

OpenText™ Output Management, Interface for SAP®

Reliable delivery and management of business documents and reports

The effective and assured delivery of SAP Business Suite output is a critical component of a successful SAP implementation. Unfortunately, corporations often don't realize until after their deployment that the capability of their ERP systems, in conjunction with the client-server operating systems they run on, is limited when it comes to output distribution and management. According to industry experts, output management is a major shortcoming of ERP systems, and they caution against trusting an ERP vendor to ensure no problems with output. Relying exclusively on an ERP vendor for issue-free output is a high-risk strategy that can put your entire ERP project at risk.

To avoid this dangerous scenario, organizations can implement OpenText Output Management, Interface for SAP, an output management solution that provides a centralized view of the print environment. It offers job tracking and failover, with proactive notification of printer state and job completion status. Without it, something as simple as a printer out of paper or a fax machine out of toner can halt a critical SAP business process, leaving your organization with discouraged users, frustrated suppliers and angry customers. With Output Management, users and administrators can ensure that important SAP documents (such as invoices, purchase orders, picklists, etc.) reach their final destination, maximizing your SAP investment.

Reliable Management and Delivery of SAP Business Suite Output

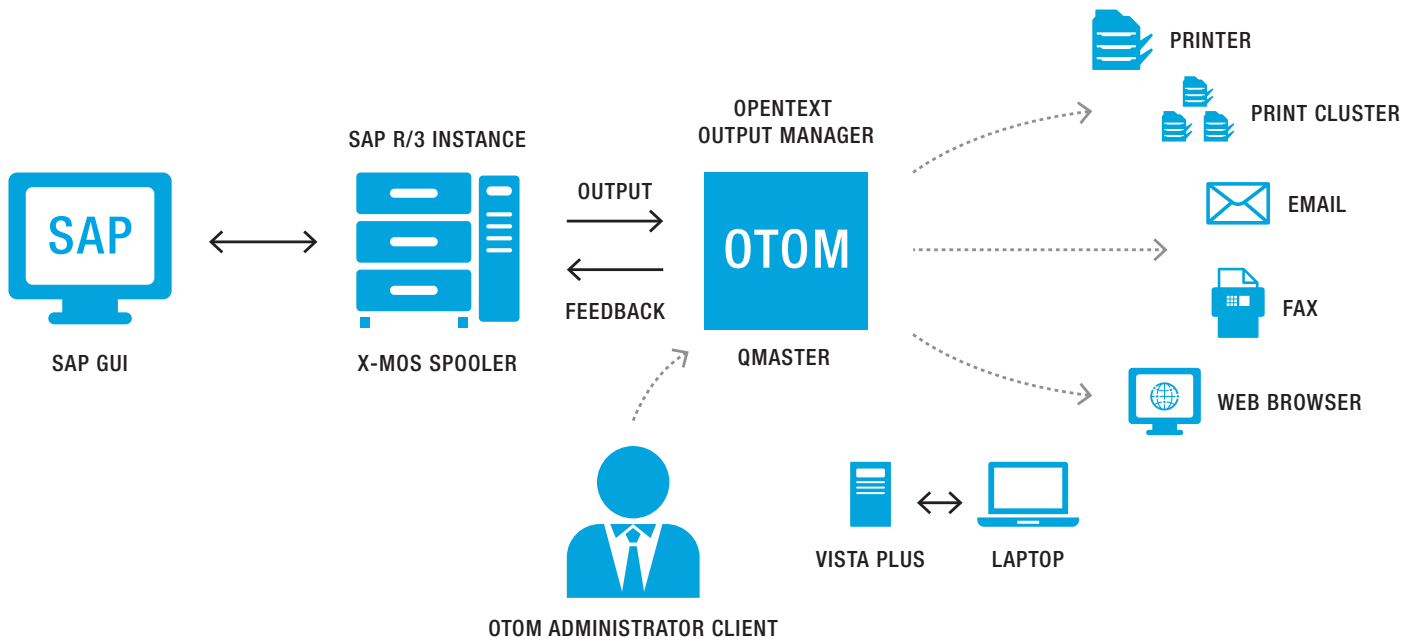
Output Management, Interface for SAP, provides a fundamental component of the SAP business workflow—reliable delivery and management of business documents and reports. Output Management is certified to SAP's X-OMS (eXtended Output Management System) interface, and enhances the native output capabilities of SAP by providing a bi-directional link between the SAP Business Suite application and the target destination devices. Output Management ensures delivery of output and proactively notifies users and administrators of any errors.

FEATURES

- Ensures delivery of business-critical SAP documents for a smooth execution of business processes
- Shows status and availability of output jobs and resources in real time
- Proactively alerts administrators of critical job and device status
- Notifies job owners when a print job fails and/or is re-routed
- Reduces CPU usage in your SAP environment by offloading queue space and processing cycles
- Supports ad-hoc users, background processes and reports
- Allows job owners to re-submit 'failed' jobs without having to re-create the job from the application
- SAP X-OMS certified

TECHNICAL SPECIFICATIONS

OpenText Output Management, Interface for SAP, supports the two most recent versions of SAP Business Suite, running on the operating systems supported by SAP.



OpenText Output Management, Interface for SAP, ensures delivery of critical SAP Business Suite documents to multiple destinations

SAP Business Suite output is passed through SAP's X-OMS Spooler to VPOM's centralized routing server. Output Management applies any necessary processing logic to the job and delivers it to its destination, while tracking the job's status to ensure delivery. The feedback on successful, re-routed or erred jobs is then directed back into the SAP system as well as the Output Management administrator console. In addition, device and job status can be forwarded to other higher-level console and monitoring applications, like HP's OpenView®. Output Management supports all types of SAP Business Suite output, including ad-hoc, background processes and reports.

Output Management enables real-time status feedback for end-to-end tracking and monitoring of SAP Business Suite document and report deliveries. Real-time information allows SAP users and administrative personnel to proactively ensure the successful delivery of all jobs, even those that have 'failed'. Erred jobs can be resubmitted from Output Management from the point of failure, without having to go back to the application and re-create the job.

Output Management is a certified solution that gives full control over the delivery processes from a unified thick or thin interface—providing the reliability, manageability and control necessary to ensure SAP Business Suite document delivery.

Complete Enterprise Information Management

The OpenText Report & Output Management suite provides centralized administration for the entire output cycle to ensure document delivery, reduced help desk calls and lower costs for report handling and delivery.

To address the online viewing and archiving needs of organizations, OpenText Output Management, Interface for SAP, is an integrated component of the Report & Output Management suite. Together, the products comprise a complete solution that can manage both physical printing and the electronic viewing and archiving of reports and documents. With the Report & Output Management suite, reports are captured from SAP and other ERP or enterprise applications, and made available online to all users through a secure repository.

Output Management also seamlessly integrates with OpenText StreamServe to generate fully-formatted and customer-consumable content. Output Management orchestrates and automates the StreamServe output process by ensuring device readiness, providing job status, failover with automatic rerouting and notification. This provides assurance of delivery to the right device in the right format at the right time.

www.opentext.com/ROM

NORTH AMERICA +800 499 6544 • UNITED STATES +1 847 267 9330 • GERMANY +49 89 4629-0
UNITED KINGDOM +44 (0) 1189 848 000 • AUSTRALIA +61 2 9026 3400