Collaborative Business Scenarios Using

PDF-based Interactive Forms

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SAP/Adobe Partnership Overview

SAP/Adobe Strategic Partnership

- **Solution first available with SAP NetWeaver '04**

Adobe provides

- **Open technology, de-facto standard for forms**
- **Benefits of combination of PDF with XML**

Benefits of SAP/Adobe collaboration

- **Integration of Adobe's PDF technology into SAP solutions**
- **Adobe Reader installed on virtually all desktops**
- **User-friendly forms design tool lowers cost of operations**
- **Reuse of existing PDF forms**
- **"Natural" look and feel of forms**
- **Close linking of processes and forms (real integration)**

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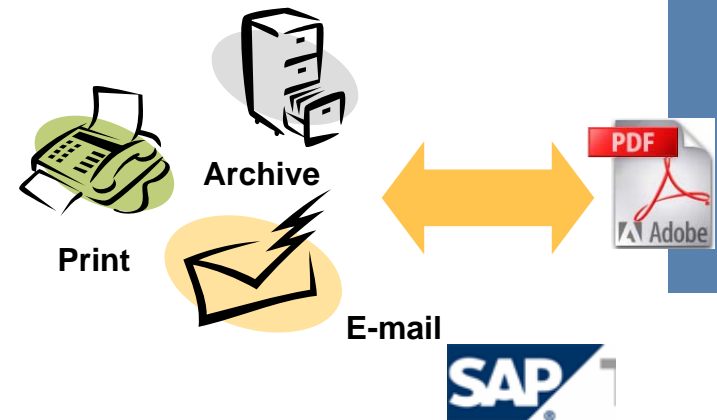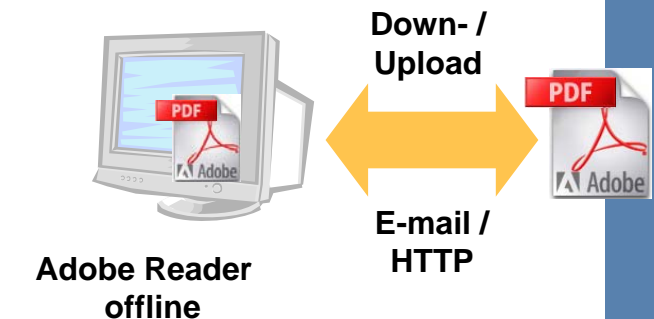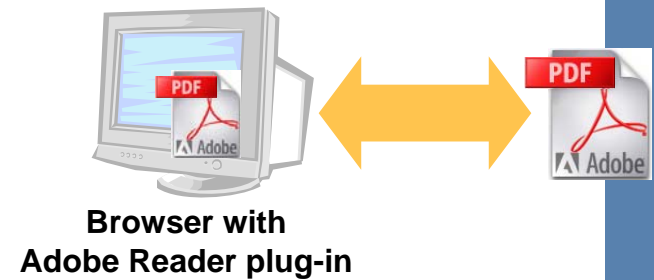# Forms Scenarios – Technical View

Online Interactive Form Scenario

- **SAP system access needed**
- **Full integration into Web Dynpro for Java and ABAP frameworks**
- **Context-sensitive value help, online checks**

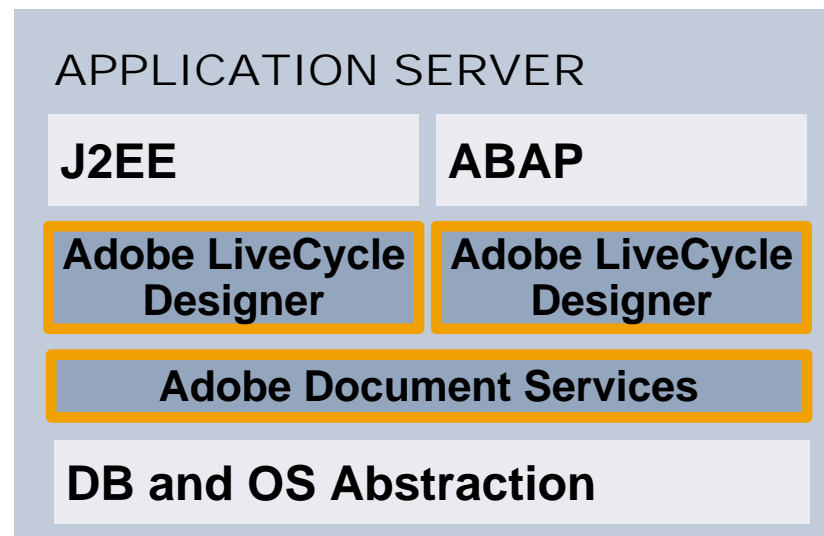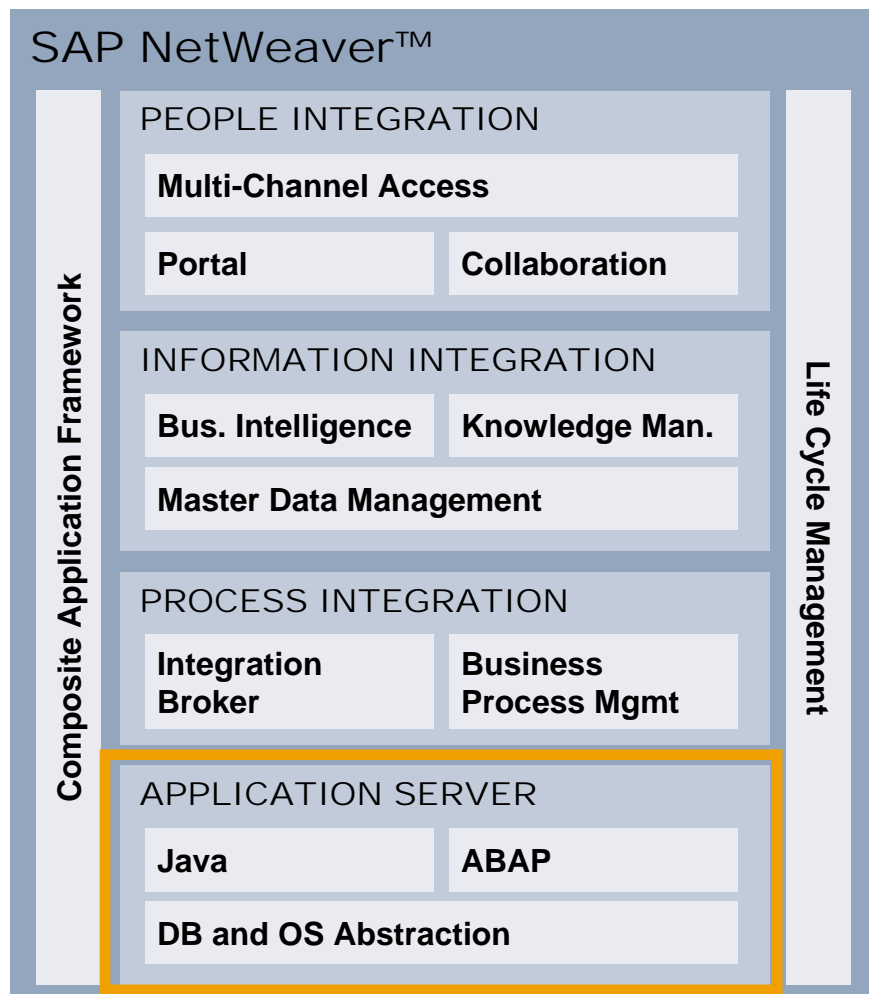**Browser with Adobe Reader plug-in**

Offline Interactive Form Scenario

- **No SAP system access needed**
- **Static value help, static checking, simple arithmetic calculations**
- **Self-contained PDF (XML data+layout)**

Adobe Reader offline

Down- / Upload

E-mail / HTTP

Form Printing Scenario

- **'Classic' form processing, not interactive**
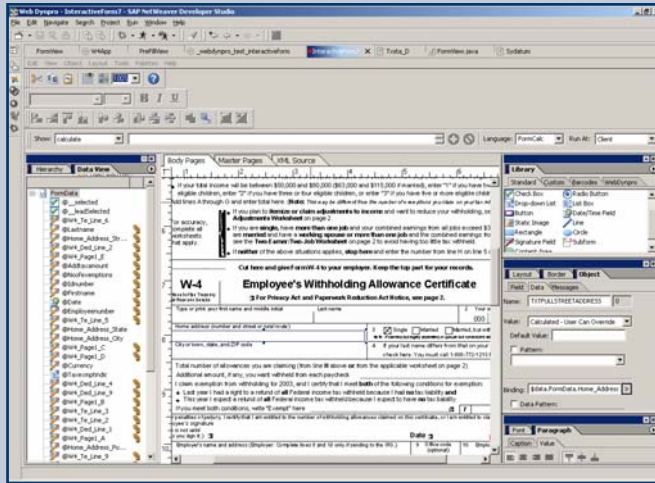- **Output documents are printed, e-mailed, archived or faxed**

Archive

Print

E-mail

SAP NetWeaver Application Server

Full Integration into SAP NetWeaver

SAP NetWeaver™

Composite Application Framework

Life Cycle Management

PEOPLE INTEGRATION

Multi-Channel Access

Portal

Collaboration

INFORMATION INTEGRATION

Bus. Intelligence

Knowledge Man.

Master Data Management

PROCESS INTEGRATION

Integration Broker

Business Process Mgmt

APPLICATION SERVER

Java

ABAP

DB and OS Abstraction

APPLICATION SERVER

J2EE

ABAP

Adobe LiveCycle Designer

Adobe LiveCycle Designer

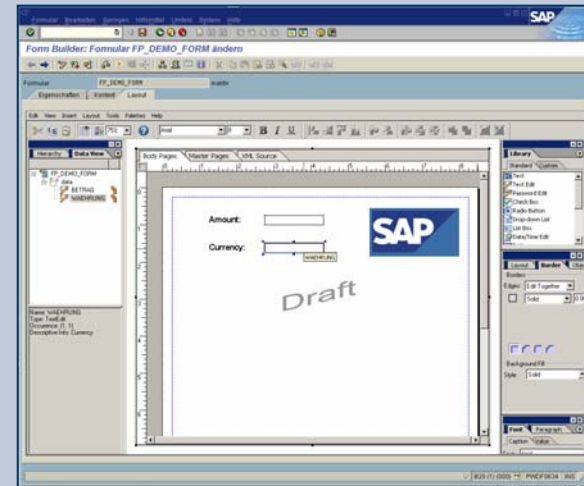**Adobe Document Services**

DB and OS Abstraction

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Interactive Forms – Design Time and Runtime

NetWeaver Developer Studio

ABAP Workbench

SAP NetWeaver Application Server

Java PDF Object

ABAP PDF Object

Adobe Document Services

J2EE Engine

Adobe LiveCycle Designer in Developer Studio

Script Editor

Designer Tools Palette

Web Dynpro Environment

Data Schema

Guided Procedures: The Principle

Guided Procedures: Lead through the workflow and enable tracking of the process

Interactive Forms: Steps can be completed offline

1	2	3	4
Find form	**Add data**	**Approve**	**Create Master Data**
			Enterprise Services Architecture
Requestor	**Specialist**	**Manager**	
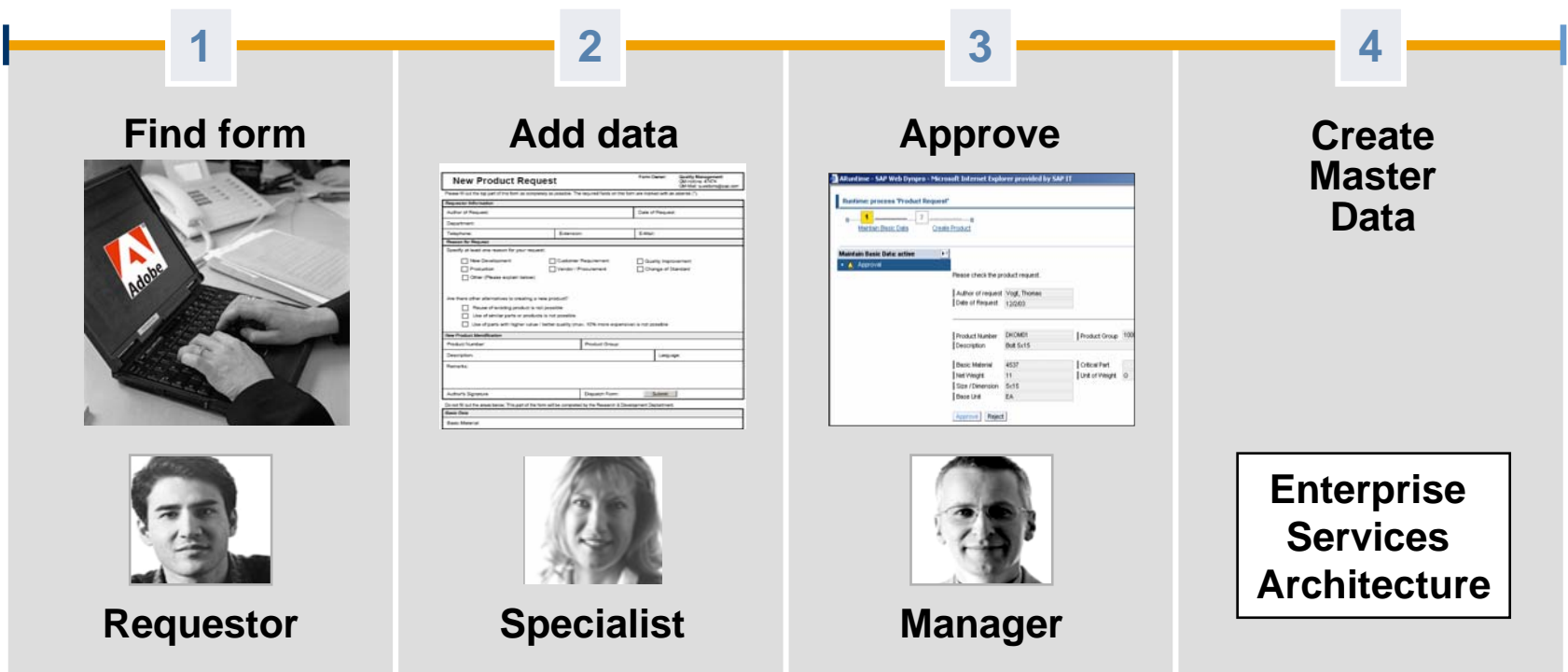
Notifications triggered by Guided Procedures

Case I: Liebenau, Therapy Participant Evaluation

Objective: Gather feedback on performance of occupational therapy participants from external workshop supervisor
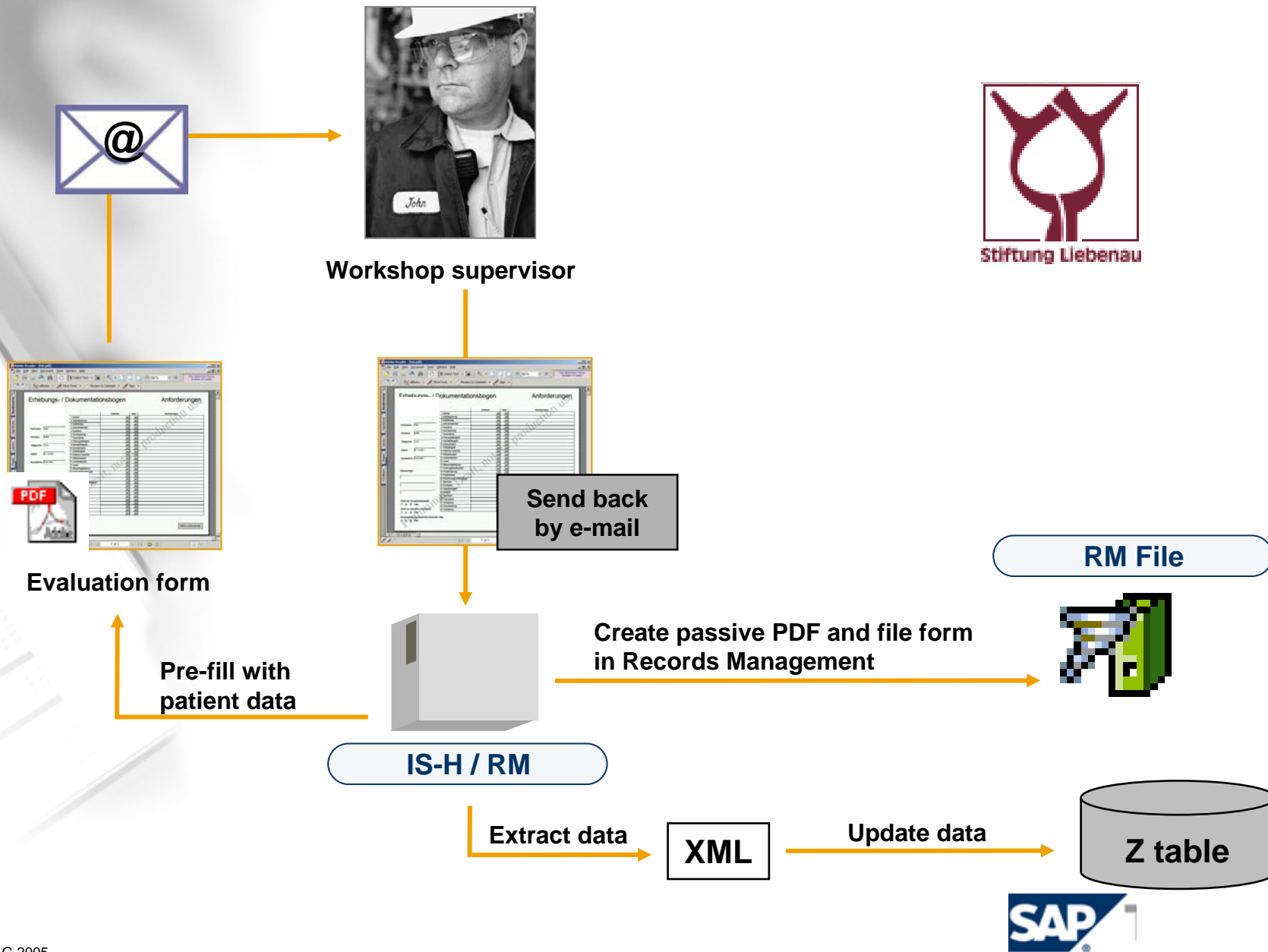
Solution: Evaluation questionnaire using Interactive Forms

Workflow:

- **Health organization creates PDF questionnaire pre-populated with individual patient data**

- **Health organization e-mails form to workshop supervisor for participant evaluation**

- **Workshop supervisor completes form and e-mails back to health organization**

- **System extracts data from PDF and updates SAP for Healthcare patient file**

- **Read-only filled-in PDF is stored in SAP Records Management**

Offline Interactive Scenario by SAP Customer

Workshop supervisor

Stiftung Liebenau

Evaluation form

Send back by e-mail

Pre-fill with patient data

IS-H / RM

RM File

Create passive PDF and file form in Records Management

Extract data

XML

Update data

Z table

- **Integration of SAP Healthcare, SAP Records Management and Interactive Forms in SAP NetWeaver**

- **Enablement of offline processes for remote employees without direct system access**

- **Backend system data is accurate, complete and up to date**

Stiftung Liebenau

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Business Process Highlights

- **The independent Agents register ~30,000 claims per year, resulting in about 60,000 handwritten checks per year**

- **Copy of check and supporting documents are faxed to Financial Services Company where a group of claim processors verify submitted information, research incorrect or missing information and manually create a claim in SAP's Claim Management System**

Challenges

- **Comply with SOX Act and reduce exposure to fraud**

- **Increase data accuracy and integrity**

- **Easy to use for occasional users**

- **Hide complexities of claim creation**

- **Hardware/software requirements**

- **User authorizations**

- **Timely notification of financial institutions**

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Customer Case Study: Financial Services Company

Interactive Forms based on Adobe software provide substantial benefits, because they …

- **Automate and streamline forms-based business processes**

- **Are fully integrated into SAP NetWeaver**

- **Are available to any SAP solution**

- **Combine the benefits of the open technology standards XML and PDF**

- **Can be deployed in online and offline scenarios**

- **Cover high-volume print requirements**

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Further Information

➔ Public Web

NetWeaver Developer's Guide: www.sdn.sap.com/sdn/developersguide.sdn
SAP Developer Network: www.sdn.sap.com
➔ Web Application Server ➔ Quick Link Interactive Forms: Featured Content
Adobe: www.adobe.com/sap
www.sap.com: Solution Brief "SAP Manager Self-Service: Tools for Smart Decisions and Lower Costs"
SAP Customer Services Network: www.sap.com/services/

➔ SAP Service Marketplace

http://service.sap.com/adobe

➔ Related SAP Education Training Opportunities

http://www.sap.com/education/
BC480: PDF-Based Print Forms with the Interactive Forms Solution

➔ Related Workshops/Lectures at SAP TechEd 2005

CD151, Creating PDF-Based Forms for Printing, Hands-on
CD154, Scenarios with Interactive Forms in Web Dynpro, Hands-on
CD258, Putting It All Together – Application Development in SAP NetWeaver