IBM SOA ARCHITECT SUMMIT
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Monitoring and extending your SAP function through BPM

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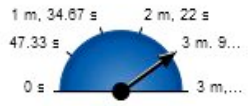
Business Monitor for SAP

KPIs

Average net value of orders

Average time from inquiry to offer

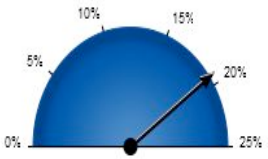
Average time from offer to order



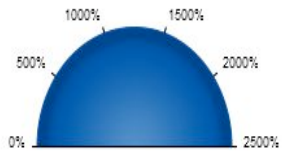
KPI Name	Status	Value	Target	Value in Range
Capital Stock				
Gross Revenue		-2,742,269.7		
Liquid Assets		101,000		
Net Profit Or Loss		-11,828,040.19		
Sales Revenues		-2,658,169.9400000004		
Staff Costs				
Total Current Assets		8,701,024.11		
Total Current Liabilities		-525,273		
Total Inventory		9,183,062.49		

KPIs

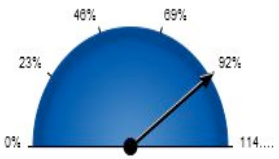
First Degree Liquidity



Return On Equity



Second Degree Liquidity



KPI Name	Status	Value	Target	Value in Range
Average absence days		3.5	10	
Average available vacation days		33		
Average employee age		37.5		
Average employment time		0.1		
Average taken vacation days		1		
Average working hours per week		30		
Fluctuation of employees in current year				
Number of leavings in current year				
Overtime per employee		8		
Total number of employees		2		
Total overtime		16		

Instances

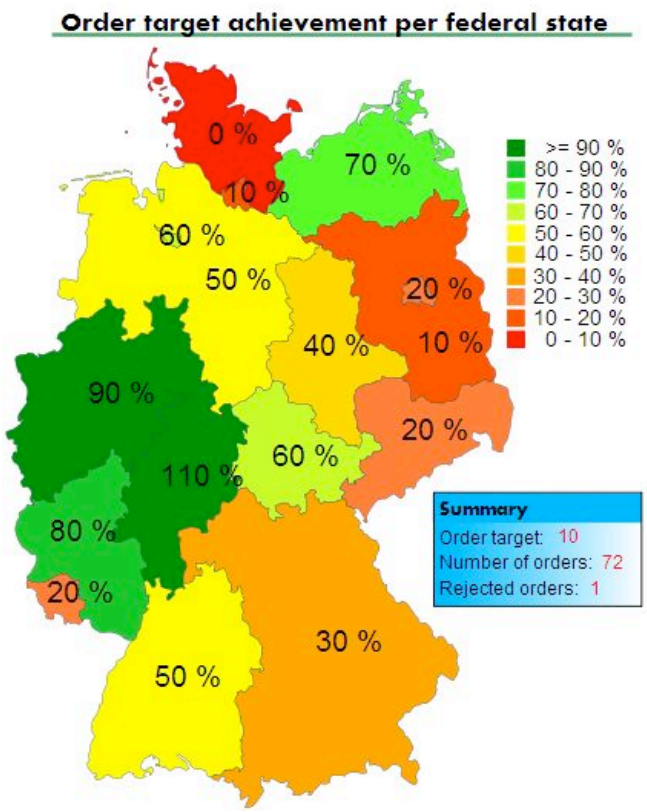
Model: SalesOrder **Version:** All Versions **Monitoring Context:** Payment MC

Pass Values | Search for: | Reset

	COMPLETED	Billing ID	Bill payment datetime	Requested Payment Date	Bill paid	Bill paid in time?	Net Value	Cash Discount In Percent	Amount Eligible For Cash Discount	Net Value Regarding Cash Discount
☐	★	100001000000222008	January 29, 2008 11:45:32 AM	March 16, 2008	true	true		3.0	€23.20	
☐	★	100001000000232008	January 29, 2008 11:55:43 AM	March 16, 2008	true	true	€23.20	3.0	€23.20	€22.50
☐	★	100001000000272008	January 31, 2008 3:55:39 PM	March 16, 2008	true	true	€3,248,000.00	3.0	€3,248,000.00	€3,150,560.00

Sales and Distribution Demo

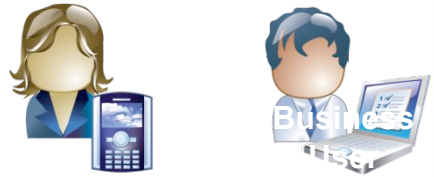
- Monitor events across the lifecycle of product orders
- From customers inquiries through offers, orders, shipping, billing, to payment and claims
- Provides a role based dashboard for the SD Manager
- Show Alerts for the SD Manager
- Show current target order achievement levels graphically on geographical map of Germany.



DEMO

WebSphere Business Monitor, Anticipate and Act

Real-time visibility and actionable insight into processes



- Monitor KPIs, business situations, process information, events and activities in real-time
- Monitor end to end processes across your heterogeneous application landscape
- Build personalized role based business dashboards
- Receive business events and alerts on various devices

WebSphere Business Monitor

Application packs for SAP – sample event monitors for HR, FI, CRM, SD

WebSphere Business Monitor - Receive Business Activity Information from Multiple Sources

Gain access to more events and data to make KPIs and dashboards a more comprehensive representation of business performance

Sources of Events

Workflow or process management such as:
•WebSphere Business Services Fabric
•WebSphere Process Server
•WebSphere MQ Workflow
•IBM FileNet P8

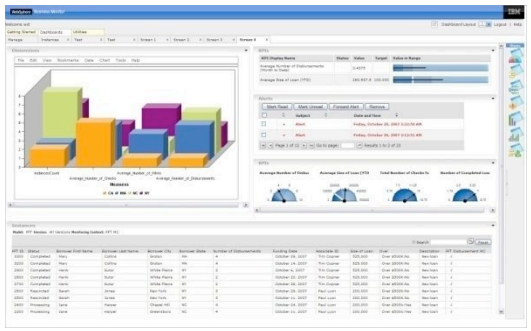
Connectivity software such as:
•WebSphere Business Events,
•WebSphere ESB,
•WebSphere Message Broker,
•WebSphere Partner Gateway,
•DataPower XI50

SAP, Siebel CRM & other software through Adapters & WebSphere ESB

Third party or legacy applications

WebSphere Business Monitor Server

- Event capture and processing
- KPI calculation



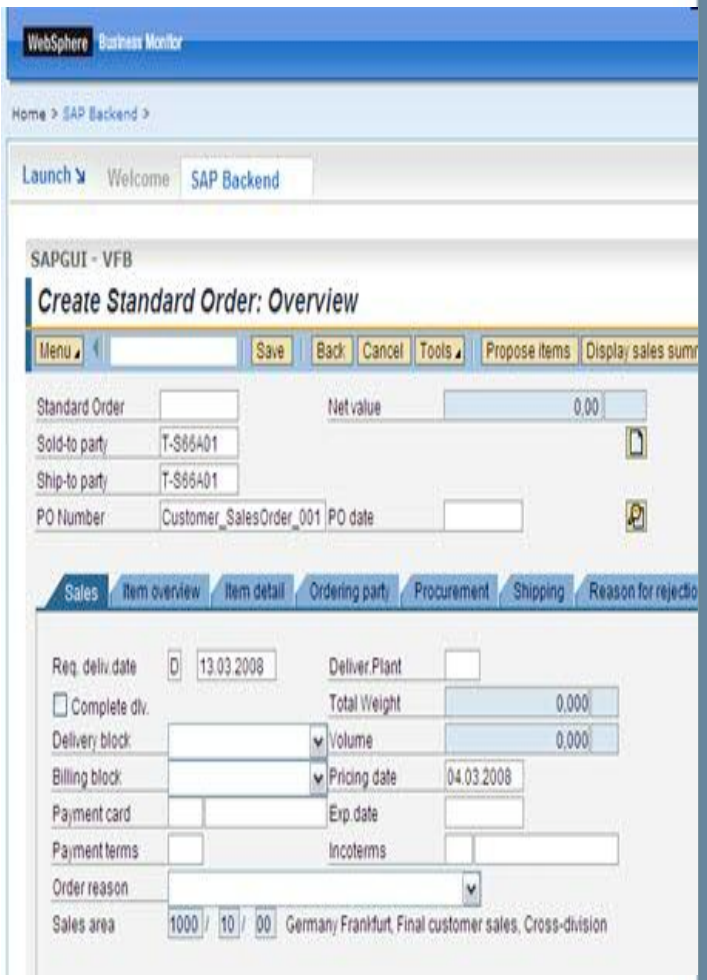
WebSphere Business Monitor

- Dashboards for visibility
- Situation detection and ability to take action

SOA enabled BPM extends SAP

- Immediate extension of SAP with Choreography of SAP services, Human Interaction, and rules engine, portal
- Enables process abstraction and separation from business logic in SAP apps.
- 'Separation' isolates the BPM layer from the impacts of periodic upgrade of SAP apps or differences in customized functionality of multiple SAP instances.
- leverage SAP functions that span across various modules in SAP R/3, and/or SAP apps, such as ERP (R/3), CRM, SCM, SRM, PLM, etc. Leverage 'services' from non-SAP Apps.

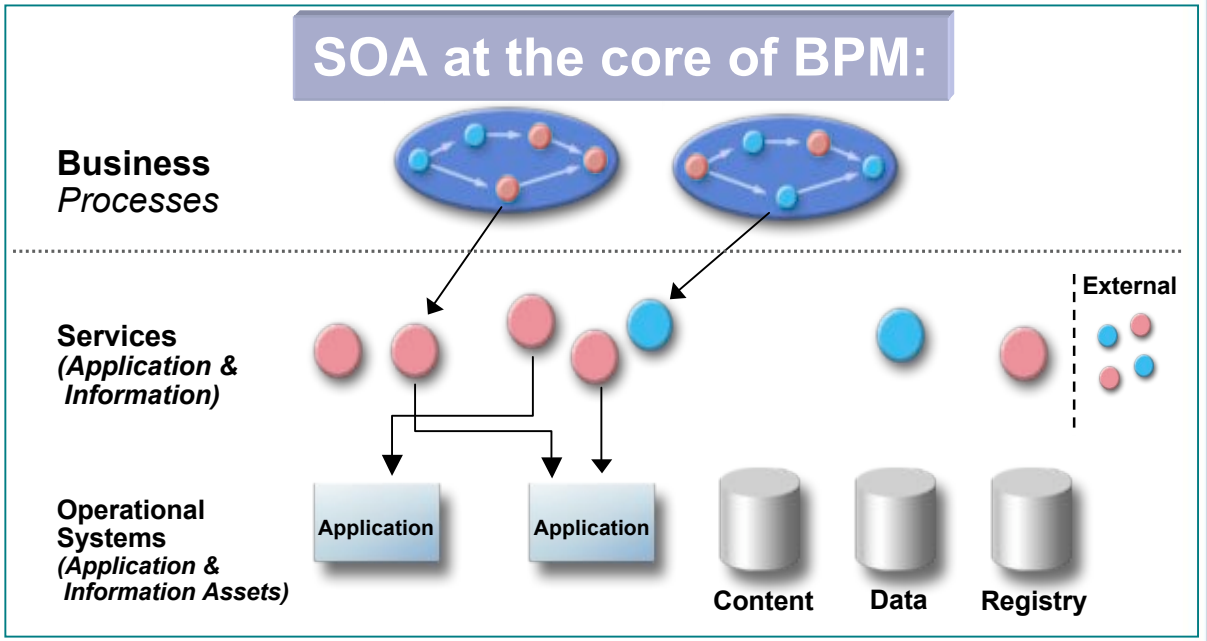
DEMO



Convergence of SOA and BPM – SOA *enabled* BPM

- SOA improves how you design, manage, and optimize your business processes by enabling:
  - Reuse of existing assets (service enabling current IT systems)
  - Process abstraction (process independency from IT system business logic)
  - Flexibility in change (either processes or IT services can be independently changed)
  - Solution building efficiency (tools and methodologies for rapid dev & deployment)

SOA enabled BPM



SAP's BPM Offering – Current limitations & Future promise

CE/GP is *interim* BPM solution

SAP NETWEAVER COMPOSITION ENVIRONMENT 7.1

Fast innovation without disruption
- Model-driven development
- Leveraging the stability and continuous innovation of the business process platform

Enterprise scale composite apps
- Comprehensive lifecycle management across stack
- Open standards based

Robust, reliable development platform
- Java EE 5 application server
- Eclipse based modeling and development environment

Available to customers today

Universal Work List (UWL) in EP	ccBPM	Business Workflow
BAM / Alert Server	PI	BI (BW)

Additional SAP Tools required outside NW CE v7.x

Galaxy - SAP's New BPM Offering

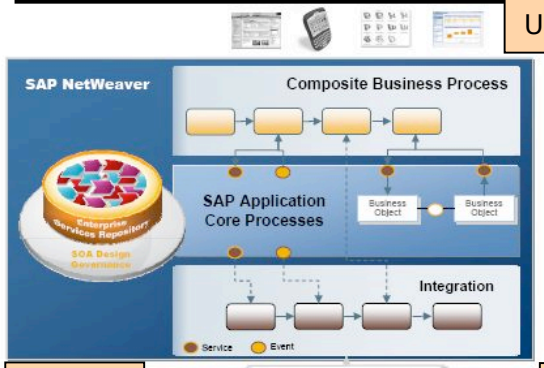
- GA Planned in 2H 2008
- Ramp-up (beta) release Q1, 2008

Source: SAP Announcement at TechEd 2007, Las Vegas

Planned BPM Offering - Galaxy, 09

Business Process Management on a Business Process Platform

Modeling & BAM



UWL in EP

Human-Centric
- Process Collaboration
- Human Interaction Management
- BPMN (Notation)

Packaged Processes
- Expose Services / Events
- Embedded Workflow

System-Centric
- Process Automation
- Service and Event Infrastructure
- BPEL (Service Orchestration)

Alert Server

BI (BW)

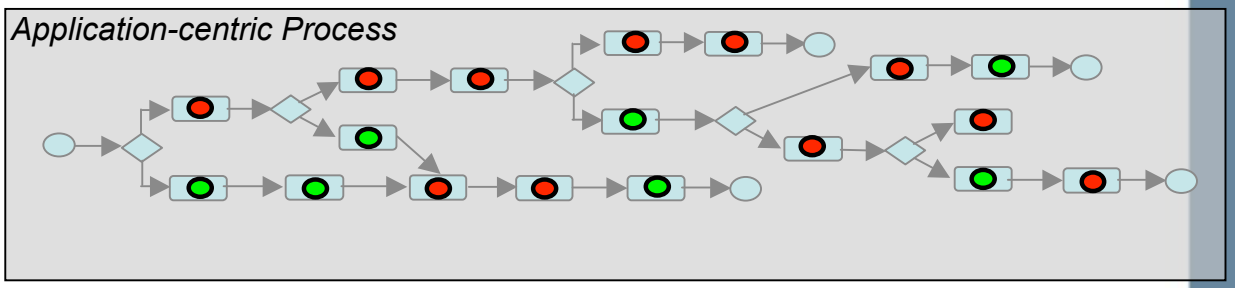
WebSphere delivers now.

– Enterprise Service Repository (ESR) to manage service artifacts, and includes Registry to support run-time discovery of Enterprise Services (ES)

BPM Capability - SAP Approach, IBM Approach

1. Traditional ERP Approach

SAP processes use embedded business logic inside its application modules (ERP, CRM, SCM, etc).



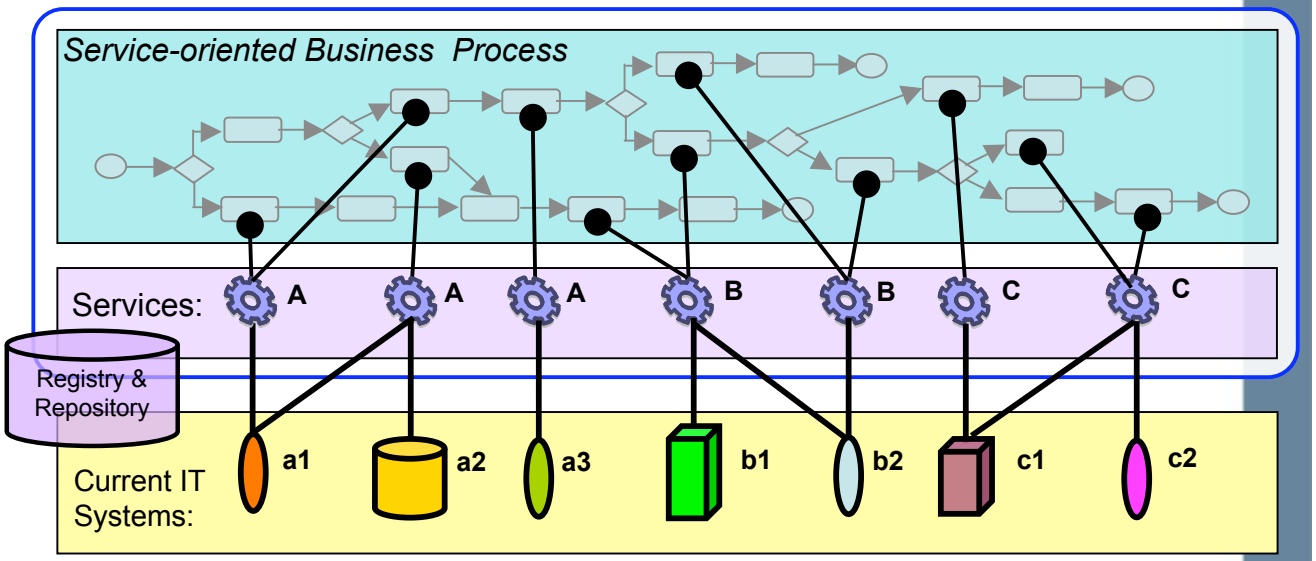
Transactions with embedded business logic are hard wired to form business processes.

SAP Transactions

Non-SAP Transactions, performed by user in those systems

2. SOA-enabled BPM:

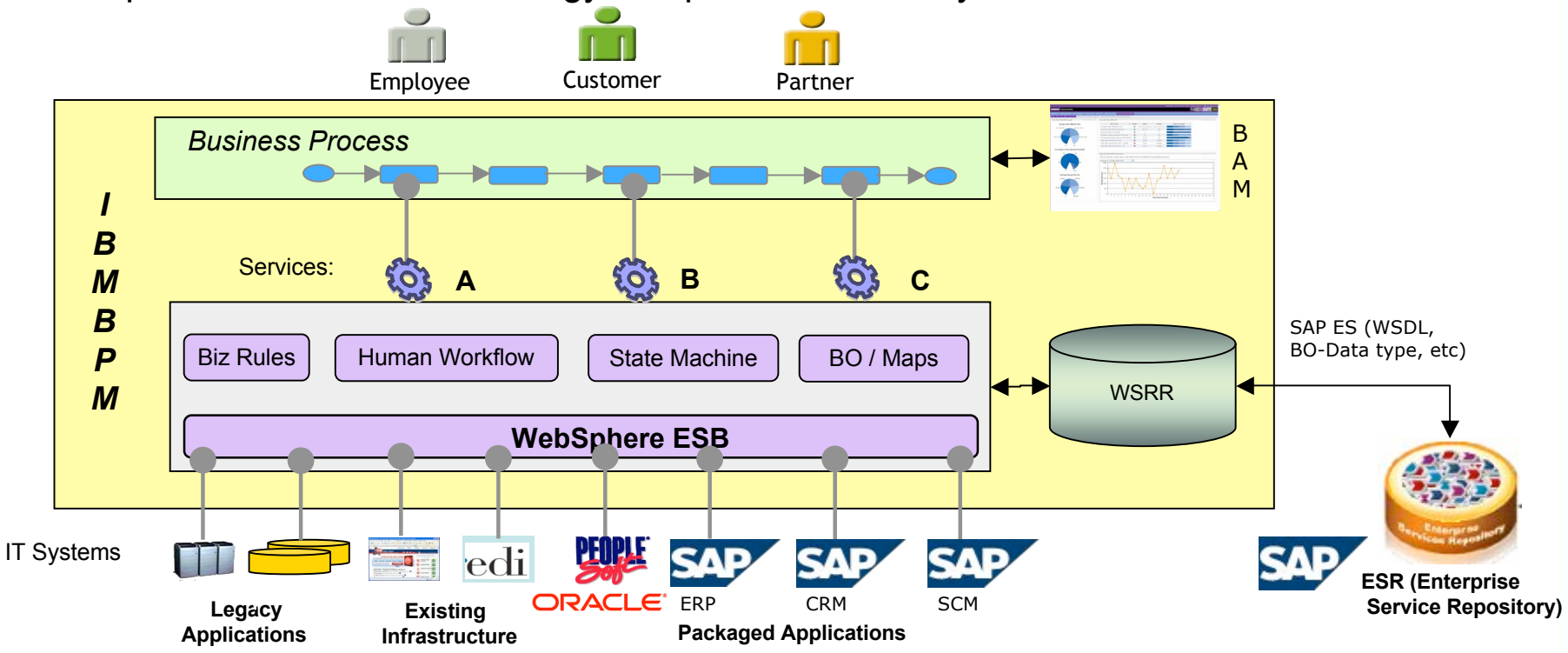
WebSphere Process Server's integrated run-time provides Process engine, BAM, ESB, and Connectivity to mediate & virtualize 'loosely-coupled' services from existing heterogeneous IT systems.



Exposed service encapsulates business logic that resides in IT systems, which are service-enabled

IBM BPM Adoption Strategy

- Build ‘Services” by leveraging SAP provided Enterprise Services (ES) harvested through WSRR and SAP ESR integration.
- Build ‘process abstraction’ with generic business processes that use SAP provided ES and ‘Services’ from non-SAP systems via ESB mediation and data transformation.
- Leverage key BPM functions, such as ‘human workflow’, ‘business rule support’, ‘process, activity & event monitoring’ capabilities.
- Adopt a business and IT strategy that provides flexibility, and ensures ‘No Vendor Lock-in”



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