

# SAP Business One Blueprint

The Best-Run Businesses Run SAP



# **SAP<sup>®</sup> Business One**

# **A Fully Integrated Business Management Solution**

### Managing the Enterprise Ecosystem

SAP<sup>®</sup> Business One is a completely integrated business management solution that supports all of the key business processes and workflows of small and midsize businesses. It goes far beyond the typical stand-alone, disconnected silos of departmental automation to deliver a true, cross-functional system. It is simultaneously connected, concurrently networked, and continuously aware of all interrelated enterprise business processes.

SAP Business One features user-programmable alerts, workflows, and unique functions for management by exception to create an end-to-end solution for complete visibility, tracking, management, control, and analytic reporting of all key enterprise drivers.

#### **Key Functions for Your Business**

Integration: SAP Business One synchronizes communications with seamless integration with the Microsoft Office suite of products.

**XL Reporter:** This fully integrated reporting and financial analysis tool uses a Microsoft Excel-style interface and works with Microsoft Excel to provide instant access to live financial and operational data residing in the SAP Business One database.

Drag&Relate<sup>™</sup>: SAP Business One helps you identify key relationships. Using SAP's patented Drag&Relate feature, you can select a data field with the mouse, then drag that field to virtually any menu item. The resulting instant report displays the relationship of the field to the menu item for on-the-fly, train-of-thought reporting.

### Embedded customer relationship management

(CRM) functionality: SAP Business One is the only solution built for small and midsize businesses that features built-in CRM. You can manage sales opportunities and conduct sales pipeline analysis, track customer and vendor profiles, maintain contact information, track account balances, and administer contracts, and handle service planning. It also gives you easy views into future sales, as well as past performance.

Workflow-based alerts and key performance indicators (KPIs): With SAP Business One, you can manage by exception - monitoring, notifying, and taking action when specific events occur. An embedded workflow management tool allows you to designate the activities you want to track and to take immediate corrective action when necessary.

Adaptability: You can add or upgrade fields, change forms, and personalize queries and reports without programming - as the needs of your business change.

## **Roles and Devices**

SAP Business One provides access to key business touchpoints, activities, and transactions for customers, partners, suppliers, and employees



### **Channels and Touchpoints**

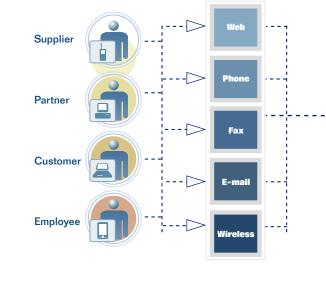
SAP Business One offers secure access from a number of devices and channels across corporate intranets and the Internet, including:

- · Web browsers
- · Windows clients for desktop and laptop users
- Personal digital assistants (PDAs) Cellular phones, including those that support
- Wireless Appliation Protocol (WAP)



### **Single Server Architecture**

SAP Business One resides on a single server that integrates seamlessly with a standard Microsoft Windows network. Using a Win 32-based, two-tier, client/server architecture, SAP Business One delivers peak performance and leverages your existing network infrastructure for maximum efficiency.



#### **Enterprise Analytics and Reporting**

SAP Business One provides a 360-degree view of your business through tight integration of all SAP Business One functional areas. From a dashboard, you can view historical customer interactions, operational logistics, supply chain dynamics, and enterprise-critical analyses.

	Repo	orting and Data	Navigation Capab	ilities	
Under	lying SAP Technol	ogies (Dragℜ Service	late, Alerts, User	Interface Custon	nization)
Chart of accounts Account segments Journal entries Journal vouchers Recurrent transactions Exchange rates in multiple currencies Financial reports Budget cost centers Sales tax calculations Multiple financial periods Deposits Checks Credits Receipts Deferred payments	Opportunities and pipeline management Contact management Quotations Orders Invoices Deliveries Returns Price lists in multiple currencies Client management Gross profit calculation Microsoft Outlook integration	<ul> <li>Service contract management</li> <li>Service planning</li> <li>Tracking across multiple customer interactions</li> <li>Knowledge database</li> <li>Service call management</li> </ul>	Purchase orders     Purchase deliveries     Purchase returns     Purchase credit     notes     Landed costs	<ul> <li>Items management</li> <li>Item queries</li> <li>Price lists</li> <li>Receipt to stock</li> <li>Release from stock</li> <li>Stock transactions</li> <li>Warehouse transfers</li> <li>Serial numbers tracking</li> <li>Batch management</li> <li>Pick and pack</li> <li>Kitting</li> </ul>	•Bill of materials •Production orders •Forecasting •Materials resource planning wizard •Recommendation reports

File Name: 01\_US\_1027.ai **Content: SAP Business One Overview** Version Number: 3

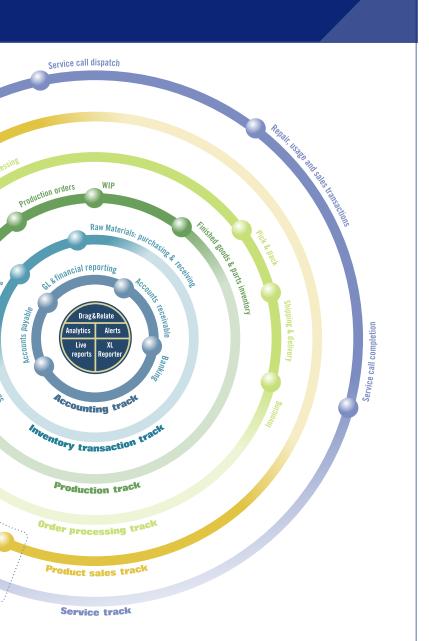
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# to Profitability

3

to profitability.



# **Visibility, Management, and Control from Prospect**

Think of the SAP Business One architecture as a series of concentric workflows, including customer acquisition, through manufacturing, delivery, and after-sale service and support. Each of these workflows is fully integrated and aware of the critical handoffs, activities, and transactions downstream in your business. In this context, it's easy to envision how SAP Business One provides the necessary connectivity and integration to manage your entire business - from prospect



# **Rapid Implementation Methodology**

## **Rapid Implementation**

SAP Business One uses a businss-processoriented methodology for rapid implementation. Once you establish business rules, deployment is extremely rapid. Typically, businesses are up and running in a matter of weeks

An implementation guide helps you to optimize the implementation process. The implementation guide includes templates that you can use as models. You can also customize the templates to handle unique needs.

The methodology blueprint (to the right) describes the complete implementation process, implementation some partial deployments may skip stages.

To achieve a smooth and efficient implementationprocess, use all supporting materials provided with this methodology blueprint including:

- System initialization
- General ledger accounts setup
- · Master data migration and opening balances



# Handover from Evaluation Phase

 Describe business processes and functional requirements

Handover

from Evaluation

Develop a time schedule

0

· Describe the structure of the company and responsibilities

Use the customized demo database

· Identify unconventional business processes

Identify proposed solutions

· Identify activities and the amount of data that must be migrated, if possible

### **Kickoff Meeting**

· Present the implementation methodology

Review the time schedule

# Analysis and **Design**

# **Process Analysis and Design**

Clarify and elaborate on all business processes defined in the evaluation phase

Implementation

Define business process needs in detail

Divide into subjects:

Sales process

Purchasing process

Inventory management Production process and materials

requirements planning (MRP)

Define authorization and data ownership

Define hardware requirements for SAP

Business One and compare to existing

Review data conversion needs, including the

Financials and chart of accounts

type and amount of data

development kit (SDK)

Establish any required integration

points for third-party solutions

Review critical success factors

Identify any limitations in the out-of-box

Explore solution possibilities, including

queries, and the use of the software

user-defined fields, formatted searches,

Define the specifications of possible add-on

Create the project plan and assign tasks

solution and discuss work-arounds

Sales opportunities Service

requirements

in each section

developments

hardware

Banking

Reporting

· Review available resources

### 3 Installation and Customization

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Approval

super user

**Go Live** 

patch was released

**Before Going Live** 

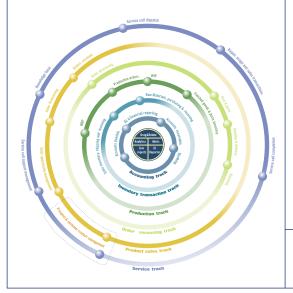
· Review go-live checklist

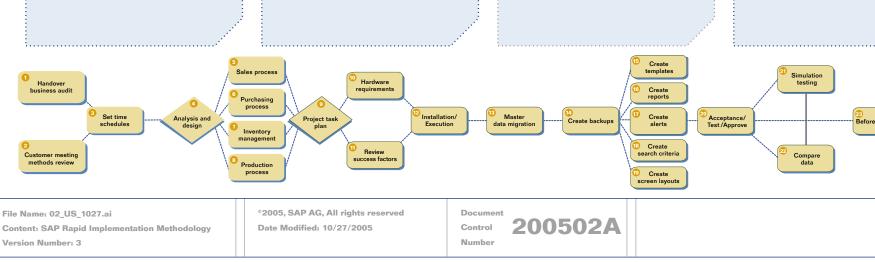
that have been defined

Handover

#### Execution

- Perform the installation according to the installation guides
- Initialize the system
- Create databases
- Perform system initialization and definitions in SAP Business One according to the system initialization quide
- Set up all user-defined fields
- Migrate master data
- Deliver the relevant templates, including the user fields that need to be imported
- Prepare data migration steps according to the data migration and opening balances guide
- Receive raw data for import
- Test the validity of converted data
- Obtain sign off for imported data
- Implement business process requirements
- Create database backup after every major step has been completed as needed for initial operations:
- · Create users and authorizations
- · Create user-defined fields and tables
- · Customize user-defined printout templates · Create queries as defined
- Create formatted searches as defined
- · Create reports as defined
- Create alerts as defined
- · Define approval procedures in administration module
- · Create screen layouts via user settings





# **Operations and Refinement**



### **A Single Server Architecture**

The SAP Business One solution resides on a single server that integrates seamlessly with a standard Microsoft Windows network. Server architecture includes security, backup, and network access protocols. Access is granted via wide area network (WAN) terminal services or dial-up network connectivity.

SAP Business One uses standard database backup procedures, eliminating the need to save and transfer the database to another machine while providing immediate access to critical business information.

You can use the following databases with SAP Business One:

·Microsoft SQL Server ·Sybase Adaptive Server Enterprise (ASE)-Small Business Edition ·IBM DB2 Express Edition

### Ease of Use

·Seamlessly integrated product ·Search help ·Drag&Relate

### **System Architecture**

·Two-tier client/server architecture

### Interface and integration

·Flat files ·XML (HTTP. SOAP) ·API (COM, .NET, and Java) ·ODBC

## **The SAP Business One Single Server API Layers**

SAP Business One is equipped with an application programming interface (API) that is based on Component Object Model (COM) technology, you can use this API to enhance the functional scope of the solution or adapt it to meet your specific requirements. Developers can access the COM objects using programming languages, such as Visual Basic, C/C++, and Java.

Two different APIs are supported: one for the data interface and one for the user interface.

### **Data Interface API**

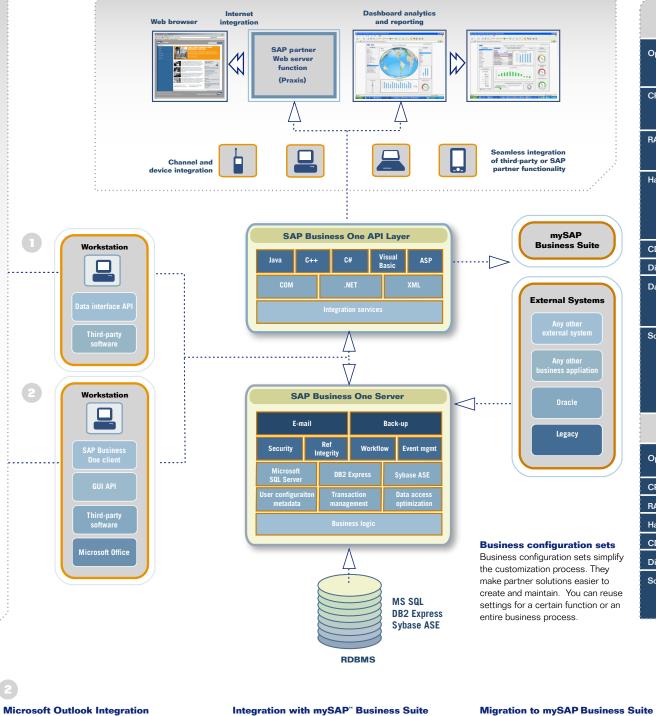
Using the data interface API, developers can extend SAP Business One by adding windows, changing existing windows, and modifying the behavior of the application to fit unique business requirements.

### User Interface API

The user interface API supplies objects and procedures for accessing input fields, check boxes, internal system events, and much more.

The objects and procedures supplied by the user interface include:

- · Application: establishes the connection to SAP Business One
- Form: represents a window within SAP Business One
- Item: enables the processing of dialog boxes and alters their contents, as well as their position, size, or visibility
- Check box: processes check boxes
- Matrix: stands for a table in a window
- · ItemEvent: processes events



# **Data Transfer Workbench**

The data transfer workbench tool migrates master and transaction data from legacy systems into SAP Business One. Predefined data file templates simplify the preparation of data for import.

SAP Business One is fully integrated with Microsoft Outlook, enabling seamless

# communication that can span your organization and business functions. Departments can share contacts, appointments, and tasks.

SAP Business One is seamlessly integrated with mySAP Business Suite solutions, and because it has an open architecture, it can be easily intergated with solutions from independent software vendors. This open architecture allows you to realize all the extensive benefits of SAP software

### SAP offers a migration path from SAP Business One to the mySAP Business Suite family of business solutions so small subsidiaries can interface with parent companies. It can also support dramatic growth - up to thousands of employees.

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- · Menultem: activates individual menu items
- · MenuEvent: influences an event process

# Configurations Forms •Queries

·User-defined fields

·User-defined tables

**Microsoft Office** 

·SQL field link

Integration

Outlook

·Excel

·Word

·User-defined objects

L		
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**Operating System** 

Hard disk free space

CPU

RAM

# The SAP NetWeaver<sup>®</sup> Platform

The SAP NetWeaver platform helps you obtain more business value from your existing IT investments and deploy a services-oriented architecture

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	0.5GB/data partition 2GB
CD ROM	Drive 24x or higher
Display	640 x 480 with 256 colors or higher
Database	Microsoft SQL Server 2000 SP3 Sybase Adaptive Server Enterprise Small Business Edition Version 12.5.2 GA IBM DB2 Edition Version 8.1 FP5
Software	Microsoft IE 6.0 SP1 Microsoft Data Access Components (MDAC) 2.6 / 2.8 for Windows 2003 Server For IBM DB2 Microsoft .Net SDK – Windows 2000 Microsoft Visual C++ .NET – Windows 2003
	Workstation
Operating system	Microsoft Windows 2000 Professional Microsoft Windows XP Professional
CPU	1x Intel Pentium
RAM	128 MB
Hard disk free space	500 MB
CD ROM	24x or higher
Display	800 x 600 with 24-bit color or higher
Software	Microsoft IE 6.0 SP1 Microsoft Data Access Components 2.6 (MDAC) or higher

# Server

Microsoft Windows 2003 Server

Sybase ASE -1x Intel Pentium IV

Microsoft SQL Server - 512MB

Sybase ASE - 1GB

data partition 2GB

IBM DB2 Edition - 1GB

IBM DB2 Edition -1x Intel Pentium IV

Sybase ASE - system partition 0.5GB/

IBM DB2 Express Edition – system partition

Microsoft SQL Server- 1x Intel Pentium III

Microsoft SQL Server - system partition 0.5GB/

data partition 2GB + additional 1GB for each company

Standard/Enterprise 32 Bit

Microsoft Windows 2000 Server or Advanced Server

## **Management by Exception**

SAP Business One uses user-programmable, workflow-based alerts to notify you of important business events so you can respond immediately. You can designate the activities you want to track and the acceptable range. When the system indicators fall out of range, SAP Business One notifies the appropriate person, allowing an instant response.

Any breach of preset business policies triggers an immediate notification to the manager and initiates a workflow to manage the event.

### **Embedded Business Intelligence**

Managers receive alerts that not only focus attention on a particular business event, but also trigger workflows so they can automatically take action.

Alerts notify you of discrepancies or specific business events. They can provide information according to each employee's role within your company. Each time a threshold is crossed, a real-time alert notifies the appropriate person.

You can instantly drill down to detailed information on the cause of an alert, so you can make truly well-informed decisions

You can establish unique workflows, including approvals, procedures, and automatic responses, so you can respond instantly to an event.

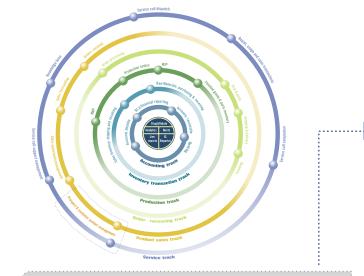
## **Open Integration**

You can easily and cost-effectively adapt SAP Business One to changing business requirements without creating a heavy, ongoing IT burden. Users can set their preferences for forms, policies, queries, and reports, so the software directly mirrors actual day-to-day business activities.

SAP Business One easily integrates with other appliations, so you can leverage your existing IT investments and take advantage of new technologies. Because of its open integration and single-server architecture, SAP Business One can trigger tranactions and workflows downstream in other solutions

You can implement changes to SAP Business One instantaneously, so the software always fits the way you run your business.

When you upgrade SAP Business One, you can easily integrate your existing modifications into the new software, eliminating the costs typically associated with upgrades.





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### Set Up Alerts

It's easy to set up alerts and approvals and to change them as your business changes. Easy-to-use interfaces allow authorized users to create and maintain their own data.

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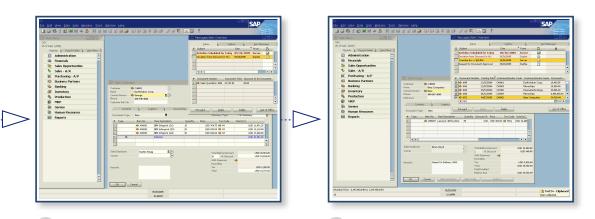
### Alerts in Real Time

**Integrated Business Intelligence: Management by Exception** 

Alerts notify you of a discrepancy or an event. These alerts can provide internal (online) information each time a threshold is crossed.

Examples of real-time alerts include:

·Deviation from discount ·Deviation from percentage of gross profit ·Deviation from credit limit ·Deviation from minimum stock ·Deviation from commitment ·Deviation from budget



### **Drill Down to the Cause**

Alerts are both real time and internal. After being notified by e-mail or fax, you can drill down directly to the document that triggered the alert. Examples include:

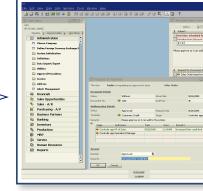
·Gross profit by line or by document ·Last prices report to help determine the optimal pricing strategy ·Drill down to individual items and sale analysis ·Check item availability



## **Create Approvals**

You can use SAP Business One to ensure that users follow your corporate approval procedure. Examples of approvals that can be activated in the solution include

·Deviation from discount ·Deviation from percentage of gross profit ·Deviation from credit limit ·Total document amount ·Deviation from commitment ·Deviation from budget



### **Real-Time Approvals**

Approvals are both real time and internal. When an approval is triggered, you can drill down to the Request for Approval screen, review the rule that triggered the approval, and track the date or time the approval was requested, when it was approved, and who approved or rejected it.

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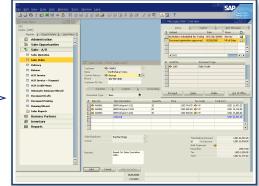
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### **Create Alerts**

Alerts can be based on frequency with an unlimited number of scenarios and exceptions. You can create alerts with an easy-to-use wizard that requires no technical skills. You can write complex alerts with sorting capabilities and then export the results to Microsoft Excel.

You can create alerts for:

- ·Weekly "Monday morning" reporting to monitor activities from the previous week
- ·Daily reporting to ensure activities are
- followed up on in a timely manner
- ·Overdue transaction reporting to determine at
- specifies times if transactions are being
- overlooked
- ·Many others



### Internal Messaging

SAP Business One has an internal messaging system, so users can send alerts, approvals, messages, and attachments to each other. These messages maintain links to the original documents, ensuring you can easily drill down to the original document.



# **User-Defined Personalization and Configuration**

## **Personalization and Configuration** Flexibility

SAP Business One gives you powerful tools to tailor forms, policies, queries, and reports to meet specific business needs so you can run your business the way you want without technical training.

You can configure the software to define exchange rates, set authorization parameters, create internal mail and e-mail, send short message service (SMS) settings, and data import and export functions.

You can configure import and export data.

- Company selection
- System initialization and general preferences
- User definitions
- Authorizations
- Exchange rate definitions
- Utilities
- Data import and export parameters
- Recovery
- Alert functions
- Send messages

### **User-Defined Fields**

You can define fields for all objects, including items, business partners, and orders, so you can manage the information required for business activities. Examples of user-defined fields include:

- Texts
- Addresses
- Phone numbers
- UBLs
- File attachments
- Images
- Drop-down lists

### **Formatted Searches**

You can use formatted searches to consolidate and leverage multiple points of data in single fields to create extremely powerful relational searches with multiple variables. Formatted search selections include:

- · Automatic entry of values into fields based on the use of different objects in the software
- Entry of values into fields based on predefined lists
- Automatic entry of values into fields based on user-defined queries
- Definition of dependencies between fields

### **Access to the User Interface**

SAP Business One provides an intuitive, easy-to-use tool so you can adapt the software to your unique requirements without programming. All you need to do is double click with the mouse and use simple keyboard commands.

The objects and procedures supplied by the user interface include:

- Application: establishes the connection to SAP Business One
- Form: represents a window within SAP Business One Item: enables the processing of dialog boxes and alters their contents, as well as their position, size, and visibility
- Check box: Processes check boxes
- Matrix: stands for a table in a window
- ItemEvent: Process events
- Menultem: Activates individual menu items
- MenuEvent: influences an event process

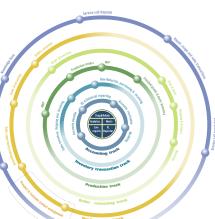
# **Functional Flexibility** and Control

### You can configure the following administrative functions:

Company selection across multiple basic settings

System initialization and general preferences

- User definitions, including chart of accounts, tax codes, sales, employees, territories, projects, address formats, payment terms, vendors, customers, item and commission groups, warehouses, service contract templates and queues, banks, payment methods, and shipping methods
- The master data record for the entire system
- Business partner ffile covering the master data record of a customer or vendor
- Product Trees representing the header of a BOM
- Product trees Lines covering the individual materials that are assigned to a bill of materials (BOM)
- Documents for the header line of a sales or purchasing document
- Document lines containing the individual items that are assigned to a sales or purchasing document
- Journal entries by title or description





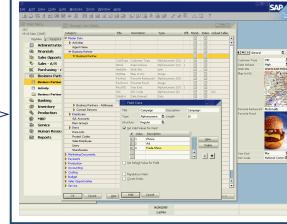
## Add User-Defiined Fields

SAP Business One is a flexible solution that can adapt to support your specific business processes. You can add user-defined fields to most forms without making any code changes. As changes occur, SAP Business One can change with them resulting in a lower total cost of ownership (TCO) for the life of the software.

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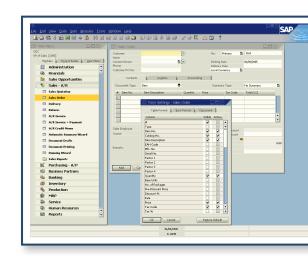
### **Change Fields**

You can easily change the names of screens in SAP Business One, so you can use your own internal naming.



## **Create User-Defined Fields**

You can add an unlimited number of user-defined fields to most forms in the system at the header or document level or at the row or detail level. You can select the type of field or the length of the field from a drop-down list. This function is controlled with authorizations codes; with the proper authorization, you can add or change fields in just minutes



### **Configure Forms**

With the proper authorization, you can modify transaction windows. Select the fields needed from the Form Settings, drag and drop them for personalization. You can use standard or user-defined fields.

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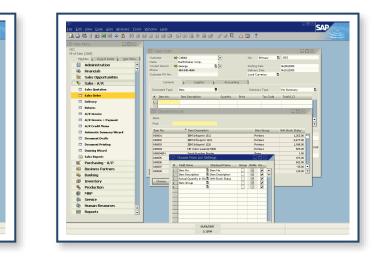
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### Personalize the Software

Once you have personalized the software, you can use the settings in gueries, lookups, and Drag&Relate reports. You can also personalize printed documents, just like any other field.



#### **Configure Lookouts**

With the proper authorization, you can modify transaction screens. You select the fields from the form setting, then drag and drop them to personalize the window. You can use standard or user-defined fields



# **Software Development Kit**

## **Software Development Kit**

The SAP Business One software development kit (SDK) contains programming interfaces, sample code, documentation, and simple utilities. The SDK allows programmers to easily interface external applications with SAP Business One or add custom functionality.

SAP Business One consists of a graphical user interface and a separate business object layer. The SAP Business One SDK provides full access to both the user interface layer and the business object layer.

### **Key SDK Features**

### The SDK:

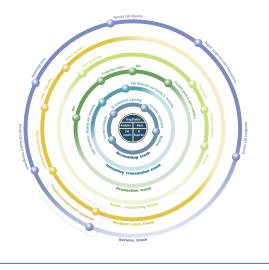
- ·Provides programmatic access to SAP Business One's business logic through an object-oriented layer
- ·Enables SAP partners and customers to extend and enhance the functionality of SAP Business One to fit their unique needs
- ·Can be used with a wide range of programming languages and tools - so developers can use familiar technologies
- ·Provides strong backward compatibility, so little or no rework is required when upgrading to a new version of SAP Business One

### **Key Components**

The SDK includes:

- ·Data interface API: interfaces external applications with SAP Business One
- ·User interface API: for extending and customizing the SAP Business One client user interface
- ·Screen designer: drag-and-drop interface for designing custom windows for SAP Business One
- ·Java connector: interfaces external applications with SAP Business One using the Java programming language
- ·Complete documentation

·Sample applications



### **Data Interface API**

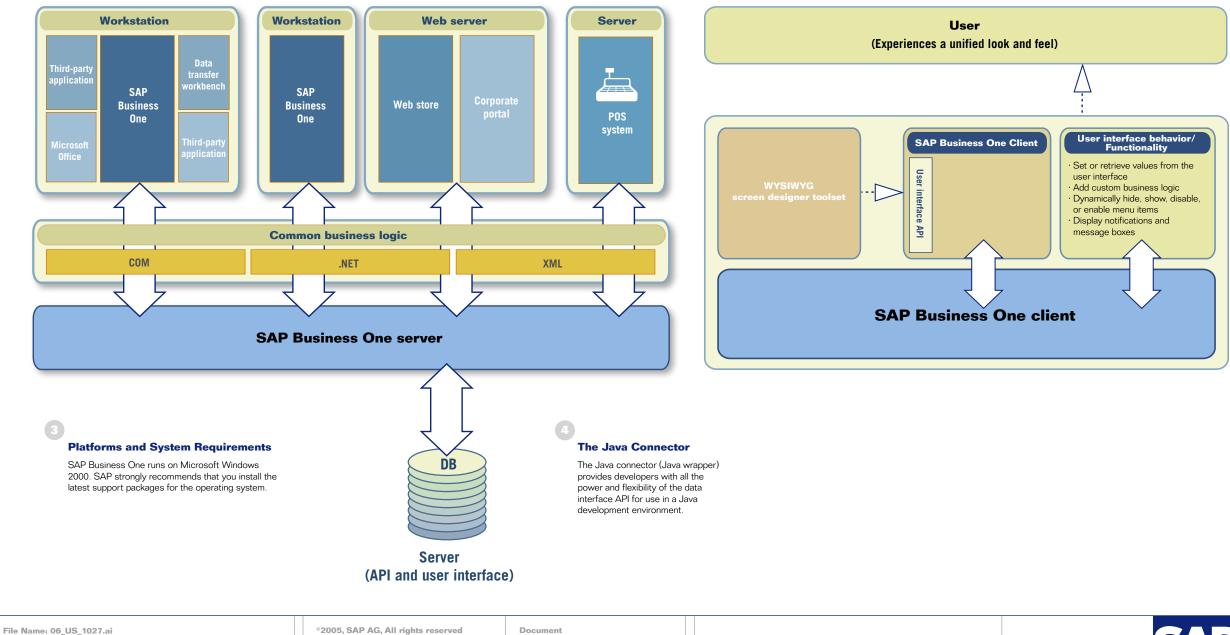
The data interface API is used to build real-time links between SAP Business One and third-party applications. By providing a programmatic interface to SAP Business One through a set of fully functional business objects, the data interface API gives you the power to connect applications and automate processes. Examples include custom point of sale (POS) system integration, HR service integration, and synchronization with mobile devices.

### The data interface API provides:

·Objects and methods to read, write, and update business objects directly

- ·Full object orientation, providing a powerful interface that requires minimal training
- ·Full access to master records, transactional data, system configuration, and user-defined data

·Backward compatibility for a smooth upgrade process



Content: SAP Software Development Kit (SDK) Version Number: 3

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The API:

interface

## **User Interface API**

With the user interface API, developers can modify SAP Business One by creating new windows, redesigning existing windows, and adding menus or dialog boxes. Modifications can be as simple as hiding or disabling a field or as complex as adding an entirely new custom module to SAP Business One.

·Allows you to create custom functionality within a single, integrated user

- ·Enables changes to business logic, as well as simple cosmetic modifications
- ·Enables developers to add new windows, menus, buttons, fields, and so on ·Provides programmatic notification of application events



# **Fully Integrated CRM: Sales Cycle Management**

# Native CRM Functionality: Complete Sales and Service Integration

SAP Business One delivers integrated CRM functionality as part of the complete solution. Tightly integrated features across marketing, sales, and service provide end-to-end visibility of the complete customer life cycle. You have complete control of customer acquisition, retention, loyalty, and profitability for the business.

## Sales with SAP Business One

SAP Business One records every sales opportunity across the customer life cycle – from lead identification, through discovery, qualification, proposal, and closure to after-sale service and support.

You can enter details of the sales opportunities, including the source, potential deal size, closing date, competitors, and activities.

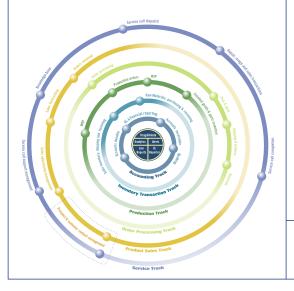
Reports are a critical piece of the sales puzzle. You can analyze opportunities by lead source, territory, industry, customer, and item. The reports manage forecasts and display anticipated revenue by a variety of date ranges, such as month and quarter. You can see the distribution of leads by source over time so you can identify the most profitable lead generation activities.

### **Key Features and Functionality**

Sales and accounts recievable: Create price quotes, record customer orders, set up deliveries, update stock balances, and manage all invoices and accounts receivables

**Purchasing and accounts payable:** Manage and maintain vendor contracts and transactions, such as issuing purchase orders, updating in-stock numbers, calculating the landed cost value of imported items, and handling returns and credits

**Business partners:** Control all information on customers, resellers, and vendors, including e-mail addresses, profiles, sales reports, activities with business partners, account balances partners, and account balances; search a calendar of user activities using such terms "start with" or "contains" to find the necessary item



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		3:58PM	VP of Sales	03/15/2005	Introduced him to VP of		we could mee
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### Track Activities

Track all of your activities, with reminders for follow-up-all synched with Microsoft Outlook:

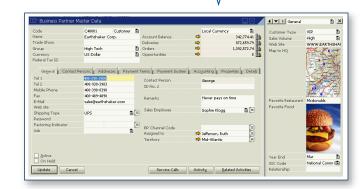
Phone calls	
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Tasks	
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#### **Centralized Information**

SAP Business One offers integrated CRM functionality. It provides a centralized location for all of the information related to a sales opportunity, including:

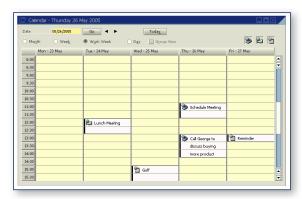
- · The stages designed for your sales cycle
- $\cdot$  The opportunity weights based on the stage in
- the sales cycle to obtain more accurate sales forecast
- · Leads by source
- · Track the competition
- Any documentation





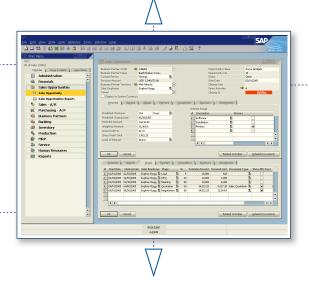
- You can easily drill down to master data for customers, leads, and vendors for a 360-degree, real-time view. You can view the following information and drill down to details:
  - · Contact individuals and their information
  - · Account balance
  - · Number of sales opportunities
  - · Number of service calls
  - · All related activities

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### Manage Your Calendar

You can manage activities using the SAP Business One calendar. The calendar offers a monthly, weekly, or daily view. The calendar is bidirectionally synched with Microsoft Outlook.





### Create Quotations

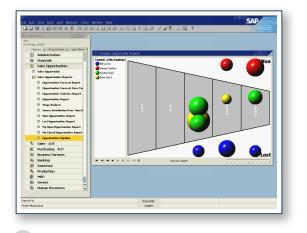
You can create quotations and attach them to sales opportinies. SAP Business One automaticaly updates the expected total and gross margin for the opportunity.

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### **Graphical Reporting**

Powerful graphical reporting gives management complete visibility. Managers can view their entire pipeline or filter the report to see individual sales people, customers, leads, sales cycle stages, and much more.



#### Management Reports

Managers can retrieve a unique, time-phased view of the data through the dynamic opportunity analysis report (the balloon report), so they can easily spot trends, patterns, and behaviors of the sales people and opportunities. This helps them answer important questions:

- · Where are opportunities stalling?
- · Which sales people are losing the most deals?
- · Which sales people are winning the most deals?
- · Is there one area of the sales process that seems to be problematic?



# **Fully Integrated CRM: Service Cycle Management**

Purchasing Business Par
 Banking
 Inventory
 Production
 MRP
 Service
 Service Call

### Integrated CRM Functionality: Complete Sales and Service Integration

SAP Business One delivers complete CRM functionality as part of the complete solution. Tightly integrated features across marketing, sales, and service provide end-to-end visibility throughout the customer life cycle.

CRM functionality gives you complete control of customer acquisition, retention, loyalty, and profitability for your business.

### **CRM Service with SAP Business One**

SAP Business One handles support for service operations, service contract management, service planning, tracking of customer interaction activities, customer support, and sales opportunity management.

### **Key Features and Functionality**

**Service contract:** You can create a regular support or warranty contracts for items or services sold to a customer. The contract maintains the start and end dates, as well as specific terms of the contract, such as guaranteed response or resolution times.

**Customer equipment card:** The software provides service technicians with detailed information about an item sold to a customer, such as a manufacturer's serial number, replacement serial number, and a complete service call history. It also lists service contracts assigned to the item.

**Customer equipment report:** The software shows all equipment and corresponding serial numbers sold to a customer or a range of customers.

Service calls: You can view all service calls that were created, resolved, or closed on a specified date or within a range of dates. You can restrict the report to service calls for a specific queue, technician, problem type, priority, item, and call status. Or you can view only overdue calls.

**Service calls by queue:** You can track all pending service calls in the queue. The software maintains a call history related to a particular incident. You can monitor the status of calls and assign them to individual technicians or maintain them in a team queue.

**Response time by assignee:** You can follow the interaction between a customer and service and record the time necessary to respond to a single service call.



## Service Contract Levels

You can define the level of service a customer can receive. The customer equipment card, which can be created automatically or manually, tracks each serialized item to an individual customer. The card indicates:

Type of coverage: serial number level, item group level, time coverage, or customer level
Response or resolution time
Start, end, and renewal dates with reminders

The software can automatically assign a warranty when an item is sold.

### Call Entry, Tracking, and Management

As service calls are received, customer service agents can search for customers by item or serial number. Using customizable drop-down lists, you can track types of problems and types of calls, as well as their origins. You can also capture additional information, including:

· Remarks: general information to further describe the problem

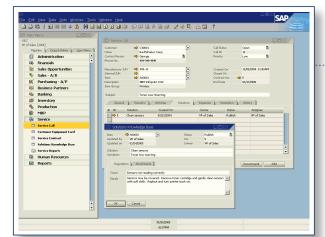
 Activities: track and schedule all follow-up conversations related to the service call
 Resolution: how the problem was ultimately

resolved History: complete call history – who opened

the call and when, who entered additional information and when

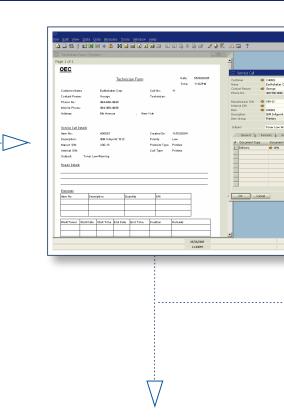
### Solution Knowledge Base Support

A solution knowledge base stores common, recurring problems so agents all have access to the information to improve first-level customer service. The knowledge base supports key word search and troubleshooting logic tree, searches and provides a troubleshooting logic tree, which walks agents through symptoms to quickly find the best solution to a problem. A status report ensures the information being passed on to the customer has been reviewed and is correct and complete.



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# Service Reports

A series of standard reports show service calls by assignee or by queue. The software tracks service technicians so you can determine the response and closure times. With these reports you can view and analyze data related to service contracts, customer equipment, and service calls. You can check service calls made by individual sales representatives or those reported by certain customers and use the reports to evaluate efficiency and performance.

File Name: 08\_US\_1027.ai Content: SAP Fully Integrated CRM: Service Cycle Management Version Number: 3 °2005, SAP AG, All rights reserved Date Modified: 10/27/2005

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### **Skill Set Routing**

Once the information has been collected, you can assign it to a technician, pass it to another internal SAP Business One user, or add it to a queue for follow up. Technicians can enter expenses into a form, and the information can be transferred to the service call record in SAP Business One, for complete tracking from a single record.



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#### Service Monitoring

You can monitor open calls and past-due calls using a dynamic graphical report. The software sounds an audible alarm when a call reaches an open call or overdue call limit. Several reports are available:

 $\ensuremath{\textbf{My}}\xspace$  service calls by status for technicians

**My open service calls:** displays open calls by technician for managers

 $\ensuremath{\textbf{My}}$  overdue service calls: shows overdue calls by technician for managers



# **Production Management for Light Manufacturing**

### Support for Light Manufacturing

SAP Business One delivers integrated manufacturing and production functionality for companies with light or simple requirements. The production functionality is fully integrated into SAP Business One's inventory, financial, and material requirements planning (MRP) features, giving end-to-end visibility of the production process. The software can automatically alert you of business events and trigger workflows.

### **Key Features and Functionality**

BOMs: Standard and disassembly production orders for finished goods or intermediate items use the components assigned to the BOMs for the parent item. You can create multilevel BOMs and produce graphical indented-bill reports with batch and serial controlled items.

MRP: A wizard helps you plan and optimize future material requirements and then both manage and execute purchasing and manufacturing recommendations and exceptions.

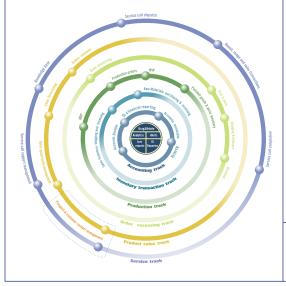
The MRP wizard helps reduce costs by considering both minimum order quantities and order multiples helping users take advantage of, say, purchase pricing breaks or standard production batch sizes.

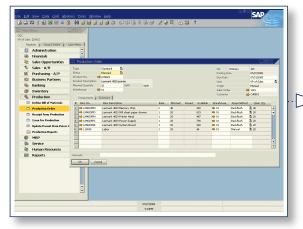
To make the appropriate recommendations, SAP Business One considers various supply and demand sources, including existing stock levels, planned production orders, open purchase orders, actual sales orders, forecasted orders, master data like BOMs, and planning data like lead times and minimum stock levels.

Exceptionally clear MRP results, recommendations, and exceptions screens allow you to to sort, filter, and drill down through MRP pegging information to actual receipts and requirements (forecasts or sales orders) and edit, individual purchase order line quantities.

Production orders: You can create standard, special, and disassembly production orders allow manual or backflush issue of components. Special production orders are on the fly without a BOM.

Financial accounts and stock balances for work in progress are updated in real time as components are issued to the production order. SAP Business One allows you to over- and underissue production orders, and it calculates the variance at the product order level.

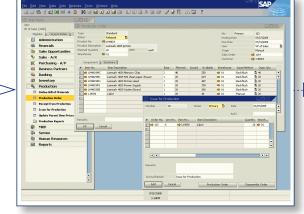




### **Create Production Order**

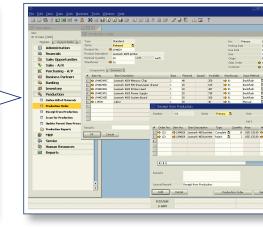
SAP Business One can automatically create production orders based on sales orders, forecasts, and stocking rules. You can also create purchase orders on the fly, using the different BOM types as templates and linking them back to sales orders for tracking in make-to-order environments.

> The sales order can be linked to standard, special, or disassembly production orders, with a drill down arrow.



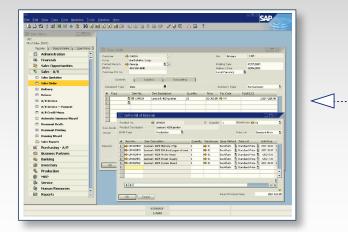
# **Release Items to the Production Order**

Component items can be issued manually or using the automatic backflush, creating real-time WIP and variance postings. Once the production order has been initiated, the software changes the status to Released, allowing a partial or full completion report of the production order or cancellation



# **Receive Items from Production**

As you receive the product from production, the finished product is created. SAP Business One automatically updates inventory, reconciling the finished product with its components. This can be done individually or for a group of production orders completed at one time.



### **Sales Order**

Clicking on a drill-down arrow shows you the component items within the BOM. SAP Business One can automatically create a production order from a sales orders, or you can create it manually. Alerts can notify you when orders are still open and need to be produced.

#### **Bill of Materials**

You can define BOMs with multiple levels, including all sub assemblies and raw materials that are required to assemble and produce the finished product. The basic types of BOMs are:

- · Sales BOM: both the finished product and the components appear in the sales order document
- Assembly BOM: just just the finished product appears in the sales order document
- Template BOM: the components simply appear as a list of items in a sales document



Once manufacturing is complete, the production order summary tab sums up the order details. A production order may have one of the following statuses: Planned: The production order is not yet released to the shop floor for manufacturing.

Manual: The manual status is used to issue components to the shop floor. You can also update the component items as long as there are no transactions for the selected component

File Name: 09 US 1027.ai **Content: Production Management For Light Manufacturing** Version Number: 3

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### **Review Costs**

Once the finished product is created, the updated summary tab shows

- · The costs of the finished product
- · The cost of the components
- Any variance that may have been created
- A drill-down arrow to the inventory posting for the components and the finished product
- The number of planned items
- The number of completed items
- The number of rejected items

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#### **Complete the Production Process**

Released: The production order has been released to the shop floor for work.

**Closed:** With this status, no new tranactions can be added to the order. You close the production order when all planned guantities are completed



# **Purchasing Cycle: Purchase Order to Payment**

### **Purchasing Process Management**

SAP Business One delivers comprehensive functionality for across-the-board visibility, tracking, management, and control of the entire purchasing process.

You can generate reports to develop a general or a detailed picture of the purchasing going on within the business.

While placing apurchase order, you can quickly look up and select the prices you paid for items in the past. If an item is purchased from multiple vendors, you can compare the prices received in the past, drill down to the actual document, and see the prices and any notes you may have recorded from the vendors.

Because some purchases may need to be approved before they are saved, SAP Business One provides internal messages to support the workflow of an approval procedure, informing everyone of the transaction status at any time.

Approval procedurfes may require multiple steps and require approval from more than one person. Until this approval is received, the transaction only exists as a draft in the system.

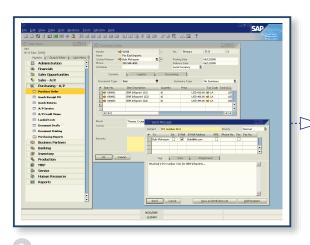
Automatic alerts and workflow triggers updated information on the available quantity of ordered items and inform the warehouse manager of the expected delivery date.

Each line item within a purchase order or an accounts payable voucher can be shipped to a different warehouse location.

You can split a single purchase order into multiple parts when items need to be shipped to multiple warehouses. The split or revisions are required so that the software can create different packing slips and delivery notes for each shipment.

The purchasing functions in SAP Business One are designed to give you a comprehensive solution for the whole purchasing process within the business.





Purchase orders are created in SAP Business One and

Managing the Entire Purchase Cycle

Goods receipt purchase order: This function allows

you to receive a delivery at the warehouse or allocate

receipt to a purchase order, and you can change the

without credit using the goods returns document.

to process subsequent payments to the vendor.

sales and purchasing document.

of each item.

deliveries to multiple warehouses. You can link a goods

purchase order quantity versus the actual received quantity.

Goods returns: You handle vendor returns for repair or

**Invoice:** With processing vendor invoices, SAP Business

One creates a journal entry. You can use this information

Credit memo: You can issue credit memos to vendors

for returned merchandise. The required data can easily be

You can allocate the various landed cost elements (such as

freight, insurance, and customs duties) to the FOB costs

**Document drafts:** You can print, edit, and manage all

purchasing documents that have been saved as drafts.

imported from the original invoice, as it is with any other

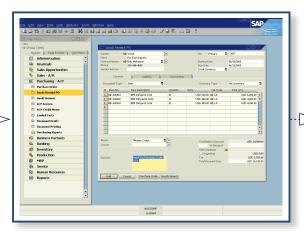
Landed costs: SAP Business One enables you to calculate the purchase price of imported merchandise.

**SAP Business One Purchasing Functions** 

can be printed, mailed, faxed, or e-mailed directly

**Create Purchase Order** 

to the vendor.



## **Create Goods Receipts**

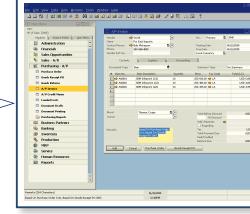
You create the goods receipt document as soon as you receive goods from the vendor. When you enter this document, the goods are accepted into the warehouse and the quantities are updated. The remarks area of the document describes the purchase order upon which the goods receipt is based. Clicking on the base document icon takes you directly to the purchase order. Partial quantities are maintained in the PO

Document printing: You can print all sales and purchasing documents. You can select documents by period, number, or type, such as invoices, checks, or receipts associated with any specific transaction.

SAP Business One provides internal messages to support your internal approval procedure, informing all involved users of the transaction status at any time. Any purchase orders that exceed a certain amount are not activated until authorized management has approved the order. The transaction remains as a draft until approval has been received.

Price history reporting: When placing a purchase order you can look up and select the prices paid for items in the past. If an item is purchased from multiple vendors, you can compare the prices you received, drill down to the actual document that contain the prices, and view any notes recorded from the vendors.

Fully integrated analytics and reporting: of the purchasing activities within the business.

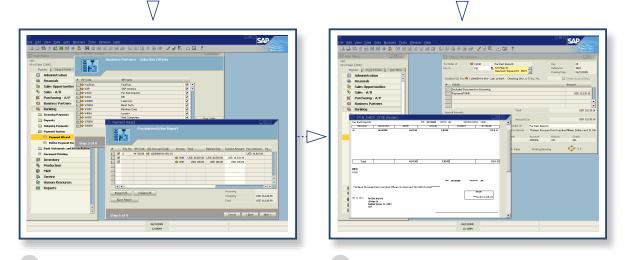


# **Post Invoices**

When an incoming invoice is received, the related accounts payable documents for the vendor are posted in SAP Business One. The remarks area of the document describes related purchase orders and goods receipt. Clicking on the base document icon take you back to the base document.

### Workflow alerts and management by exception:

You can generate reports for a general or detailed picture



### **Define Filter Options**

The payment wizard in SAP Business One enables you to define required filter options and activate the payment run process. The steps are

·Define the date of the payment run ·Choose the vendors to include in the run

Set the document parameters by date, amount, or document number

·Select the payment method and set parameters for maximum amount of payment run

Select from the recommendations regarding which invoices to pay

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### **Issue Checks**

You can manually issue checks for vendors, employees, and other creditors. The software can also automatically print out checks. SAP Business One updates the vendor accounts each time you add a check for payment. You can also:

- ·Enter a check for a payment that is not linked to an invoice Make a payment to a vendor, customer, or other account
- Make an appropriate posting in accounting when you add the check
- Print out the check immediately
- Print a group of checks

Checks are printed.



# **Financials**

### **Financials**

SAP Business One offers fully integrated financials and banking functionality for complete, across-theboard tracking, management, reporting, and control of all key financial and accounting processes.

### Important Functions

Accounting: The chart of accounts indexes all general ledger accounts that are used by one or more companies. A chart-of-accounts template is available for every country. You can also use this template to define individual charts of up to 10 segments if desired.

Journal entries: Journal entries are posted automatically from the sales, purchasing, and banking functions, allowing you to create new journal entries and search for existing ones

Journal vouchers: You can save multiple manual journal entries and process them simultaneously, allowing verification of the postings before they are entered in the general ledger

Posting templates: You can define general ledger account assignment models, saving time and avoiding mistakes during the manual posting of journal entries.

Recurring postings: You can define your own postings for regular execution in accounting and specify a frequency for each recurring posting.

Reversing journals: Reversals of specified postings occurs on the first day of the following calendar month, but you can specify a different reversing date for each posting.

Exchange rate differences: You can evaluate your open items in foreign currencies, then identify differences and choose the appropriate correction transaction.

Financial report templates: You can generate any number of financial report templates.

Budgets: You can define and manage budgets on existing accounts to compare actual and planned figures. The software alerts you whenever a transaction exceeds a monthly or annual budget limit.

Profit center definitions: You can define different profit centers or departments and allocate the revenue and cost accounts to a predefined profit center in the chart of accounts.

Distribution rule definitions: You can define different distribution rules to characterize business activities and then allocate a revenue or cost account to the corresponding distribution rule.

Profit center report: Reports are based on revenues and costs, both direct and indirect. You can run reports for any profit center annually or monthly to compare the results with figures for the previous period.



# **Real-time accounting**



### **Fully Integrated Financials**

SAP Business One features fully integrated financial and banking management. When transactions are run, the software creates a journal entry in the general ledger. SAP Business One automates virtually all key transactions. No formal posting or batch processing are required.



### **High-Speed Drill Down**

You can easily drill down to information at the posting level. For example, while viewing the journal entry for a sales transaction, you can drill down to see the chart-ofaccounts information





### **Expedited Closing Features**

SAP Business One helps to expedite the month-end close process. In the activity window, you can assign tasks to individuals or create reminders to accomplish certain aspects of the close process.



### **Establishing Control Accounts**

SAP Business One can identify accounts as control accounts. A control account is a general ledger account that represents the balance of a subsidiary ledger. A control account triggers characteristics for that account. Transactions posted to the control account must originate in the subsidiary ledger so that the general ledger balance and the subsidiary ledger agree. You can assign control accounts as default posting accounts for the increase or decrease to the customer or vendor balances. This ensures synchronization between the general ledger and the subsidiary ledger.





#### **Multilevel Reports**

Multilevel reporting is also enhanced by the flexibility provided in the account segmentation feature of SAP Business One. You can create the general ledger account structure that enhances your reporting.

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### **Integrated Reports**

SAP Business One offers extensive integrated reporting tools for compiling business, accounting, warehouse, and financial reports, as well as account statements. You can export reports to Microsoft Excel and Microsoft Word.

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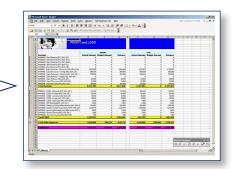
#### **Complete Chart of Accounts**

In the chart of accounts, you can can drill down on the balance field to see transactions that make up a particular balance

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#### **Posting Templates**

You can use posting templates to allocate costs or transactions for several departments based on fixed percentages. Recurring postings allow you to create transactions with fixed dollar amounts. Reversing transactions allows the reversal date to default to the first day of the next month, or you can override this date if desired.



#### **XL Reporter Tool**

The XL Reporter tool provides real-time views of data within SAP Business One with all of the powers of Excel for report formatting. A report composer allows you to drag and drop the information into the report. You can also manage and organize report definitions, execute reports, and report books. The reports can be scheduled to run automatically with the results being printed or e-mailed to the desired recipients.



# **True Cross-Enterprise Analytics and Reporting**

### Reporting

SAP Business One's reporting tools enable you to create reports and initiate corrective actions based on immediate analytical insights. You can create accounting, enterprise, inventory, and financial reports, as well as reports to aid decision making. You can export any report to Microsoft Excel with a click of the mouse.

With thge Drag&Relate feature, you can simply drag fields and drop them onto major business transactions and master data headings. The software then produces a report - a list of all sales quotes, for example, or invoices, that are related to the contents of the field.

Internal and external reconciliation can be executed with exception reporting, which saves time when closing the books and preparing reports.

## **Defining Reports**

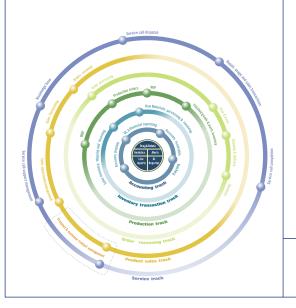
You can easily create reports using point-and-click and drag-and-drop features. You can set up comprehensive business reports in just a few seconds

If you need more advanced functionality, extended calculations, or graphs, you can use Microsoft Excel with SAP Business One. The end result is advanced and flexible reporting across customer relationship management, manufacturing, and finance.

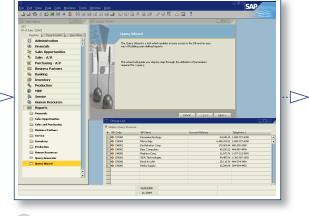
Reports range from standard sales and balance reports to complex, ad hoc reports, including dashboards with instant views of key performance indicators. And you can drill down all the way to the posting level.

You can schedule reports for automatic distribution via e-mail

SAP Business One hides the technical names and table structures of the database so you don't require this knowledge to develop reports.



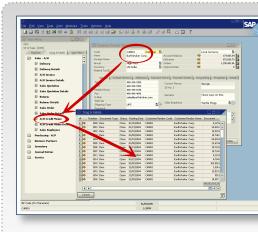




### **Create Ad Hoc Reports**

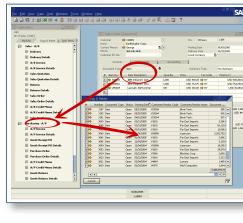
Using built-in query tools, you can create your own reports across all areas of the application. The wizard helps nontechnical users create reports by simply answering a series of questions - the software then writes the SQL code automatically

### **Drag&Relate Technology**



#### **Drag&Relate Reporting**

Drag&Relate is a unique SAP technology. It allows guick, train-of-thought reporting throughout the solution.



#### Sales opportunity reports: Opportunities

· Opportunities pipeline

Won opportunities

Lost opportunities

· Open items list

Sales analysis

· Purchases over time

· Activities overview

Inactive customers

Service calls by queue

Average closure time

Service contracts

Service monitor

My service calls · My open service calls My overdue service calls

Response time by asssignee

Customer equipment report

· Dunning

Service calls

My open and closed opportunities

Sales and purchasing reports:

**Business partner reports:** 

Service and support reports:

Lead distribution over time

**Report Categories and Available Standard Output** 

Stage

Opportunites

· Balance sheet · Trial balance

SAP Business One provides a series of predefined,

built-in reports for each functional area. You can focus the

report on specific areas of the business and customize

the output. You can print, e-mail, or export any report to

Profit-and-loss statement

**Financial reports:** 

Predefined Reports

Microsoft Excel.

#### · Cash flow from multiple perspectives

- **Accounting reports:** · Account balances Aging reports
- Transaction journal Transaction journal by projects

#### Tax reports **Comparative reports:**

All reports can also be run as comparisons (months, guarters, years, or any other period).

#### **Budget reports:**

You can configure budget allocation methods, define budget figures in any currency (local, foreign, or both), and display a summarized budget report that compares actual and planned figures used to trigger alerts, whenever transactions exceed user-defined limits

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**Centralized Access** You access most functions from a central menu, including

accounts receivable, accounts payable, journal entries, service management, business partner information, and so on. You also open forms from a central location (business partner master data, item master data, accounts recievable documents, accounts payable invoices, and so on). You simply drag fields of information to a topic within the Drag&Relate window and the software automatically makes the connection and returns the data.

# · Last prices

· Item query

Inventory reports:

· Item list

- Inventory posting list by item · Inventory status
- Inventory in warehouse
- · Inventory valuation
- Serial number transactions · Batch number transactions

### **Production reports:**

· Open work order · Bill of materials

## Human resources:

· Employee list · Absence report Phone book

### **XL Reporter**

This tool seamlessly integrates Microsoft Excel reporting with SAP Business One, giving you the option to use Excel as your primary reporting tool.

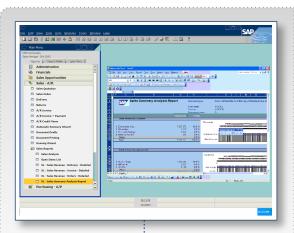






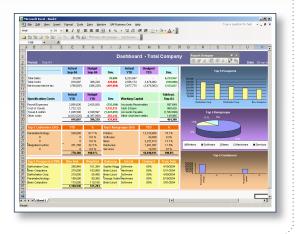


#### **Excel Reporter and Total Dashboard Visibility**



### **Microsoft Excel Integration**

Microsoft Excel is a widely accepted reporting tool. XL Reporter allows real-time views of data within SAP Business One with all of the powers of Microsoft Excel for report formatting. You can simply drag and drop the information you want to see in the report.



·D

### **Organized Reporting**

The report organizer provides a Windows Explorer look and feel. You can store reports and run them automatically. printing or e-mailing the results as required.



# **The SAP Business One Ecosystem**

### **Managing the Enterprise Ecosystem**

SAP Business One is a completely integrated business management solution that supports all key business processes and workflows. It goes beyond the typical stand-alone, disconnected silos of departmental automation to deliver a true, cross-functional solution. It is simultaneously connected, concurrently networked, and continuously aware of all interrelated enterprise business processes.

SAP Business One features user-programmable alerts, workflows, and unique management by exception functionality to create an end-to-end continuum for complete visibility, tracking, management, control, and analytic reporting of all key enterprise drivers.

### **Managing a Seamless Continuum of Business Processes and Workflow**

SAP Business One effectively models and manages the complete business process life cycle, from - prospect to profitability - across the entire enterprise ecosystem. It covers the following areas:

- ·Sales opportunity and prospect management
- ·Opportunity management and customer acquisition
- ·Order processing, shipping, and delivery ·Manufacturing planning, purchasing, and receiving
- ·Manufacturing production, finished goods, and parts inventory
- ·Service and support life-cycle management ·Fully integrated financials, banking, and accounting

### **True Cross-Enterprise Analytics** and Reporting

Embedded best practices, Drag&Relate, and fully integrated real-time reporting generator support your entire business ecosystem. The result is a self-aware, knowledge-driven solution for integrated enterprise management, control, and profitability.

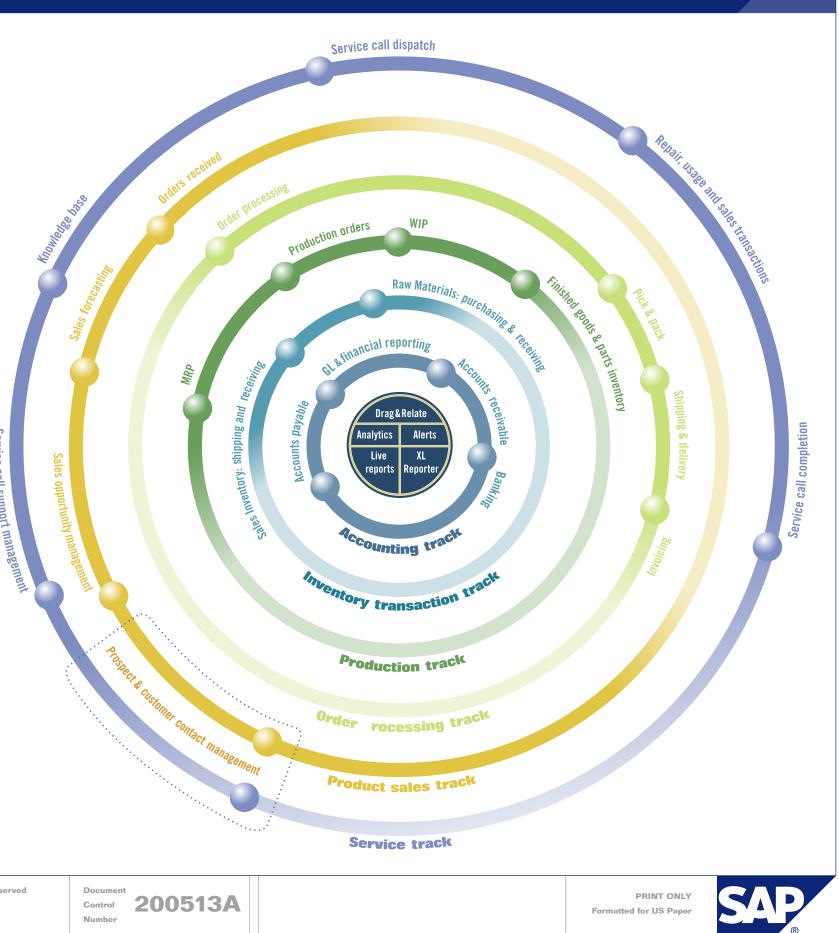
By recognizing the critical transactions, activities, handoffs and interrelationships in the knowledgedriven enterprise, SAP Business One ensures frictionless, real-time automation of the entire business process life cycle.

### Visibility, Management, and Control - from Prospect to Profitability

Think of SAP Business One as a series of concentric workflows - from customer acquisition through manufacturing and delivery to after-sale service and support.

Each of these workflows is fully integrated and aware of the critical handoffs, activities, and transactions downstream in the enterprise. In this context, it's easy to see how SAP Business One provides the necessary connectivity and integration to manage the entire enterprise life cycle from customer prospect to profitability.

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