



Bill of Materials for SAP Business Suite

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1 CUSTOMER RELATIONSHIP MANAGEMENT

1.1 Marketing B2B

Description

This allows companies to manage their core marketing processes, from planning to execution. It empowers marketers to orchestrate and optimize marketing resources, such as budget, costs, employees, time, marketing projects, and collaterals. The solution allows marketers to target and segment audiences and enables execution of multiple campaigns across all channels, creating a complete customer engagement that drives demand and revenue.

Key Capabilities

- Marketing resource management (marketing planning and budgeting, including funds management, integrated marketing calendar, and productivity tools such as campaign templates, task management, and workflows)
- Multichannel campaign management
- Segmentation and list management
- Lead management
- Channel marketing (including collaborative campaign management, and lead management with channel partners)

1.2 Marketing B2C

Description

This allows companies to manage their core marketing processes, from planning to execution. It empowers marketers to orchestrate and optimize marketing resources, such as budget, costs, employees, time, marketing projects, and collaterals. The solution allows marketers to target and segment audiences and enables execution of multiple campaigns across all channels, creating a complete customer engagement that drives demand and revenue.

Key Capabilities

- Marketing resource management (marketing planning and budgeting, including funds management, integrated marketing calendar, and productivity tools, such as campaign templates, task management, and workflows)
- Multichannel campaign management
- Segmentation and list management
- Lead management
- Channel marketing (including collaborative campaign management and lead management with channel partners)

1.3 Loyalty Management B2B

Description

This enables companies to design and execute end-to-end customer loyalty programs through multiple interaction channels. You can create loyalty programs with member tiers and points management, leverage flexible and intuitive design tools to more easily change reward program rules, conditions, and offers, and process reward points accruals and redemptions with the scalable loyalty processing engine.

Key Capabilities

- Program management
- Reward rules management
- Membership handling
- Processing engine
- Partner management
- Channel integration

1.4 Loyalty Management B2C

Description

This enables companies to design and execute end-to-end customer loyalty programs through multiple interaction channels. You can create loyalty programs with member tiers and points management, leverage flexible and intuitive design tools to easily change reward program rules, conditions, and offers, and process reward points accruals and redemptions with the scalable loyalty processing engine.

Key Capabilities

- Program management
- Reward rules management
- Membership handling
- Processing engine
- Partner management
- Channel integration

1.5 Channel Marketing Funds Management

Description

Channel marketing funds (or market development funds) features help companies to better manage and distribute channel marketing funds to their channel partners to multiply marketing investments while driving partner loyalty and improving marketing reach. It is aimed at incentivizing partners to drive marketing activities and increase partner loyalty through an end-to-end process that covers planning, marketing activity management, fund approvals, claims, and settlements while helping to ensure financial compliance and timely reimbursements.

Key Capabilities

- Channel marketing programs
- Funds management for channel partners
- Channel partner hierarchies
- Claims management (including self-service features for partners to request and claim channel marketing funds)
- Settlement for allotted channel partner funds

1.6 Sales

Description

This enables sales professionals to maintain focus on productive activity to acquire, grow, and retain profitable relationships. Sales planning and forecasting features provide a complete picture of projected revenue and anticipated sales volumes over time. Territory management features place the right resources in the right locations at the right time to optimize team performance. Sales performance management features help organizations to proactively monitor and influence individual and team achievements. Sales activity management features drive the most effective actions. Account and contact management features are used to capture, monitor, and track all critical information about customers and prospects with visibility into all recent interactions. Opportunity management features are used to track, qualify, and distribute qualified leads to the most appropriate sales professionals and monitor the conversion of opportunities into revenue. Channel sales features allow brand owners to involve channel partners in their sales activities.

Key Capabilities

- Sales planning and forecasting
- Accounts and contact management
- Sales activity management
- Territory management
- Opportunity management
- Sales methodology
- Pipeline performance management
- Quotation management
- Sales analytics
- Channel sales

1.7 Multichannel Order Management

Description

This provides a unified platform to propose, capture, commit, and deliver on customer orders (products and services) across all selling and interaction channels. SAP Multichannel Order Management includes features that guide users through the product configuration process, enforcing business rules to help ensure that the optimal product bundle is recommended to customers with pricing tailored to each sales channel and customer.

Organizations can develop and manage long-term customer contracts, incorporate customer agreements into ongoing processes, involve channel partners in order activities such as Web shop participation and order on-behalf, monitor the sales process from inquiry to delivery, and integrate these activities with back-end financial and accounts receivable processes.

Key Capabilities

- Collaborative quotes, contract, and order capture
- Solution selling
- Interactive configuration and pricing
- Interactive product catalog
- Customer billing and invoicing
- Product and price modeling
- Partner order management (including collaborative selling, quotation, and order management for business on-behalf)

1.8 Service

Description

This is a solution for managing the service process – from customer inquiry, claim, and order taking to problem solving and billing or refunding. It improves first-contact resolution by matching the right resources and knowledge with customer needs, as well as streamlining and automating key areas in delivering customer service. SAP Service drives revenue by delivering relevant product and customer insight, enabling companies to sell new service contracts and other products and services.

Key Capabilities

- Service contract management
- Customer service and support
- Return and depot repair
- Field service management
- Warranty and claim management
- Return and depot repair
- Installation and maintenance
- Parts logistics and finance
- Channel service

1.9 Partner Management

Description

Complex multitiered sales, high cost of channel support, stiff competition, and high customer expectations across channels are common challenges faced by businesses. These challenges, along with the difficult economy, increase the pressure to reduce costs, prices, and margins and increases competition not only for customers but also for partner loyalty. Managing the strategic relationships with partners and the need to connect and collaborate with them becomes ever more important. Partner channel management provides integrated indirect channel processes that enable organizations to strengthen channel partnerships and optimize channel operations while increasing partner loyalty. It enables partners with the processes, information, and incentives they need to drive value for business and help ensure customer satisfaction.

Key Capabilities

- Partner management
- Channel sales (including partner order management)
- Channel service
- Channel marketing
- Channel analytics

1.10 Interaction Center Management

Description

Interaction center management functionality helps organizations run their contact center operations, serving as a strategic delivery channel for service, marketing, and sales efforts. Interaction center functionality provides interaction center agents with tools to handle inbound or outbound transactions, including features such as alerts, interactive scripts, knowledge search, rule-based navigation and routing, integration with external communication management software, and access to back-end ERP transactions. It also provides interaction center managers with access to tools for business rule modeling, interactive script configuration, and interaction center analytics.

Key Capabilities

- Interaction center marketing
- Interaction center sales
- Interaction center service
- Interaction center analytics

2 FINANCE

2.1 Financial Accounting

Description

The main objective of financial accounting is to provide over-all external accounting functionality as required by various accounting principles (IFRS, U.S. GAAP, local GAAP). Collecting and storing all business events from different business systems in an integrated system helps ensure that account management is complete and synchronized at all times.

Key Capabilities

- General ledger
- Accounts receivable
- Accounts payable
- Fixed assets accounting
- Bank accounting
- Cash management
- Cash journal accounting
- Inventory accounting
- Tax accounting
- Accrual accounting
- Local close (period-end functionality in general ledger and all subledgers)
- Financial statements
- Audit information system
- Tax data retention tool

2.2 Management Accounting

Description

Management accounting provides recording and valuation of financial data as the basis for all cost- and revenue-related reporting used in management decision making. It facilitates coordination, monitoring, and optimization of all processes in an organization. In addition to documenting actual events, through planning you can set targets and determine variances by comparing actual data with plan data. Income statements, such as contribution margin accounting, are used to control the cost efficiency of individual areas of an organization, as well as the entire organization. Through its integration, financial information is being updated in real time from other components in the system, such as procurement, sales, or manufacturing.

Key Capabilities

- Profit center accounting
- Cost center and internal order accounting
- Project accounting
- Investment management
- Product cost accounting
- Actual costing and material ledger
- Transfer prices
- Customer and product profitability accounting

2.3 Travel Management

Description

Travel management helps control the costs associated with business travel. It streamlines all activities related to managing business trips, from submitting travel requests and approvals to planning, online booking, travel expense management, and analytics. You can help ensure your organization's compliance with travel policies and realize substantial savings, both immediate and ongoing. It offers an intuitive user interface as well as tools to simplify and increase the flexibility of the application, all of which help accelerate user adoption. Furthermore, these enhancements ease integration with partner applications through the use of enterprise services.

Key Capabilities

- Travel request and pre-trip approval
- Travel planning – online booking travel and expense management
- Global travel policy compliance
- Travel and expense analytics

2.4 Financial Analytics

Description

Financial analytics helps organizations define financial targets and monitor respective costs, revenue, and other key performance indicators (KPIs) during execution. It enables businesses to create and monitor value flows in a cross-functional, cross-company, or collaborative environment. A unified look and feel of financials reports simplifies financial reporting and makes user interfaces attractive for end users. Analysis is available through standard means (ERP reporting) or embedded analytics that include some predefined dashboards and reports from SAP® Crystal Reports® software that can be viewed directly within the respective business transaction.

Key Capabilities

- Financial and management reporting
- Profitability analysis
- Product cost analysis
- Overhead cost analysis
- Payment behavior analysis
- Working capital analysis

3 HUMAN RESOURCES

3.1 Core HR

Description

Through its core HR features, the SAP® ERP Human Capital Management (SAP ERP HCM) solution enables you to streamline and integrate essential workforce processes, such as employee administration, time management, benefits, organizational management, and legal reporting. Because it is a single, scalable solution, it lets you deliver better service for lower IT costs (costs that escalate in proportion to the number of systems you are attempting to maintain). SAP ERP HCM enables companies to standardize and consolidate all workforce-related processes and data globally onto one platform while also helping to ensure that adherence to local regulations and laws can be attained.

Key Capabilities

- Employee administration
- Organizational management
- Global employment
- Concurrent employment
- Benefits management
- Time and attendance
- Legal reporting

3.2 Core Time and Attendance Management

Description

The SAP® ERP Human Capital Management (SAP ERP HCM) solution serves as an integral contributor to time capture and labor management solutions across other solutions of SAP Business Suite software. It allows users to define working shifts, calculate hours worked and related pay components and amounts, assign hours worked to projects and internal orders for project costing purposes, and track vacation, leave, and other time-off rules and options.

Key Capabilities

- Shift planning
- Timesheet and hours worked
- Time evaluation
- Absence management

3.3 Talent Management (Foundation)

Description

Talent management comprises four key human capital management processes: attracting and acquiring talent, pay for performance, educating and developing talent, and identifying and growing future leaders. A strong talent management strategy enables the organization to find the best people and leverage their talent in the right place and right time, align employees and teams to corporate goals, maximize the impact of training, and retain and promote top performers. All processes are based on a common understanding of employee, organizational, and competency data. The ultimate goal of a talent management platform and strategy is to outperform competitors by deploying a better workforce.

Key Capabilities

- Employee assessment
- Talent review and calibration
- Competency management
- Training and events management
- Employee development
- Employee performance management
- Compensation management

3.4 Workforce Analytics

Description

Workforce analytics gives your executives, human resource (HR) professionals, and line managers reporting and analysis options that provide real-time insight into your workforce. They can identify trends at an early stage and make well-informed decisions, enabling you to manage your human capital more effectively, predict human-capital investment demands, and track workforce costs and the ROI associated with HR projects.

Key Capabilities

- Workforce cost planning and simulation
- Workforce process analytics and reporting
- Talent management analytics and measurement

4 ENTERPRISE ASSET MANAGEMENT

4.1 Plant Maintenance

Description

Plant maintenance as part of enterprise asset management helps you to achieve optimal condition of assets with the least amount of costs and the best possible asset performance for those operating a plant. It helps companies to better manage capital expenditure, reduce operating costs, improve asset utilization, and collaborate with engineering and maintenance contractors.

Key Capabilities

- Investment planning and design
- Procurement and construction
- Maintenance and operation
- Decommission and disposal
- Asset analytics and performance optimization

5 R&D/ENGINEERING

5.1 Project Management

Description

Project management enables the project manager to work closely together with team members, management, and other organizational units on any kind of project, such as enterprise IT projects, service projects or research and development, manufacturing, or plant maintenance projects (please refer also to related sections like “Service” or “Manufacturing” or both). The project manager can set up the project structure based on templates. Comprehensive project management solutions enable him or her to manage schedules, resources, and assigned documents as well as materials, costs, and budgets along the complete project lifecycle. The Integration with, for example, human capital management, financials, procurement, product development and manufacturing, sales and service, and other corporate functions enables efficient management of project-related processes and avoiding redundant data entry. Team members report on progress, and the actual dates and costs are immediately updated. Comprehensive analytical functions help ensure a high level of project transparency at any time and enable project managers to identify deviations in time. The result is efficient project management that provides significant value potential.

Key Capabilities

- Project planning
- Project execution
- Project accounting
- Program and project management reporting and analytics

5.2 Product Development

Description

Product development covers the entire lifecycle of product-related master data, such as product structures, routings, recipes, and documents, from invention to phase-out, providing functions to manage and deliver the wide range of product information and help ensure immediate access to up-to-date data. The solution facilitates effective collaboration both within and beyond the organization and streamlines processes from the early development phase through to production. Detailed analysis of the planning and implementation data in a company, which is involved in the development and implementation of new products, means that alternative planned and actual figures for product development can be compared and the results used to make fundamental decisions and develop product strategies. The integration with change and configuration management helps ensure immediate access to up-to-date data.

Key Capabilities

- Product development
- Product structure management
- Recipe management
- Specification management
- Change and configuration management
- Document management
- Development collaboration
- Product development reporting and analytics

6 MANUFACTURING

6.1 Production Planning

Description

Production planning automates the entire production planning process for any industry. The application supports multiple strategies for production planning and execution and can help you optimally plan, schedule, and sequence production on the factory floor to deliver your orders as promised. It can help you forecast production more accurately, improve efficiency and capacity utilization, increase order fill rates and product quality, and reduce operating costs. It supports a variety of techniques for material requirements planning and the creation of production orders and planned orders for businesses that use discrete, repetitive, or process strategies.

Key Capabilities

- Production planning
- Capacity planning

6.2 Manufacturing Operations

Description

Manufacturing operations helps effectively manage production processes and deploy resources to the shop floor. You can capture current production information from your manufacturing and costing processes and document, monitor, and dispatch inventory during the entire production lifecycle. Such support can improve manufacturing visibility and productivity, avoid costs such as cleanout or changeover, lower working capital, and accelerate response to changes in supply and demand. By capturing actual production information from the shop floor, it provides control over your production and costing processes. There is strong support for a variety of manufacturing protocols, including make-to-order production, repetitive flow manufacturing, shop-floor manufacturing, lean manufacturing (including kanban and direct production methods), integrated product and process engineering, process manufacturing, outsourced manufacturing, and batch management. Integration with subcontracting processes allows comprehensive integration of contract manufacturers into your flow of production.

Key Capabilities

- Manufacturing execution
- Manufacturing coordination and collaboration
- Manufacturing reporting and analytics

6.3 Quality Management

Description

Quality management is the comprehensive solution that supports the company throughout the product lifecycle and along the supply chain. It offers a wide range of functions and collaborative services, which are fully integrated, for assuring and managing the quality of products and assets. It also focuses on prevention and continuous process improvement through collaboration and sustained quality control.

Key Capabilities

- Quality engineering
- Quality assurance and control
- Quality improvement
- Audit management
- Quality management reporting and analytics

7 PROCUREMENT

7.1 Procurement

Description

Procurement covers the complete procurement process for both goods and services: requisitioning, purchase request processing, purchase order processing, receiving, invoice management, and financial settlement.

Key Capabilities

- Requisitioning
- Purchase request processing
- Purchase order processing
- Receiving
- Financial settlement
- Procurement reporting and analytics

8 SUPPLY CHAIN MANAGEMENT

8.1 Inventory and Warehouse Management

Description

Processes in the area of inventory management address the recording and tracking of materials on a quantity-and-value basis. This includes planning, entry, and documentation of stock movements, such as goods receipts, goods issues, physical stock transfers, and transfer postings as well as the performance of physical inventory (stocktaking). It also includes the management of batch-handled materials and the management of special stocks, such as consignment (both supplier and customer consignment), sales order-specific stock, and project-specific stock. Warehouse management enables the capabilities to manage stocks at a granular level – for example, at storage and bin level.

Key Capabilities

- Warehousing and storage management
- Goods movement management
- Physical inventory
- Inventory and warehouse management reporting and analytics

8.2 Inbound and Outbound Logistics

Description

Inbound and outbound logistics facilitates the movement of your incoming and outgoing physical goods, including logistics that involve multiple manufacturers and customers. You can monitor the receipt of goods, track external demand, and handle advanced shipping notifications. There is also support for outbound processes, such as posting goods issues, monitoring delivery and distribution activities, and documenting your proofs of delivery.

It helps to deliver products on time and within budget by managing the complete transportation process. You can optimize plans for all key transportation phases – including the creation, execution, consolidation, and monitoring of shipments. For consolidating deliveries and orders into shipments, there are flexible options for rule-based automation, for manual consolidation, and for collaborative order combination using the Internet.

Key Capabilities

- Inbound processing
- Outbound processing
- Product classification
- Duty calculation
- Customs communication service
- Trade document service
- Trade preference processing
- Transportation planning
- Transportation execution
- Transportation monitoring
- Freight costing and financial settlement
- Inbound and outbound reporting and analytics

9 CUSTOMER SERVICE

9.1 Field Service Management

Description

Field service management helps you run comprehensive field service processes, from call taking through planning, scheduling, and parts provisioning to order execution, confirmation, and billing. This is supplemented by capabilities to manage customers' installed bases, warranties, service contracts, maintenance plans, and service quotations.

Key Capabilities

- Structuring and managing technical objects
- Warranty management
- Service contract management
- Preventive maintenance
- Service notification management
- Service quotation, order, and confirmation management
- Service billing
- Field service analytics and reporting

9.2 Returns and In-House Repair

Description

Returns management supports the product returns process, from capturing the returns information, triggering logistical follow-up actions, and inspecting returned material to determining the customer refund. In-house repair management helps you repair these returned products. It covers repair quotation and order management, repair order planning and execution, and all related logistical processes, like the receipt and the delivery of products.

Key Capabilities

- Returns order management
- Returns logistics
- Return material inspection
- Refund determination and processing
- Repair quotation, order, and confirmation management
- Repair billing
- Returns and in-house repair analytics and reporting

9.3 Service Parts Management

Description

Service parts management utilizes the procurement and supply chain management capabilities to manage spare parts and service parts, from planning to procurement, inventory management, logistics, and transportation. In addition to that, service parts management integrates with field service and in-house repair management.

Key Capabilities

- Service parts planning
- Service parts procurement
- Service parts inventory and warehouse management
- Inbound and outbound logistics for service parts
- Service parts transportation management
- Service/repair order–related parts planning, procurement, and confirmation

10 SALES

10.1 Sales Order Management

Description

Sales order management supports the complete order-to-cash process, including inquiries, quotations, order generation, order processing, contract management, pricing, and billing. You can manage both low- and high-volume orders, handle credit checks, check product availability, and track orders. Because the software integrates with financial and supply chain operations – from manufacturing and distribution to service – the sales process can be automated and streamlined. It supports business functions, such as make to order, ship to order, engineer to order, batch processing, returns, and consignments.

Key Capabilities

- Sales order processing
- Logistics execution
- Account processing
- Inquiry processing
- Quotation processing
- Contract processing
- Billing
- Returns processing
- Consignment
- Sales planning
- Sales reporting and analytics

11 SAP NETWEAVER®

11.1 SAP NetWeaver Foundation

Description

An application-specific runtime license of SAP NetWeaver® foundation is included with all package licenses provided that SAP NetWeaver is delivered with the software. This runtime license permits the licensee to use the features of SAP NetWeaver Foundation with the respective licensed SAP® application as well as with licensee's modifications to the licensed SAP application. The application-specific runtime license does not permit the use of SAP NetWeaver with other SAP applications or third-party applications. Use of SAP NetWeaver in conjunction with the application-specific runtime license requires the respective SAP Named User license.

Key Capabilities

- SAP NetWeaver Portal component
- Knowledge Management component
- SAP NetWeaver Adaptive Computing Controller tool
- Developer workplace
- SAP NetWeaver Developer Studio tool
- SAP Composite Application Framework tool
- Development infrastructure
- SAP Solution Manager application management solution (includes runtime license for Wily Technology's Introscope for SAP only)
- SAP NetWeaver Composition Environment offering
- TREX
- SAP NetWeaver Application Server component (ABAP and Java)
- SAP NetWeaver Business Warehouse application (SAP's strategic data warehouse application, including business warehouse integrated planning)
- SAP NetWeaver Process Integration offering (for SAP software-to-SAP software integration only)
- Enterprise Services Repository
- Business content (cross industry, solution, and data source)
- Graphical user interface (SAP GUI)
- SAP NetWeaver Mobile component (application-specific use only)
- SAP Central Process Scheduling application by Redwood (basic version – SAP scheduling only)
- SAP NetWeaver Identity Management component (SAP applications and named users only)
- Adobe Document Services

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