IBM network computing technologies provide the secure, commercially proven underpinnings to extend the reach of your R/3 applications across your enterprise and beyond:

- Lotus® Domino™ Go Webserver™ combines mail and messaging, workflow, replication and collaboration on a single platform for sharing R/3 information.



"Because of our focus on availability, low cost of ownership and integration, and the need for fast implementation, the AS/400 seemed to be the natural choice for our SAP R/3 solutions."

— Mike Morgan, Director of MIS, Starwood Hotels and Resorts



- Lotus Domino.Connect lets you build Domino-based Web applications that communicate in realtime with your SAP R/3 system, relational databases and transaction systems.
- IBM SecureWay® products and services, such as the Secure Network Gateway firewall, help you protect your competitive information and prevent unauthorized access to your R/3 data.

IBM communication technologies enable collaboration, data sharing and workflow management, so you and your partners can make team decisions:

- Lotus Connection for R/3 integrates Lotus SmartSuite® with R/3, allowing users to bring live R/3 data into their familiar business analysis, report generation, presentation and word processing tools. It allows end users to manage and distribute critical R/3 data using SmartSuite, Lotus Notes® and Domino, without investing time or money in applications development.
- IBM ImagePlus® VisualInfo™ imaging software, part of the IBM EDMSuite portfolio, integrates archived image data with R/3 data.
- IBM CommonStore extends SAP R/3 with the powerful functions of leading IBM archival systems. Seamlessly integrated with R/3 financial, logistics and human resources applications, it allows users to store their mission-critical information assets in electronic archives.
- IBM ProductManager provides a global solution for new product introduction and engineering change management. Realtime bi-directional information flow between ProductManager and R/3 ensures that product data will be updated and accurate, between systems and enterprisewide.

IBM Internet technologies offer comprehensive, security-rich e-business solutions that make the Internet a safe channel to conduct business:

- Tivoli® TME10® (Tivoli Management System) provides end-to-end systems management across R/3 and other applications, complementing SAP R/3's Computer Center Management System (CCMS), which supports core network and systems management of R/3.
- IBM MQSeries® Link for R/3 messaging software lets you integrate R/3 applications with other business applications. Fully integrated with R/3's Application Link Enabling (ALE) layer, this link is transparent to R/3 and ABAP® applications, as well as to the SAP application programmer. So, you don't have to recode applications or redesign databases.

IBM backup and recovery solutions provide superior protection for SAP R/3 mission-critical applications:

- ADSTAR Distributed Storage Manager (ADSM) includes online backup and restore capabilities to minimize downtime.
- High Availability Couple Multi-Processor (HACMP) for AIX, designed specially for the IBM RS/6000® family, offers a low-cost, efficient way to guard against unplanned outages and server downtime.

IBM business intelligence solutions integrate data stored in your data warehouse with R/3:

- The IBM Intelligent Miner™ family includes analytical software tools that enable R/3 customers to identify and extract previously unknown, valid and actionable business insights from their data assets.

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