SAP Business ByDesign

Business Scenario's

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1. Introduction

The Purpose of this document is to outline the SAP Business ByDesign scenarios which are standard available. For each specific implementation the relevant scenario's will be selected.

Next to the Business Scenario's, within SAP Business ByDesign you can benefit of the over 220 webservices to extend your business processes with external applications, like for instance e-commerce integration and 3PL integration.

ByD Business Scenario	Scope	ByD Business Scenario	Scope
Cash and Liquidity Management		Payroll Services	
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Over-the-Counter Sales			

2. Cash and Liquidity Management

Cash & Liquidity Management provides the analytical framework for efficient financial value chain management including tools for bank balance reporting, liquidity monitoring and optimizing liquidity positions.

Overview

For financial professionals at midsize companies who want to quickly and efficiently meet cash flow deadlines and achieve better transparency to manage the company's liquidity position, this scenario streamlines the daily cash management cycle.

You can collect and aggregate liquidity information efficiently in a fast, streamlined, and automated fashion.

SAP Business ByDesign helps efficiently manage Liquidity Management: from the actual liquidity snapshot, forecasting, and analysing steps through to optimized cash flow from money transfers or other cash flow-impacting strategies.

Key benefits

- Liquidity Management provides the analytical framework for efficient financial value chain management including tools for bank balance reporting, liquidity monitoring, and optimizing liquidity positions.
- Cash managers can easily determine, initiate, and execute required funds transfers to manage liquidity positions in terms of investing excess cash or funding liquidity shortages.
- Automated processes for collecting information about account balances and transactions from banks, as well as internal information on collections, disbursements, and other financial activities are spread across different business units within the company.
- Built-in analytics and reporting ensure a seamless consolidation of the liquidity information into today's cash position as well as various forecast worksheets. Analytical tools support a comprehensive liquidity analysis, projecting cash shortages or surpluses for a variety of reporting criteria and timelines.

3. Customer Contract Management

Return physical goods shipped already to a customer and to handle follow-up processes such as a substitute delivery and credit memos to satisfy the customer.
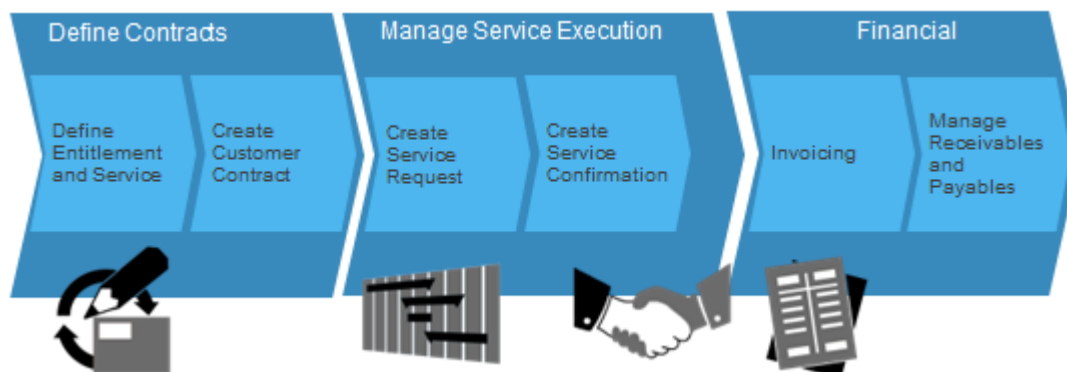
Overview

This scenario enables service contracts to be offered to customers. This is applicable for companies that may be dedicated to the managed service business, or for companies that may provide contracts after the sale of a product or project.
This enables a long term revenue stream and consistent relationship with the customer.
Examples of managed services include software as a service, telecommunication services, meeting hosting services, etc.
Support contracts are offered in many industries and for many types of services.

Key benefits

- Contributes to new revenue streams from managed service operations and support activities
- Manages all aspects of the contract through creation, service provisioning, renewal and cancellation, invoicing, and financial consistently to ensure the operating efficiencies
- Avoids off-line contract management and information silos by this being a standard part of the business systems.
- Provides complete profitability analysis of contracts so that their future pricing and Service Level Agreements can be managed for profitability.
- Provides a continued relationship with the customer for service which can help increase loyalty and provide stability to financial flows for the company.
- Standard contracts can be sold and generated directly from sales orders.

4. Customer Return Management

Return physical goods shipped already to a customer and to handle follow-up processes such as a substitute delivery and credit memos to satisfy the customer.
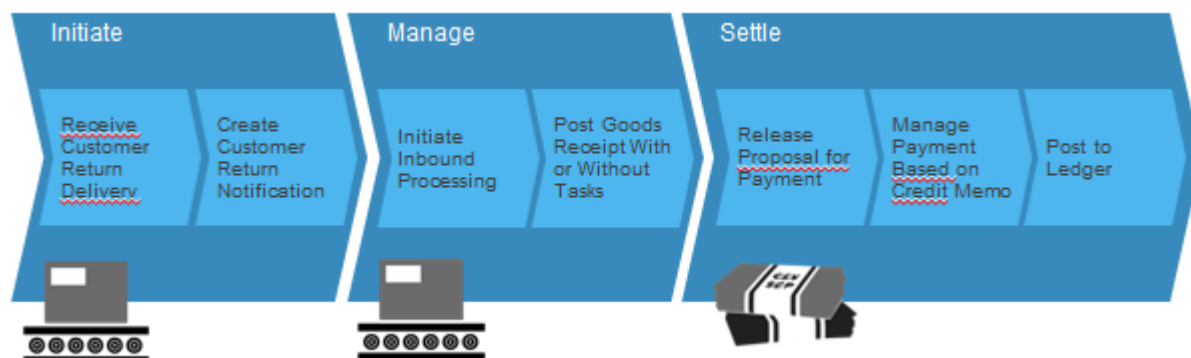
Overview

This scenario streamlines the customer returns management for midsized companies.
SAP Business ByDesign supports the entire customer returns management cycle - from delivery notification and the physical product return through to payment based on a credit memo.
You can increase customer loyalty with efficient returns processes.

Key benefits

- Well-managed returns can translate into sales opportunities
- Tracking allows companies to stay on top of each return by monitoring its logistics and refunding status, and the corresponding logistics and financial documents
- Better transparency, enabled by adherence to applicable business rules, allows you to provide accurate information for customer queries
- By identifying the reasons for returns, quality is improved
- Using return sales rate reports that show the return rate for each month of the current year helps you to monitor quality levels

5. Demand Planning

Plan interactively demand forecasts in rolling time periods e.g. months also with the help of different forecast calculation methods and to release demand forecasts to Supply Planning.
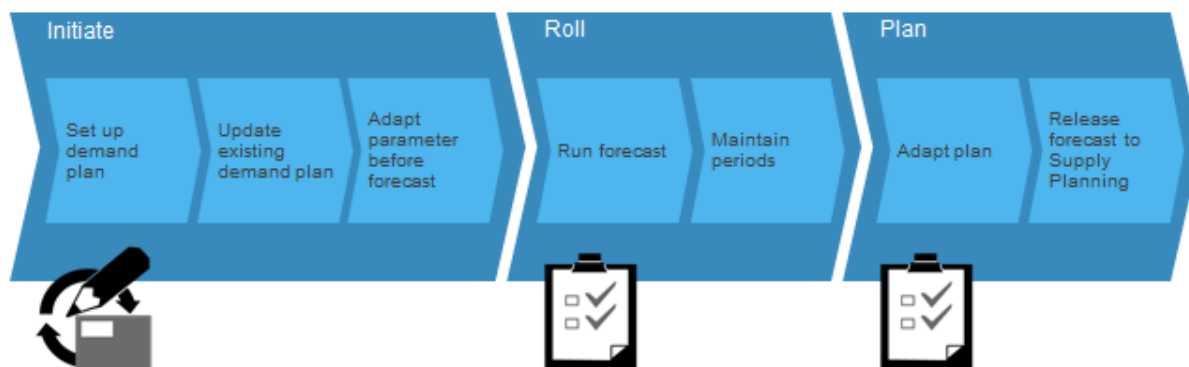
Overview

For midsized companies looking to efficiently fulfill customer demand, the planning process will effectively match demand and supply to ensure on-time order delivery. You can interactively manage demand planning to ensure better forecast accuracy and improve inventory levels.
SAP Business ByDesign helps to manage efficiently the demand planning process: from right parameter setup, demand forecasting, management of alternative planning methods through handover to supply planning.

Key benefits

- Demand planning enables forecasting of future demand based on historical data using multiple statistical forecasting methods
- A guided setup activity leads through the administration tasks necessary to update and prepare demand plans
- Predefined planning options are available. Reduced setup and update effort as demand planning uses settings in supply planning with respect to:
    - Provision of historical data
    - Release to supply chain execution and forecast consumption
- Levelling of production and related cost savings in procurement and production
- Avoiding cost of non or late delivery
- Advanced demand planning options are available such as multilevel demand planning, statistical forecasting, outlier correction, and forecasting of products both in-house and externally procured

6. Expense Reimbursement

Efficiently manage expense and reimbursement: from expense report creation, review and approval steps through to financial settlement.
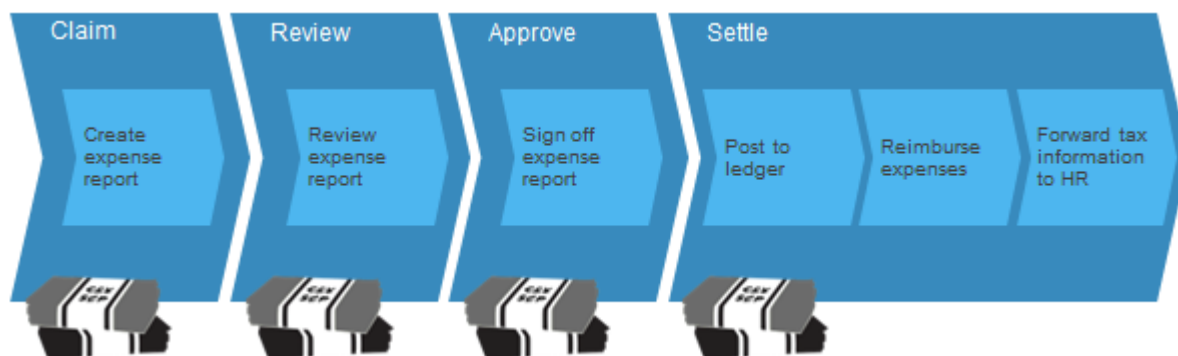
Overview

For midsize companies who want to achieve control over their travel expenses, this scenario streamlines and automates the reimbursement cycle.
You can reimburse your employees faster and monitor their business expenses and adherence to policies, while efficiently processing the expense reports.
SAP Business ByDesign helps efficiently manage expense and reimbursement: from expense report creation through to financial settlement.

Key benefits

- The integration with Human Resources, Employee Self Services, Manager work center, Payment Processing, and Projects streamlines the reimbursement process.
- Simplified expense entry screens (according to the type of business expense) and pre-populated fields allow for an easy input of expense receipts.
- Expense reporting on behalf of the employee ensures a timely expense settlement.
- Intercompany expense reporting enables cost assignment across companies.
- Expense reporting on mobile devices allows you to record and approve expenses wherever you are, thus helping you to speed up the reimbursement cycle.
- Standard configuration contains all country-specific reimbursement rates and can be adapted according to the company-specific expense policy.
- Configurable rules help to avoid excessive spending and provide flexibility in processing, for example, depending on the settlement amount the review and/or approval can be skipped.

7. Field Service and Repair

Enables the service department to provide repair, maintenance, and on-site services to customers.
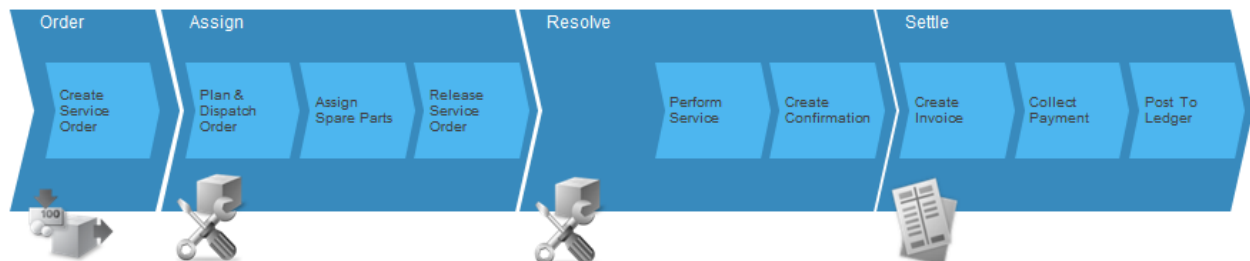
Overview

For midsize companies providing after sales services on-site, this process is supported by alert-driven and exception-based processing.
You can increase customer satisfaction, decrease response time, lower cost to service, eliminate field service inefficiencies, reduce spare parts inventory and improve long term customer loyalty.
SAP Business ByDesign helps efficiently manage the service and repair business: From service request, assignment of personnel, service fulfillment through to settlement of invoices.

Key benefits

- Fully integrated into the supply chain, demand planning and logistics control for spare parts ensures availability thereby minimizing the need for large spare part inventories
- Seamless flow of all service data from service operations to financials ensures that accounting is automatically updated by changes to service delivery, inventory levels, and payments
- Efficient management of warranty entitlements to speed up processing of claims
- Service job scheduling estimates time required to perform jobs, identifies field service team and technicians as well as planning efficient service routes
- Sales of 3rd party services including procurement and financial integration
- Immediate invoicing after work completion is confirmed accelerates time to cash
- Automatic Product Registration from Outbound delivery to track serialized products
- Mobile Service Solution for handheld devices (Windows Mobile) via partner solution
- Complete, built-in analytics and reporting on service order tracking, service costs, profitability as well as service category analysis

8. Financial Closing

Efficiently manage the end-of-period closing process: from completing operational transactions and their required postings, submitting reports to tax authorities through to the creation of financial statements.
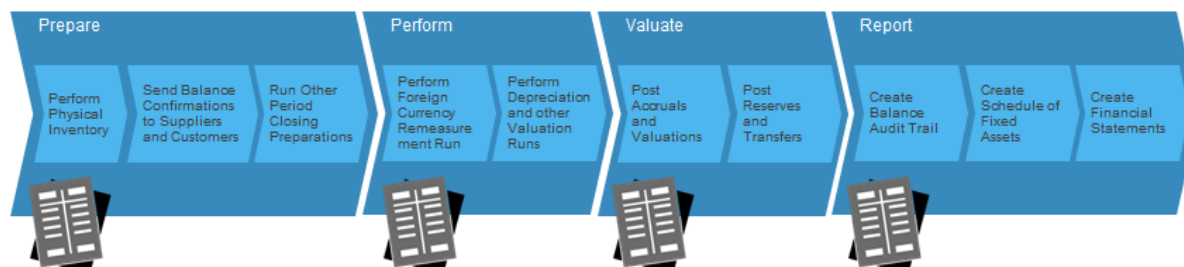
Overview

For midsize companies who need to meet quickly and efficiently financial filing deadlines and achieve better transparency and compliance, this scenario aligns payables and receivables, tax and inventory accounting, management and general ledger accounting.
You can improve financial and management reporting for regulatory compliance and increase investor confidence.
SAP Business ByDesign helps manage efficiently the end-of-period closing process: From completing operational transactions and their required postings, submitting reports to tax authorities through to the creation of financial statements.

Key benefits

- Central and standardized closing procedure ensures the integration of each individual statement form
- Reconciliation capabilities to proof the consistency across different business areas
- Access to an up-to-date, comprehensive overview of the closing status, which promotes transparency
- Parallel accounting functionality enables creation of financial statements that comply with appropriate accounting principles
- Ability of employees to define closing tasks and their sequence well in advance, thereby supporting compliance and minimizing the risk of missing important steps or getting their timing wrong
- Built in analytics enables a drill down to capture changes and adjustments affected by closing activities

9. Fixed Asset Management

Allows managing fixed asset accounting. It covers the entire life cycle of fixed assets, from purchase or first acquisition, which might include a fixed asset under construction, through to retirement or sale.
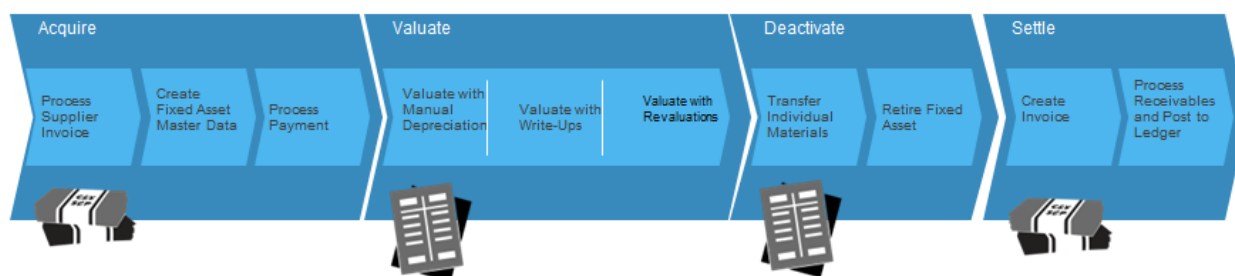
Overview

This scenario is ideal for financial professionals at midsize companies who want to efficiently manage fixed asset accounting.
You can value your fixed assets in accordance with different accounting principles.
SAP Business ByDesign helps efficiently manage the entire life cycle of your fixed assets, from their purchase or first acquisition, through to retirement or sale.

Key benefits

- Fixed Asset Management reduces the time and energy it takes to manually perform the necessary accounting procedures, allowing you to focus on other tasks
- You can value your fixed assets quickly and easily
  - In accordance with local book valuation or tax-based valuation
  - In accordance with international accounting principles
  - For statistical or cost-accounting purposes
  - To ensure continuous compliance with country-specific regulations
- You can track and report assets accurately in a fully-integrated environment
- The scenario improves efficiency through greater use of automation, such as the creation of fixed asset master data records including the calculation of acquisition costs.

10. Intercompany Project Time and Expenses

Transfer goods from one site to another site of the same company.

Buying Company

| Planning Project | Executing Project | Processing Purchase Orders | | Confirming Goods and Services Receipts | | Processing Supplier Invoices | Processing Payables and Payments |

Selling Company

| | Creating Sales Orders | Creating Intercompany Project | Recording Employee Times | Managing Expenses | Creating Project Invoice Requests | Creating Customer Invoices | Processing Receivables and Payables |

The Intercompany Project Time and Expenses business scenario allows partner companies that belong to the same corporate group and that are technically working in the same SAP Business ByDesign system to efficiently work together on projects.

In the Professional Services industry, a company that runs a project for a customer might not be able to staff this project solely with its own employees. A partner company, however, might offer the employees required. So the project owning company (buying company) orders the required services from the partner company (selling company), where a sales order and intercompany project are automatically created. The employees of the selling company, who are staffed in the customer project in the buying company, record their time and report their expenses directly on the project in the buying company. These times and expenses are additionally automatically assigned to the intercompany project in the selling company and furthermore goods and services receipts in the buying company are automatically created. Invoicing processes are then triggered between the two partner companies. Using standard sales, purchasing, and invoicing processes but hiding company boundaries to employees when it comes to time recording and expense reporting, Intercompany Time and Expenses enables companies projects that are staffed with employees from multiple partner companies most efficiently.

11. Intracompany Stock Transfer

Transfer of goods from one site to another site of the same company.
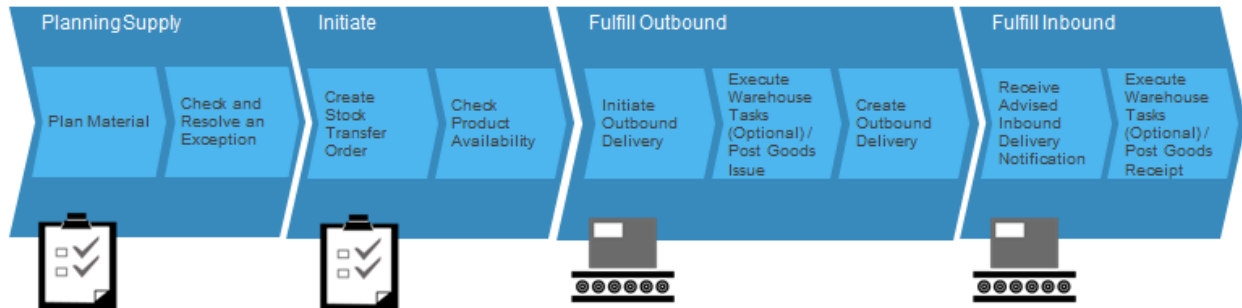
Overview

For midsize companies with multiple sites, this process allows the transfer of stock from site to site using the outbound and inbound processes.
You can improve customer service levels while reducing overall inventory levels.
Stock transfers enable smooth operations in order fulfilment and manufacturing.
SAP Business ByDesign helps efficiently manage intracompany stock transfer: From order creation, outbound processing in one site and inbound processing in the other site.

Key benefits

- Material flow analysis and exception-driven approach provides planners with comprehensive decision support
- Goods in transit can be checked in the stock overview. This in-transit stock is valuated across the whole stock transfer process: It belongs to the stock of the sender until it arrives at the receiver and is posted into the receiver's stock. Naturally both sender and receiver belong to the same company in this scenario meaning that the stock value at company level does not change.
- When you create the outbound delivery, an advised inbound delivery notification is created in the receiving site automatically
- Built in analytics and reports such as stock overview, confirmation journals, and batch where-used lists
- With the introduction of planned stock transfer topic , intra company stock transfers could also be initiated as an outcome of planning – which is an integral part of day to day operations of distribution focused industries
- Planned stock transfer is expected to enhance scale and reduce manual load and be a key enabler for distribution focused industries.

12.   Make-to-Stock

The Make-to-Stock scenario enables companies to produce goods and place them in stock. Customer demands such as sales orders or service orders can then be covered using this existing stock. Define demand management procedures to define the appropriate make-to-stock strategies that best suit company's business requirements.
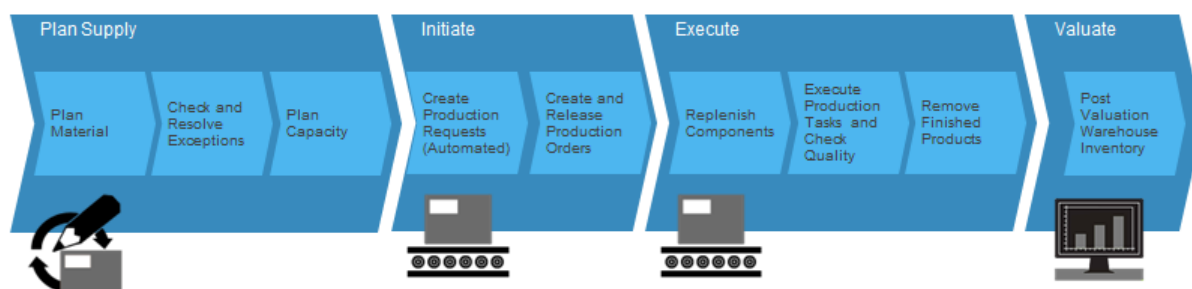
Overview

For midsize companies that produce and sell products from inventory, this process integrates planning, production and warehouse management to enable lean manufacturing and keep inventories low.
You can increase customer satisfaction and grow profits by using forecasting capabilities to make sure the right amount of inventory is available.
SAP Business ByDesign helps efficiently manage make-to-stock production environments - from demand planning and forecasting, through production and warehousing to accounting.

Key benefits

- Supply planning is closely integrated with production and purchasing to facilitate the seamless handover of production and purchasing proposals for execution
- Material flow analysis and exception-driven approach provides planners with comprehensive decision support; Multi-level material planning, capacity planning and load leveling can be executed
- Production and warehouse are based on a unified location layout which enables demand and consumption-based replenishment to be more efficient hereby ensuring on-time material provisioning for production
- Production workers are supported by comprehensive task management which guide them through their daily tasks with detailed work instructions
- Quality inspection is integrated with the production process
- Management of identified stock (batches, lots) or restricted inventory
- Automatic inventory valuation for raw materials, WIP, and finished products
- Built in analytics and reports like stock overview, confirmation journals and batch where-used lists

13. Marketing-to-Opportunity

Manage marketing and pre-sales activities with the goal to generate new business for customers and prospects with functions to run campaigns, capture responses, generate leads, manage opportunities, and initiate and track related sales activities.

Overview

This scenario helps midsize companies – for whom the conversion of leads into opportunities is essential – to control marketing and sales processes to shorten the sales cycle.
SAP Business ByDesign supports you from the market development, campaign management, lead generation, and lead qualification phases, through to the opportunity creation phase.
You can execute targeted campaigns to generate more leads, shorten the lead cycle, improve the conversion rate into opportunities, as well as reduce the cost of sales and marketing.

Key benefits

- Capturing, monitoring, storing, and tracking information relating to customers, prospects, and partners to optimize contact management, account planning, market segmentation, and relationship management
- Campaign management and response handling to allow follow-up activities
- Streamlined lead and opportunity management to support the end-to-end scenario
- Managing forecasts to ensure the fulfillment of sales quotas
- Microsoft Outlook Integration to synchronize e-mails and capture campaign responses, calendar entries, business partner data, and tasks with Microsoft Outlook
- Built-in analytics and reporting lead funnel, opportunity pipeline, and win-loss analysis

14.   Materials in Projects

The Materials in Projects business scenario is relevant for project-based service providers who handle materials in addition to services (for example, infrastructure service providers, IT, or energy infrastructure as gas pipeline or wind power). They need to plan and schedule materials on projects, procure these materials from within the project, and sell these materials along with the project services within one project invoice.
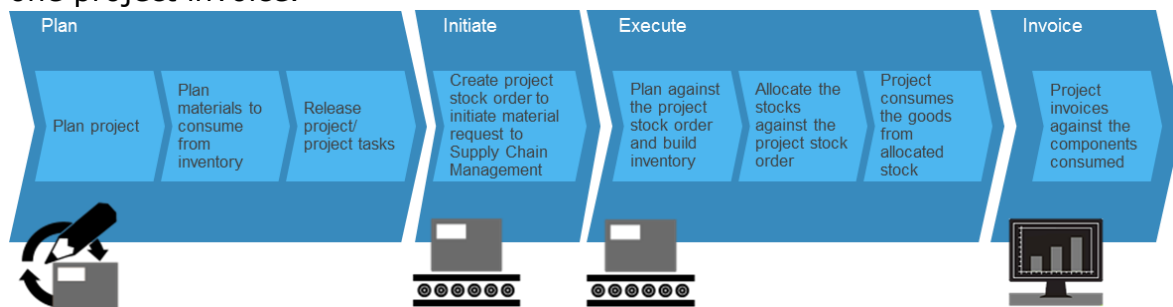
Overview

For companies that handle long running projects where there is a general need to store the inventory allocated to a project and capture the expenses only when the goods are consumed by the project, this scenario helps to achieve the same by integrating the projects, supply chain planning, and warehousing operations.
You can increase customer satisfaction and grow profits by using planning capabilities to make sure that the right amount of inventory is available for a project when required, and invoice for the goods that are consumed.

Key Benefits

- Projects and Supply Chain Management are tightly integrated to pass on the material requirements from projects to the supply chain team.
- Supply planning is closely integrated with production and purchasing to facilitate the seamless handover of production and purchasing proposals for execution, and to build inventory for the requests coming from a project.
- Goods can be allocated to a project and can be made unavailable to other projects, such that you do not run into the risk of allocating the same inventory to multiple projects.
- Goods consumed against a project are captured in expenses, rather than the ones that are allocated to the project, thus giving a realistic picture of project expenses.
- You can manage identified stock (batches and lots) or restricted inventory.

15.   Order-to-Cash (Standardized Services)

Sell services, either as the main line of business or in conjunction with physical goods (value added services) with functions to handle quotes, create sales orders with service items, plan the service execution, fulfil, confirm, and invoice the services sold.
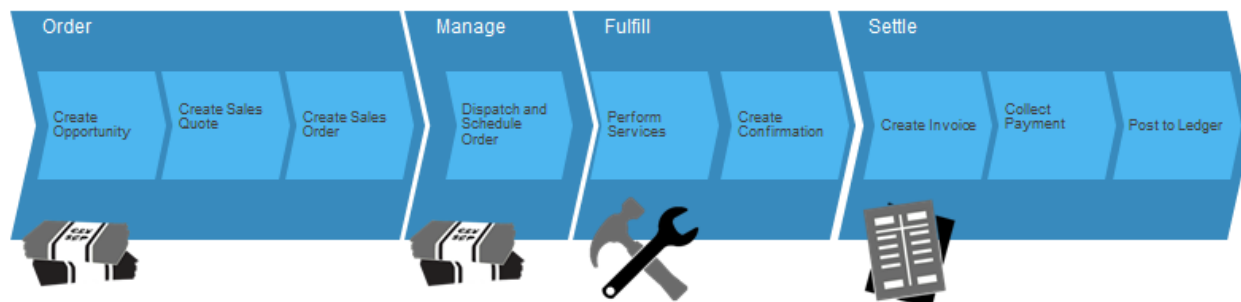
Overview

For midsize companies selling professional services, this process aligns customer relationship management, service delivery with financial and management accounting.

You can boost speed to revenue, decrease cost of selling and delivering services, improve customer satisfaction by delivering on time and on budget to increase your profitability.
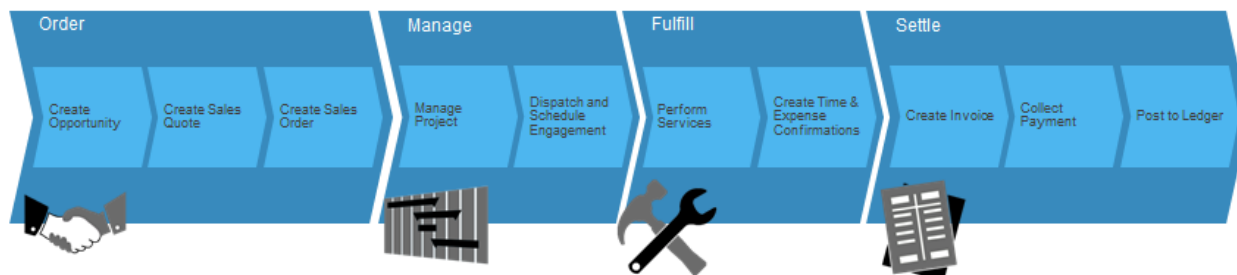
SAP Business ByDesign supports the entire order-to-cash business – from order management and order fulfilment through to settlement of invoices.

Key benefits

- Provides integrated business scenarios for customers focusing on professional services
  from order capturing via execution to financial and management accounting
- Integrated resources for estimating job time requirements and labor cost as well as planning optimal service routes. Expense items can be tracked and invoiced within quotes and sales orders
- Early margin information based on sales orders explain the decline/increase of sales growth
- Scalable process for revenue recognition supporting different accounting principles
- eShop Integration including support for catalog management, eCommerce Account Management, eCommerce Order Management with online payment processes and credit card handling
- Sales of 3rd party services including procurement and financial integration of third party costs
- Built in analytics enables a drill down to the profit and loss result alongside dimensions like products, customer groups and distribution channels.

16.   Order to Cash (Project based Services)

Manage the complete end-to-end process of selling project-based services to customers by integrating sales quotes and sales orders with project management allowing to create customer invoices for time and expenses recorded against a customer project.

Overview

This scenario integrates customer relationship management, project management, and service delivery with financial and management accounting to enable midsize companies to sell professional services. It also provides project life-cycle capabilities to help manage and deliver services.

SAP Business ByDesign supports the entire order-to-cash scenario – from order management, project management, and time and expense recordings through to the settlement of invoices.
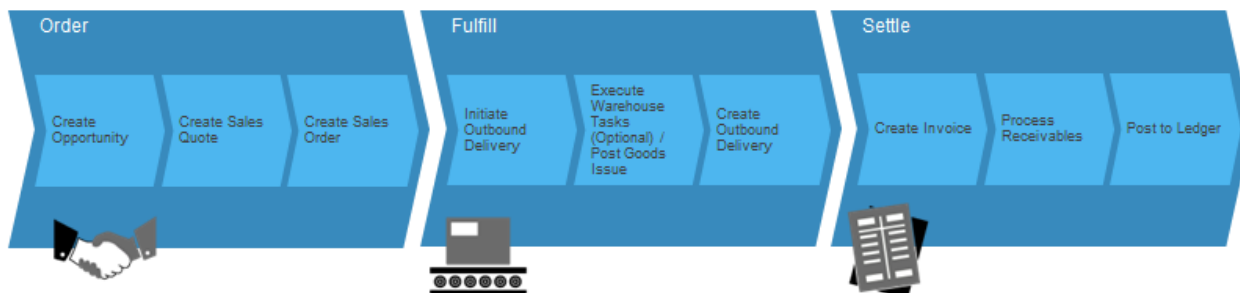
You can boost speed to revenue, decrease the cost of selling and delivering services, and improve customer satisfaction by delivering on time.

Key benefits

- Provides integrated business scenarios for customers focusing on professional services from order capturing, engagement execution to financial and project accounting
- Project life-cycle provides a holistic view on projects, from project planning and execution to project billing, project controlling, including powerful analytics
- Integrated resources for estimating job time requirements and labor cost as well as planning optimal service routes. Expense items can be tracked and invoiced within quotes and sales orders
- Boost sales through sales of third-party services including procurement and financial integration of third-party costs
- Supports project billing and revenue management, either T&E or fixed-price billing
- Gives accurate information on already billed and unbilled time and expenses
- Scalable process for revenue recognition supporting different accounting principles
- Built-in analytics and reporting provides an accurate view of point-in-time project cost and revenues, which leads to more profitable business

17. Order-to-Cash (Sell-from-Stock)

Sell physical goods from stock with a wide range of standard functions to handle sales quotes, create sales orders, processing the customer demand and warehouse requests within logistics, control delivery, confirm warehouse tasks, ship the products to the customer and invoice them.

Overview

This scenario streamlines the entire order-to-cash process for midsize companies that sell from stock and wish to fulfil rising customer demands for service and value.

You can become more profitable by responding efficiently to customer demand based on real-time availability information thereby growing revenue while decreasing cost of sales.
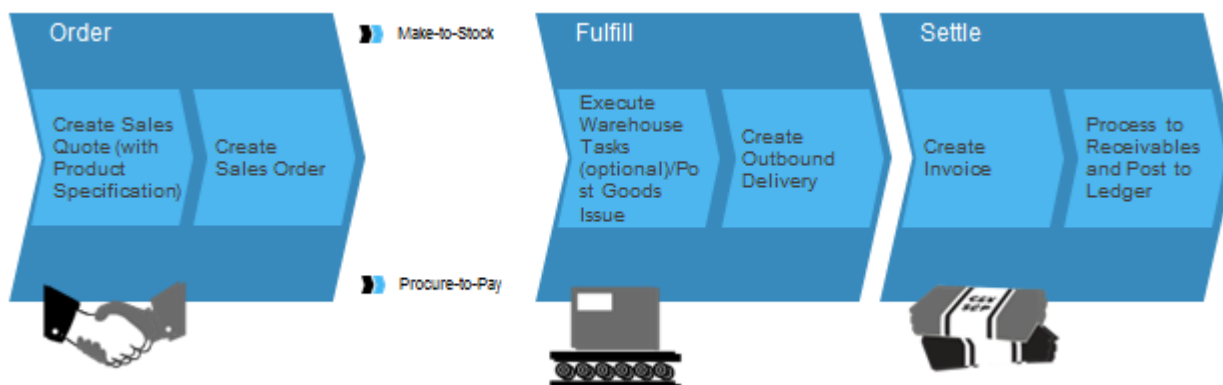
SAP Business ByDesign helps efficiently manage the order-to-cash process: From opportunity management, and order fulfilment through to financial settlement

Key benefits

- Sales assistant function to best convert opportunities into business
- Automatic quote and order generation, processing and flexible pricing management
- The product availability check ensures reliability and accuracy of the confirmation data by checking customer requirement against the stock on hand and the product supply situation
- Integrates operational processes with master data to ensure consistency between orders, shipments and invoicing
- Scalable process for revenue recognition supporting different accounting principles
- Built in analytics enables a drill down to the profit and loss result alongside dimensions like products, customer groups and distribution channels

18. Order-to-Cash (Make-to-Order)

The Order-to-Cash (Make-to-Order) business scenario enables your company to produce and sell products for a specific customer demand.

Overview

For midsize companies who sell customized or low volume products and are challenged by rising customer demands for service and value, this scenario streamlines the entire order-to-cash process.

You can become more profitable by responding efficiently to customer demand based on real-time availability information thereby growing revenue while decreasing cost of sales.

SAP Business ByDesign helps efficiently manage the order-to-cash process: From order management, planning production, and warehousing through to financial settlement.

Key benefits

- Product specifications allow companies to easily define and maintain individual customer requirements and product variants and is fully integrated to the end-to-end business process from sales order entry through supply planning, production and procurement to outbound delivery.
- The product specification is a permanent document that can be used multiple times and thereby helps to reduce master data management effort.
- The product carrying costs are reduced as over production or returns can be identified by the system and then reused to cover new specific customer demand.
- Quality inspection is integrated with the production process.
- Management of identified stock (batches, lots) or restricted inventory.
- Automatic inventory valuation for raw materials, WIP, and finished products.
- Scalable process for revenue recognition supporting different accounting principles.
- Built in analytics enables a drill down to the profit and loss result alongside dimensions like products, customer groups and distribution channels.

19. Order-to-Cash (Third Party Order Processing)

Deliver sales orders with direct delivery of goods (also specified goods) from a Third Party.

Overview

This scenario enables companies to sell product that will be shipped directly from the vendor to the customer without need to carry the product in stock.
This will enable a customer's complete needs to be met by the company without the customer having to go to either wait for product to be reshipped after being received from the vendor, or losing business to another company that can fulfill the need.
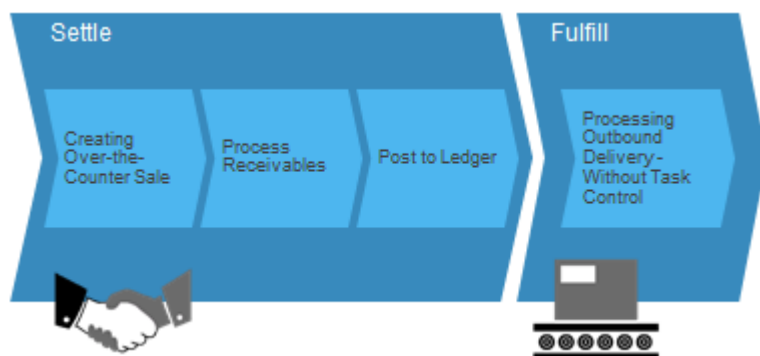The company can now offer a broader range of products than those in inventory and make margin on product that is not carried in inventory.

Key benefits

- This provides the ability for a customer's full needs to be met by the company even when product is not held in stock.
- This avoids customers going to competitors that may sell the product
- Third-Party Order Processing reduces overall supply chain costs by eliminating transportation, warehousing and shipment and administration of fulfilment of the 3rd party product.
- SAP Business ByDesign supports all required process steps to execute and monitor the Third-Party Order Processing process
- Automatic quote generation, processing and flexible pricing management
- Integrates operational processes with master data to ensure consistency between orders, shipments, and invoicing
- Scalable process for revenue recognition supporting different accounting principles
- Built-in analytics enables a drilldown to the profit and loss result alongside dimensions like products, customer groups, and distribution channels.

20. Over the Counter Sales

The Order-to-Cash (Make-to-Order) business scenario enables your company to produce and sell products for a specific customer demand.

Overview

This scenario streamlines the entire order-to-cash process for midsize companies that sell from stock and wish to fulfil rising customer demands for service and value.

You can become more profitable by responding efficiently to customer demand based on real-time availability information thereby growing revenue while decreasing cost of sales.

SAP Business ByDesign helps efficiently manage the order-to-cash process: From opportunity management, and order fulfilment through to financial settlement

Key benefits

- Sales assistant function to best convert opportunities into business
- Automatic quote and order generation, processing and flexible pricing management
- The product availability check ensures reliability and accuracy of the confirmation data by checking customer requirement against the stock on hand and the product supply situation
- Integrates operational processes with master data to ensure consistency between orders, shipments and invoicing
- Scalable process for revenue recognition supporting different accounting principles
- Built in analytics enables a drill down to the profit and loss result alongside dimensions like products, customer groups and distribution channels

21. Payroll Services

Payroll processing starting from the creation of compensation structures, the preparation of personnel, time and compensation data for the payroll run, its execution and finally the posting of results to the general ledger.
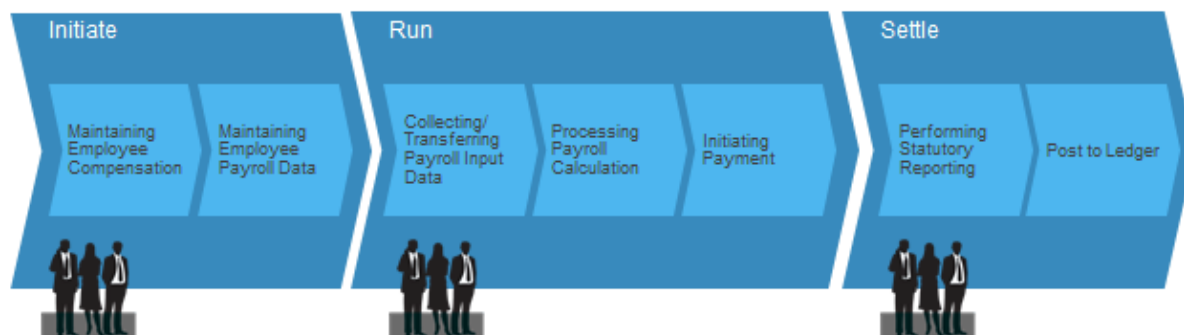
Overview

This scenario is ideal for HR executives in midsize companies who need to set up and manage scalable, accurate, and efficient payroll processes in a country-compliant manner.

You can deploy workforces regionally or internationally, control payroll costs, perform company-wide compensation planning, and improve the accuracy of your company's time reporting.

SAP Business ByDesign integrates compensation planning and time recording into payroll processing and allows for accounting records to be updated.

Key benefits

- Support for global payroll outsourcing so that payroll is run accurately, on time, and in compliance with country regulations
- Recording functions that are integrated with project management and financials to simplify resource allocations, payments, and profitability analysis
- Automated payroll processing that reduces the costs of HR services
- Tight integration of outsourced payroll for optimized collaboration and efficient communication with payroll provider

22. Physical Inventory Management

Covers counting the physical inventory in the warehouse and is supported by count tasks.
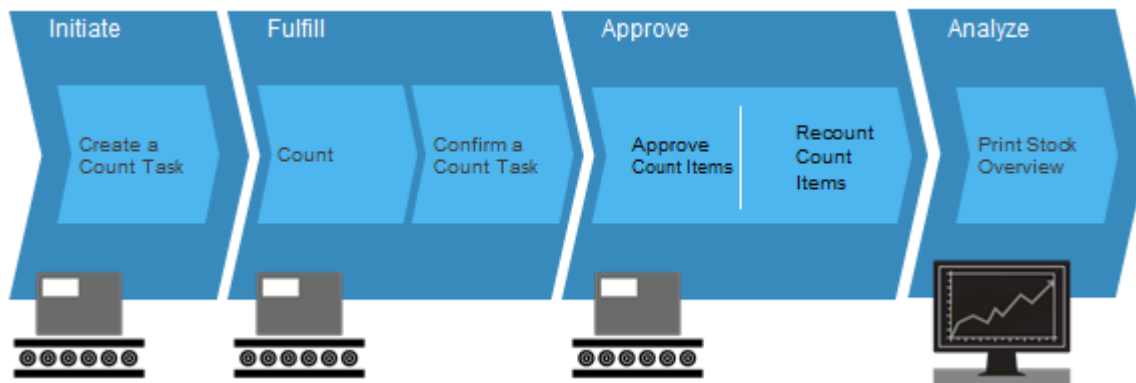
Overview

For midsize companies that want to optimize the management of their physical inventory, this scenario enables you to perform item counting, including approval processes and automatic financial postings more efficiently.

By improving the efficiency and timeliness of the physical inventory processes, you improve your inventory accuracy.

SAP Business ByDesign helps you to effectively manage the entire item counting process, from count task initiation, actual counting, auditing and recounting, through to financial posting and reporting.

Key benefits

- Count by logistics area and product are enabled
- Count of empty bins is possible
- Completeness of an annual physical inventory count can be cross-checked with the Stock Overview report

23. Product Catalog Management

Use catalogs to centrally manage non-stock materials required for consumption such as office materials, engineering sample materials, computer systems, or machines.
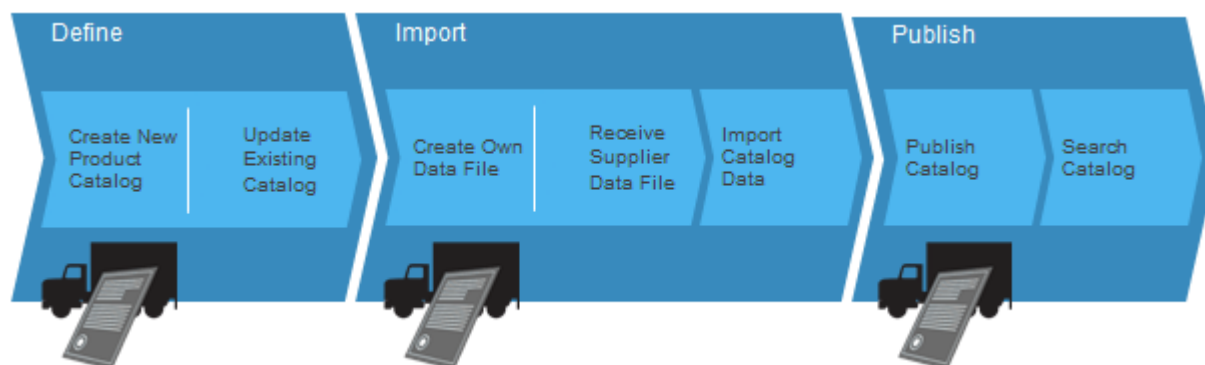
Overview

This scenario allows midsize companies to leverage standardized supplier data that can be used in product catalogs.
It enables you to become more efficient by using products from authorized product catalogs.
SAP Business ByDesign helps you to efficiently manage your product catalog throughout the entire cycle - from setting up catalogs with your own or your supplier's data, through to publishing them and using them in purchase orders, shopping carts, quotation requests, or goods and service receipts.

Key benefits

- Provides faster access to product information and make a large number of products available to users
- Supports self-services and empowering employees to make smarter purchases
- Increases automation in purchasing, including setting catalog defaults for frequently purchased items
- Reduces workload for professional buyers, since employees can browse the catalogs themselves
- Enables the professional buyers to define company-wide sources of supply and ensures that employees stick to the defined sources of supply
- Helps to lower prices with a higher purchasing volume
- Enhances catalog content with elements such as pictures and technical documents that make it easy to quickly identify the right product

24.   Procure-to-Pay (Non-Stock)

Purchase non-stock materials, such as office material, engineering sample material, or fixed assets.
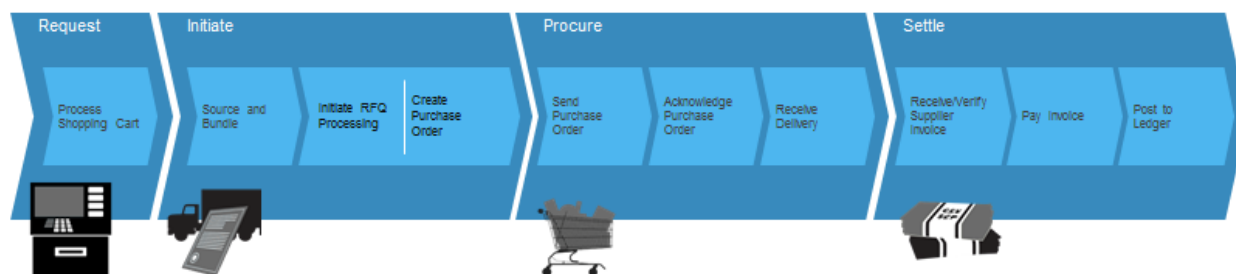
Overview

For midsized companies seeking greater sourcing effectiveness and procurement efficiency, this process provides complete transparency in order to keep customer commitments.
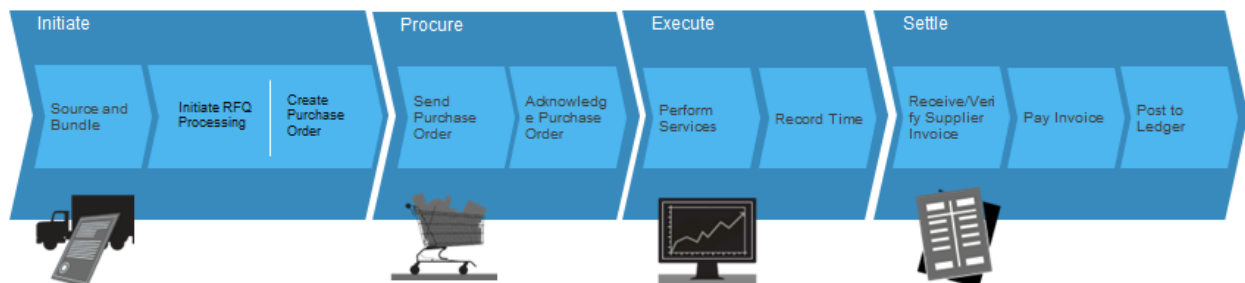You can grow profits by building an integrated, demand-driven supply chain.
SAP Business ByDesign helps efficiently manage the procure-to-pay process: From assigning the source of supply, procurement management, through to matching shipments with invoices.

Key benefits

- Automated sourcing and purchase order creation, which can be tailored to your business
- Automated Invoice verification where user interaction is only for exception handling
- Workload monitoring and reporting that drives process transparency supported by spend analytics
- Alerts and exception handling for fast handling of non-standard requests
- Integrated SAP Interactive Forms software (by Adobe®); collaboration support
- Payments to suppliers are highly automated to achieve the highest possible payment discounts taking the current liquidity situation into consideration
- Built-in analytics that enable the purchasing department to supervise the full supplier life cycle by monitoring the supplier base

25. Procure-to-Pay (Services)

Procure services, such as consulting and training services, temporary labor, or engineering services.

Initiate			Procure		Execute		Settle		
Source and Bundle	Initiate RFQ Processing	Create Purchase Order	Send Purchase Order	Acknowledge Purchase Order	Perform Services	Record Time	Receive/Verify Supplier Invoice	Pay Invoice	Post to Ledger

Overview

For midsized companies, who staff their projects with external resources, this process integrates service procurement for improved project execution and greater customer satisfaction
You can grow profits by utilizing integrated service procurement and time confirmation processes.
SAP Business ByDesign helps efficiently manage the procure-to-pay process: From project planning, service procurement, job execution, time recording through financial settlement.

Key benefits

- Automated sourcing and purchase order creation, triggered from the project
- Efficient collaboration with all parties involved in your project within your company and beyond
- Time recording, monitoring, and confirmation of work performed by external service providers
- Payments to suppliers are highly automated to achieve the highest possible payment discounts taking the current liquidity situation into consideration
- Built-in alert and exception handling for fast handling of non-standard requests
- Built-in analytics that enables the purchasing department to monitor the lifecycle of the external service provider

26. Procure-to-Pay (Stock)

Purchase stocked products which are needed to fulfil sales or production demands with or without involvement of supply planning. This can be triggered by MRP planning or by a manually created purchase order.
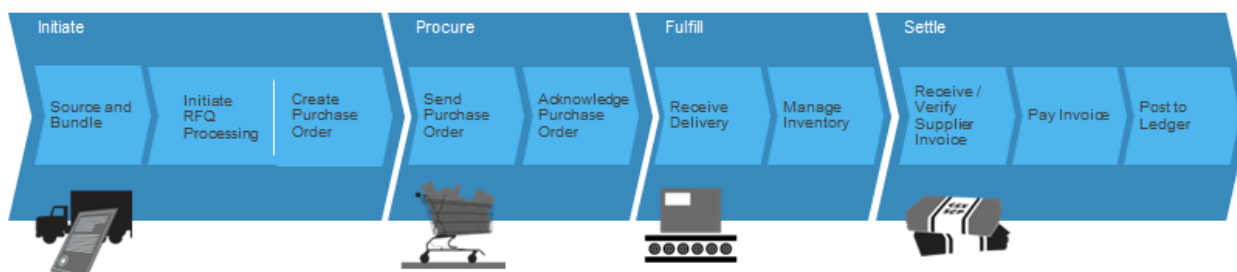
Overview

For midsized companies seeking greater sourcing effectiveness and procurement efficiency, this process provides complete transparency in order to keep customer commitments while balancing stock levels with demand.
You can grow profits by building an integrated, demand-driven supply chain.
SAP Business ByDesign helps efficiently manage the procure-to-pay process: From assigning the source of supply, procurement management, logistics through to matching shipments with invoices.

Key benefits

- Automated sourcing and purchase order creation, which can be tailored to your business
- Automated Invoice verification where user interaction is only for exception handling
- Workload monitoring and reporting that drives process transparency supported by spend analytics
- Alerts and exception handling for fast handling of non-standard requests
- Integrated SAP Interactive Forms software (by Adobe®); collaboration support
- Payments to suppliers are highly automated to achieve the highest possible payment discounts taking the current liquidity situation into consideration
- Built-in analytics that enable the purchasing department to supervise the full supplier life cycle by monitoring the supplier base

27.   Product Definition

Ensure that what you sell can be built and that you build what has been sold.
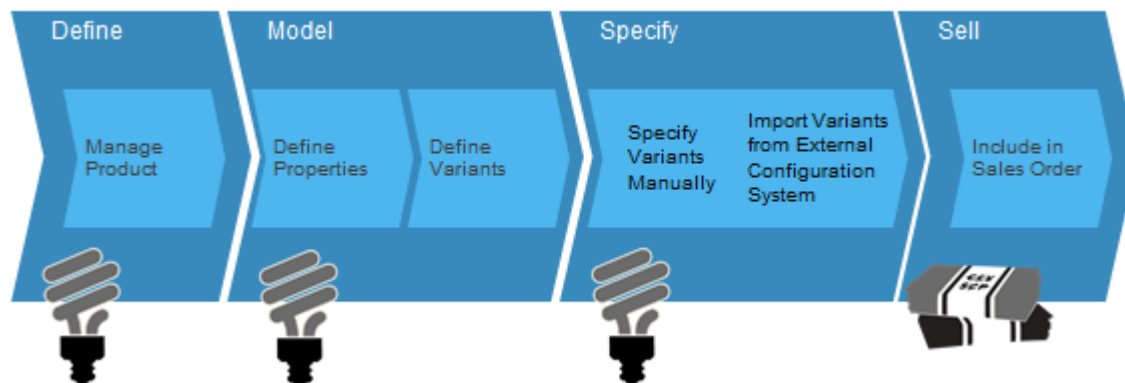
Overview

For midsize companies that want to increase engineering efficiency through reuse and variant management.

You can increase customer satisfaction and lower costs by defining your products in terms of possible variants – the production process can be streamlined when variants are known in advance. The overall complexity of handling too many products is reduced.

SAP Business ByDesign helps efficiently manage the definition of product properties to describe all possible variants of a product. Sales is supported when specifying the product variant ordered by the customer.

Key benefits

- Product Master Data can be managed centrally and de-centrally in all relevant aspects, such as sourcing, pricing, etc.
- Product features can be formalized through Product Properties, given by their unit of measure.
- All possible variants of a product can be described by the Product Model. A Product Model combines Product Properties and possible values for that product. Product Models reduce the complexity of handling many variants of the same.
- Product Specifications specify the product variant, either in a non-formal way by attached document or notes, or by values assigned to properties in case the product is a configurable one. The product specification is available in the subsequent production and delivery process steps.
- A Product Specification can be included in a Sales Order, or it can be created at the same time the Sales Order is created.

28. Product Development

Use catalogs to centrally manage non-stock materials required for consumption such as office materials, engineering sample materials, computer systems, or machines.
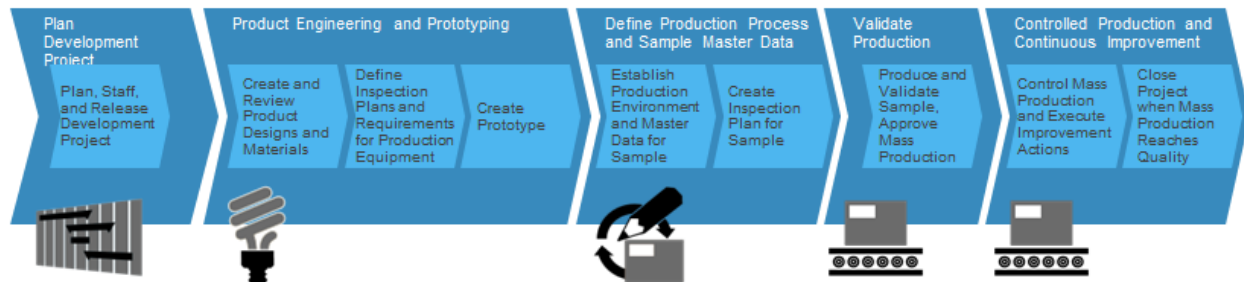
Overview

This scenario provides a way to systematically manage the development design, quality, and inspection requirements through all steps from design through prototype to test validation and full introduction.

By structuring and following a plan, the product is more likely to meet quality standards, reduce expensive change orders and re-specification delays, accelerate the product introduction, and reduce risk to the company.

This solves the need for a controlled process for product introduction that will be made either in-house or by a 3rd party.

Key benefits

- Providing a consistent process and plan for product introduction and change
- Enabling stakeholders to collaborate and understand their roles, responsibilities, time lines, processes with an audit trail, and reporting on progress
- Providing transparency and visibility of the whole process and tracking progress and decisions
- Providing a single tool where all relevant data is in the system for re-use in the mass production process avoiding silos outside of the main system
- All decisions documented and all deliverables stored in a central place
- Cost control of all activities or purchases for the product under development

29. Product Engineering

Import or create the engineering bill of material, adapt and release it and hand it over to production as automatically created Production Bill of Material.
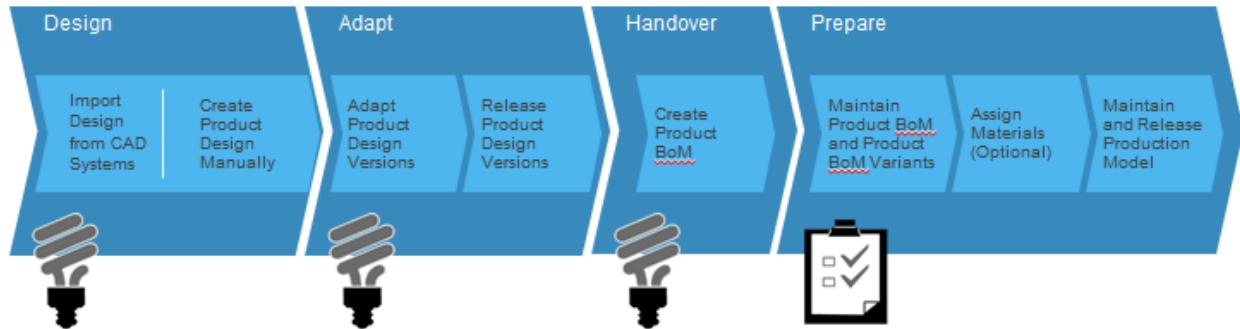
Overview

For midsize companies in manufacturing, this process streamlines relevant data flow from engineering to production.
You can increase customer satisfaction by reducing lead time in engineering and reduce quality costs by automating the creation of the bill of materials.
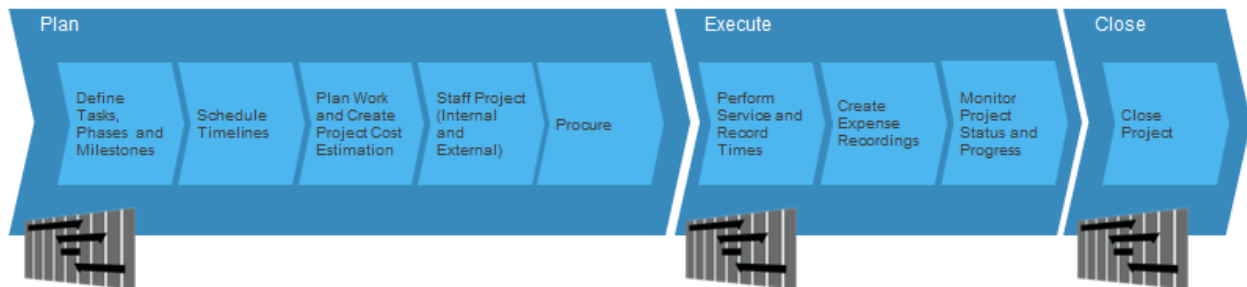SAP Business ByDesign helps efficiently manage CAD / TDM data import and the adaption or creation of bills of material. Released designs can be handed over to production.

Key benefits

- Improve employee productivity in engineering by using automated functions to import design and create corresponding production bills of material
- Different versions can be created for each product design to help you keep an overview of the product's evolution
- Product design can be adapted to the need and capabilities of production and then converted into a production bill of material

30. Project Management

Plan and execute the entire lifecycle of projects and measures of any scope with functions to manage projects, including scheduling, resource staffing, and cost estimation and management.

Plan					Execute			Close
Define Tasks, Phases and Milestones	Schedule Timelines	Plan Work and Create Project Cost Estimation	Staff Project (Internal and External)	Procure	Perform Service and Record Times	Create Expense Recordings	Monitor Project Status and Progress	Close Project

Overview

For midsize companies that need to manage internal and external projects on time, quality and costs, this process enables end-to-end collaboration across the business.
You can manage the entire range from cost collectors to full-scope projects.
SAP Business ByDesign helps efficiently manage the entire project lifecycle: From project planning, assigning resources, project execution to controlling.

Key benefits

- Seamless integration with sales, procurement, human resources, and financials along the entire project life-cycle
- Projects empowers you to collaborate most efficiently with all parties involved in your project within your company and beyond
- Time and expense recording on projects as well as confirmation and monitoring of work performed by employees and/or external service providers
- Enables efficient project set-up by using copy from existing projects, templates, and Microsoft Projects as reference
- Interactive graphical views including Gantt chart, work breakdown structure, and network diagram
- Provides an accurate view of project cost and revenues – with the figures for year to date or the current month
- Built-in analytics and reporting for point-in-time project tracking and accounting; easy-to-use monitoring functionality for project managers to constantly monitor project progress

31. Quality Assurance (Unplanned Inspections)

Check quality at the end of production processes (Planned Inspection) and check quality on demand (Unplanned Inspections).
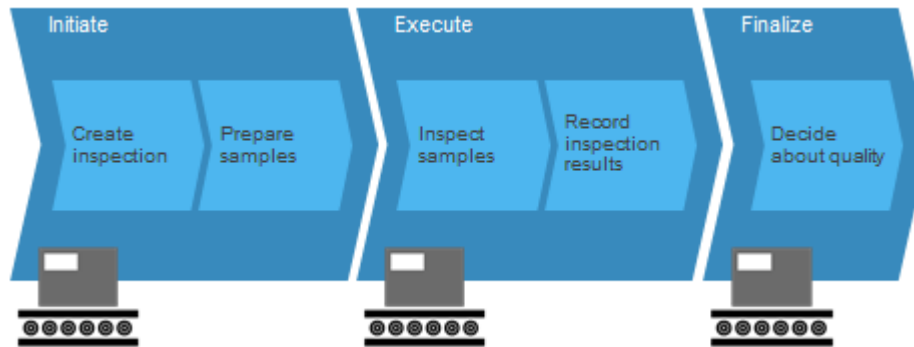
Overview

This scenario provides a comprehensive approach to managing quality that helps reduce costs and enhance competitiveness.
You can run quality assurance across the supply chain.
SAP Business ByDesign helps your company to efficiently manage quality assurance and provides advanced quality planning and quality control functions that are easy to use and to adapt.

Key benefits

- Continuously improve and make product quality and services a key differentiator
- Avoid costs associated with rework, scrap, warranty, or product liability
- Reduce costs for sample-drawing activities and for inspections using integrated tools, such as acceptance and adaptive sampling
- React quickly to internal problems, legal requirements, and market demands, and visualize processes
- Access intuitive, transparent, and traceable documentation, including ISO-compliant sampling plans
- Use analysis reports for quality assurance, such as defect analysis and inspection analysis

32. Request-to-Resolve

Enables the service department to provide customer service and support to prospects and existing customers with functions to receive inquiries via different input channels and to create and handle service requests.
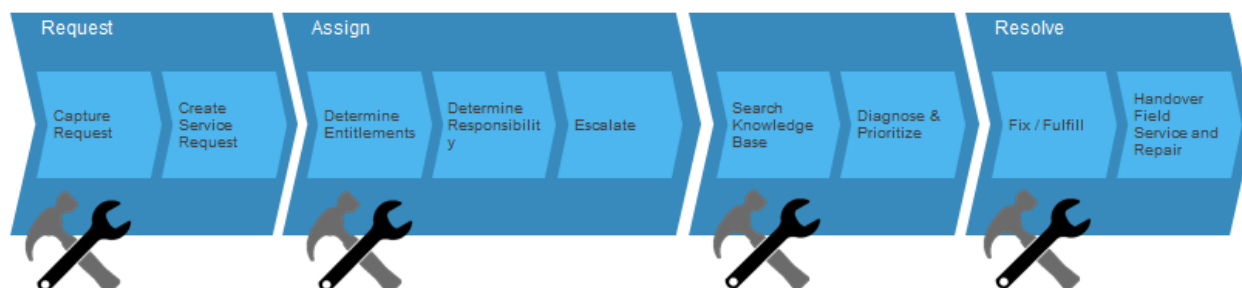
Overview

For midsize companies that want to achieve service excellence, this scenario provides exception-based processing in a multi-tier service and support group.
SAP Business ByDesign supports you from the service request entry, assignment of service personnel, and analysis of the service request phases through to the resolution phase.
You can increase customer satisfaction, decrease response times, lower costs for services, and improve long-term customer loyalty.

Key benefits

- Service employee empowerment through a 360-degree customer view of accounts, products, as well as customer interaction history, including related business documents such as service requests, service orders, or sales orders
- E-mail inbound channel support for service requests
- Telephone integration with Collaboration Window to support inbound service requests and facilitate follow-up activities
- Issue tracking with alerts and escalations to ensure quick resolution
- Knowledge database with search functions to increase efficiency in resolution
- Integration with account management to track customer interactions and up-sell new services
- Built-in analytics and reporting on incident tracking, service request backlog, service level agreement (SLA) compliance rate, and analysis of knowledge-base usage

33.   Resource Management

Covers integrated access to data of internal employees and external service contractors, including information on skills and availability, and information specific to Project and Time and Labour Management.

Overview

For midsize companies in professional services industries, this process provides the ability to find and assign resources that have the right skills and are available at the right time for project staffing.
You can improve resource efficiency and increase utilization by finding the best internal and external candidates in terms of suitability and availability.
SAP Business ByDesign helps to efficiently manage and staff internal and external projects through pool management using parameter-driven searches.

Key benefits

- Enables the resource manager to manage operative and daily project-related business activities.
- Is integrated with Time and Labor Management to record time against projects and to determine project availability (absence data).
- Provides a comprehensive and structured view of the availability and experience all resources
- Works with pragmatic concept of "earliest availability"
- Availability calendar allowing initial resource allocation and later actualization of commitment data
- Offers simple and rapid resource search functions
- Advanced search for sophisticated searches
- Activity tracking is fully integrated within keyword-based resource search

34.   Strategic Sourcing

Identify and select suitable new suppliers and manage relationships with existing suppliers in order to meet the routine purchasing requirements.
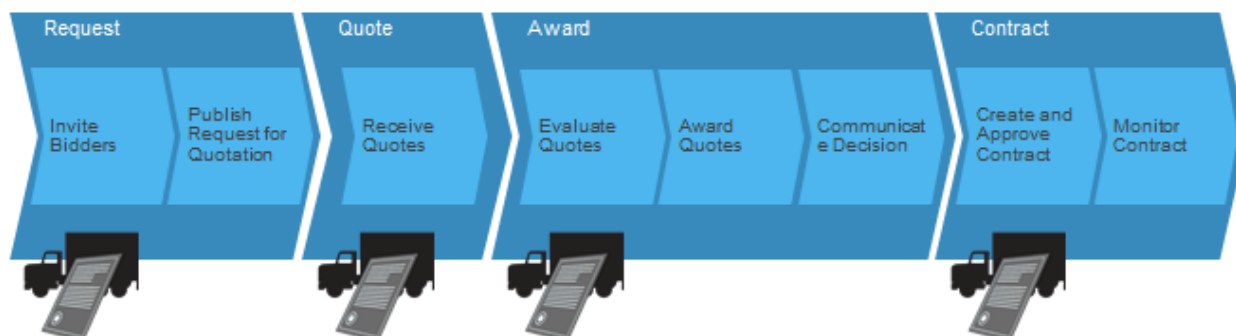
Overview

For midsize companies that want to increase sourcing efficiency through active management of the contract life cycle a transparent sourcing process is essential. You can benefit from new sources of supply, gain higher discounts from greater volume and a reduced number of suppliers.
SAP Business ByDesign helps efficiently manage the strategic sourcing process from bidder invitation and request for quotation through quote evaluation to contract creation.

Key benefits

- Bundling of multiple sourcing requests into single request for quotation of different types such as basic requests for information, complex requests for quotations, and contract negotiations leads to higher volume and less transactions.
- Integration into entire supply base as well as to external supplier directories combined with automatic bidder proposal allows easy identification of most suitable bidders
- Collaboration support through bidder communication using integrated SAP Interactive Forms software (by Adobe®) increases transparency and traceability
- Seamless integration of request for quotation and contract management enables direct contract creation out of awarded supplier quote.
- The single access point for contract information including built-in alert for expiring contracts makes it easier for buyers to prepare, analyze, and monitor contracts throughout the entire life cycle.
- Built in analytics and reports gives immediate access to strategic reporting information such as contract usage and maverick spend.

35. Supplier Return Management

Identify and select suitable new suppliers and manage relationships with existing suppliers in order to meet the routine purchasing requirements.
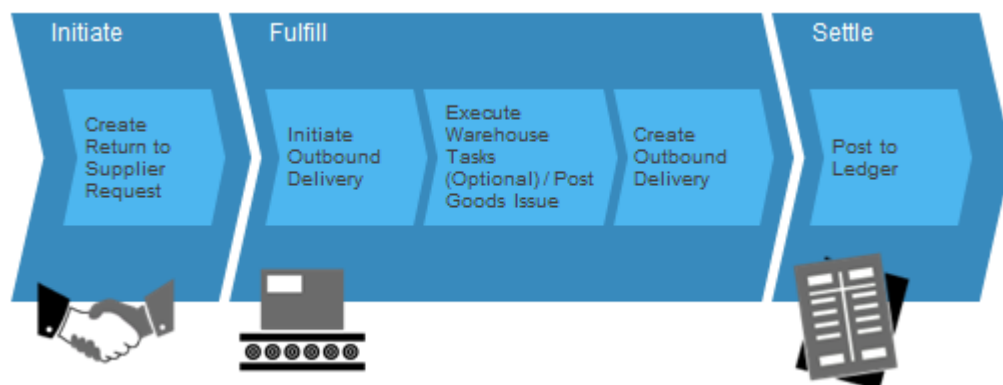
Overview

There is a great need to maximize customer service levels by carrying the right inventory, at the same time as being able to manage returns to the vendor if there is overstock, customer returns or product quality problem.
This scenario enables the process of managing the return of product in a simple manner that ensures that the communications with the vendor, match the physical return of product and subsequent financial settlement.
By managing the process consistently the risk of holding obsolete inventory or loosing visibility to returns is minimized resulting in greater efficiencies and profits.

Key benefits

- Standardized process for managing returns to vendors
- Reduction in costs of carrying obsolete inventory
- Reduced cost of losses resulting from late returns
- Increased revenues by reducing the risk of carrying extra inventory that can be returned, and having lower out-of-stock situations for customers.
- Complete financial and audit control to ensure the debit from the vendor is processed in a timely way.

36.   Time and Labour Management

Covers all aspects of managing employees' time data and enables creation of time accounts and time account rules, reusable time models and work schedules.

Overview

For midsize companies that need to manage all aspects of employees' time data, this scenario enables you to increase the speed and accuracy of payroll preparation, and optimize your labour investment.
SAP Business ByDesign facilitates efficient time and labour management, from work schedule and time account creation, through tracking and monitoring time recording, to valuation of recorded times and period-end closing.
You can simplify the time administrator's daily work by enabling him to work reactively by checking alerts and work list items in the *Work* view.

Key benefits

- Benefit from multiple time recording options (central time recording, self-service and self-service on behalf, or the Microsoft Excel upload function).
- Keep track of employees' most important weekly times, such as overtime, absences, planned working time, or recorded hours by displaying period totals.
- Monitor and track central or decentral time recording including project time confirmation with or without approvals and relevant sales order confirmation.
- Review and change employee time data, administer time accounts, make balance adjustments, and trigger payouts.
- Keep track of employees leave accruals or entitlements.
- Identify productive times that have been capped due to exceeding the flextime bandwidth or planned working time limits.
- Recognize at a glance when too many or too few hours have been recorded by means of traffic light symbols.
- Generate overtime premium based on automated overtime calculation

37. Workforce Administration and Authorization

Includes all aspects of an efficient workforce administration with a tight integration of HR processes into adjacent business areas and in compliance with internal and external regulations.
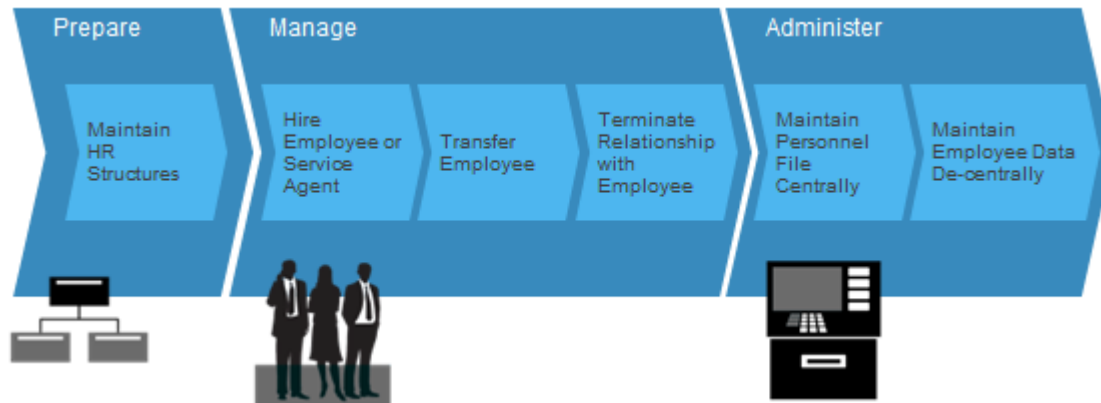
Overview

For midsize companies who want to manage their workforce efficiently. This scenario enables maintenance of the full set of employee- and employment-related data according to country-specific regulations.
You can manage personnel events such as hiring employees, transferring them within your company or terminating the relationship with an employee.
SAP Business ByDesign helps efficiently manage the entire employee lifecycle: From setting up HR data, managing personnel events to termination of the relationship with an employee or third-party service agent.

Key benefits

- Simplify HR processes and manage your people more efficiently
- Empower line management & employees and increase overall efficiency through self- services (address changes, time recording, purchase requests, and expense reports)
- Manage constant change such as regulatory compliance or organizational re-structuring