

**THE BEST-RUN E-BUSINESSES RUN SAP**



**DoD Logistics Conference - March 6, 2001**

***eSupport / eService - the New Frontier***

**Jack Carson, Vice President, SAP Public Services, Inc.**



**About SAP**  
**A Business Solutions Company**

***Largest business application vendor in the world***

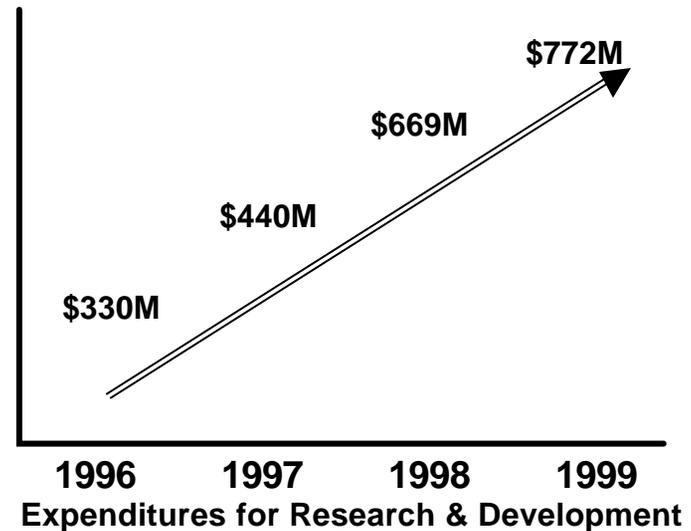
**.29 years of business experience**

**.13,000+ customers in more than 100 countries**

**.Proof of our success. . . .**

- Over 10 million users
- Over 1,100 partners
- 22 different industries
- Over 22,000 employees
- Sales of over \$5 billion

**.Open and Flexible**





## Open and Flexible

<b>Presentation</b>	Java AWT	Web Browser	MS Windows	OSF / Motif*	OS/2 - Presentation Manager*	Macintosh*																											
<b>Communication Middleware</b>	COM / DCOM ActiveX	CORBA	http XML	MQ - Series MSMQ																													
<b>Language</b>	ABAP Objects	C / C++	Java																														
<b>Database</b>	IBM DB2 /UDB /400 /390	Informix	Microsoft SQL-Server	Oracle																													
<b>Operating System Architecture/ System</b>	<table border="1"> <thead> <tr> <th colspan="5">Unix</th> <th colspan="2">Windows NT</th> <th>Midrange</th> <th>Mainframe</th> </tr> </thead> <tbody> <tr> <td>Compaq Digital Unix</td> <td>HP UX</td> <td>IBM AIX</td> <td>Siemens Reliant Unix</td> <td>SUN Solaris</td> <td>Microsoft Windows NT</td> <td>Microsoft Windows NT</td> <td>IBM OS/400</td> <td>IBM OS/390</td> </tr> <tr> <td>Alpha</td> <td>PA</td> <td>Power PC</td> <td>MIPS</td> <td>SPARC</td> <td>Alpha</td> <td>Intel</td> <td>AS/400</td> <td>S/390**</td> </tr> </tbody> </table>				Unix					Windows NT		Midrange	Mainframe	Compaq Digital Unix	HP UX	IBM AIX	Siemens Reliant Unix	SUN Solaris	Microsoft Windows NT	Microsoft Windows NT	IBM OS/400	IBM OS/390	Alpha	PA	Power PC	MIPS	SPARC	Alpha	Intel	AS/400	S/390**		
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Alpha	PA	Power PC	MIPS	SPARC	Alpha	Intel	AS/400	S/390**																									

### SAP Business Technology, Supported Platforms



## SAP inside DoD

### **.Defense Logistics Agency**

- BSM

### **.U.S. Navy**

- SPAWAR
- NAVSEA
- NAVSUP
- NAVAIR
- MWR

### **.U.S. Army**

- WLMP
- ARDEC
- USAMMA

### **.NIMA & Other Intelligence Community Organizations**

## mySAP.com Defense

***“A strategic solution . . . that provides people with all the e-services they need to be successful - anywhere, anytime.”***

***Based on the world’s leading business management standard***

***Enhancement through specific defense processes***

***Complementary software and collaboration using Internet technology***

***More than software!***

## Trends in the Re-Structuring of Logistics

- .Complete integration of the Supply Chain**
- .Global visibility of logistic assets**
- .Just in Time (JIT) delivery of logistical supplies**
- .Maximizing the velocity of goods through the Supply Chain**
- .Acceptance and implementation of *best practice trends***

**Best Practice Trends**

- .Scaleable, integrated systems**
- .Information security & assurance**
- .On-line, real-time, smart systems**
- .Ease of Use (intuitive, easy to learn & push/pull)**
- .Single point of data entry**
- .Self service over the Internet**
- .Collaboration over the Internet**
- .Accountability as a by-product of business activities**
- .Integrated strategic analysis and reporting tools**



## Information Systems Support to Military Logistics

- .Tradition of functionally-based information system support**
- .COTS logistics software for an integrated supply chain**
- .Deployability**
- .Integration with Military-Industrial Complex**

## Challenges for Defense Integrated Logistics and Systems Support

- .Budgetary Constraints**
- .Maintaining Operational Capability**
- .Support to Training Needs**
- .Force Reduction**
- .Varying Levels of Logistical Requirements**



## Benefits for Defense Organizations

**.Integration**

**.Expandable**

**.Open Systems**

**.Cost Effective**

**.Common Data and Processes**

**.Best Practices**

**.Reduced Risk**

## SAP E-Business Solutions

**.Solution Maps**

**.Public Sector**

**.Aerospace & Defense**

**.Defense**

## Comprehensive Functionality for Defense through Collaborative Solutions

**.JFMIP-certified application component functionality, plus:**

- capital spending and project management
- procurement and inventory management
- human resources
- real estate
- maintenance management

**.Collaborative forecasting and project management throughout the acquisition, contract management, and deployment life cycle**

**.Connection with popular cooperative procurement portals**

**.Collaborative application components hosted or shared by the military bringing affordable Internet solutions**

## A Direct Relationship with Defense Stakeholders

**.Service through the Internet**

**.Integration of front-end constituent access and back-end operational systems**

**.Management of relationships with constituents via the Web**

- **providing a single point of contact across the many military and Federal agencies' departments and services**

## Colgate-Palmolive Inc., USA (1)

### “Bridging the Front-End Back-End Gap”

Colgate was founded in the United States in 1806 by William Colgate as a starch, soap, and candle business on Dutch Street in New York City. It is achieving excellent growth. Today, Colgate-Palmolive is a \$9 billion company, marketing its products in over 200 countries and territories under such internationally recognized brand names as Colgate, Palmolive, Ajax, Fab, and Mennen as well as Hill's Science Diet and Hill's Prescription Diet. A world leader in consumer products, Colgate-Palmolive sells its products in over 200 countries and territories. They have been operating in most of these areas for at least 30 years, and in many for more than 50 years.

mySAP CRM

 COLGATE-PALMOLIVE COMPANY



***“It is critical that we have an integrated, synchronized view of customer information and activities across front-end and back-end systems that our sales reps can access from anywhere at any time. SAP is on the right track with its strategy to deliver end-to-end collaborative customer relationship management as part of mySAP.com.”***

Ed Toben, CIO

<http://www.colgate.com>

## Colgate-Palmolive Inc., USA (2)

### Company Profile

- Was founded in the United States in 1806
- Today it is a \$9 billion company
- Brand names are for example: Colgate, Palmolive, Ajax, Fab etc.
- Colgate-Palmolive is a world leader in consumer products
- Sells its products in over 200 countries and territories
- They have been operating in most of these areas for at least 30 years, and in many for more than 50 years

mySAP CRM



## Colgate-Palmolive Inc., USA (3)

### Details

(from the press release “SAP delivers internet customer relationship management with mySAP.com” dd. 9 November 1999)

mySAP CRM

- Colgate-Palmolive, the leading global consumer products company, is tapping SAP solutions for a complete collaborative customer relationship management system that among other capabilities includes a virtual office for each sales person.
- SAP customers such as Colgate-Palmolive Co. and Dow Corning Corp. specifically cite integration as a key differentiator in choosing CRM solutions from SAP. Over 300 installations have already adopted CRM components from SAP.





## End-to-End Supply Chain Management

### **.Four New Basics for Supply Management:**

- *Speed*
- *Asset Viability*
- *Collaboration*
- *Added Value*

**.Integrated information across military and government agencies**

**.“Less pain” with requisitioning, encumbrances, bids, quotes and evaluations, inventory fulfillment, procurement cards, payment, and contract management**

**.Single marketplace solution for auctioning as well as direct, maintenance, supply, and pre-negotiated procurement items . . . allows strategic sourcing**

## Workforce Empowerment of Defense Employees

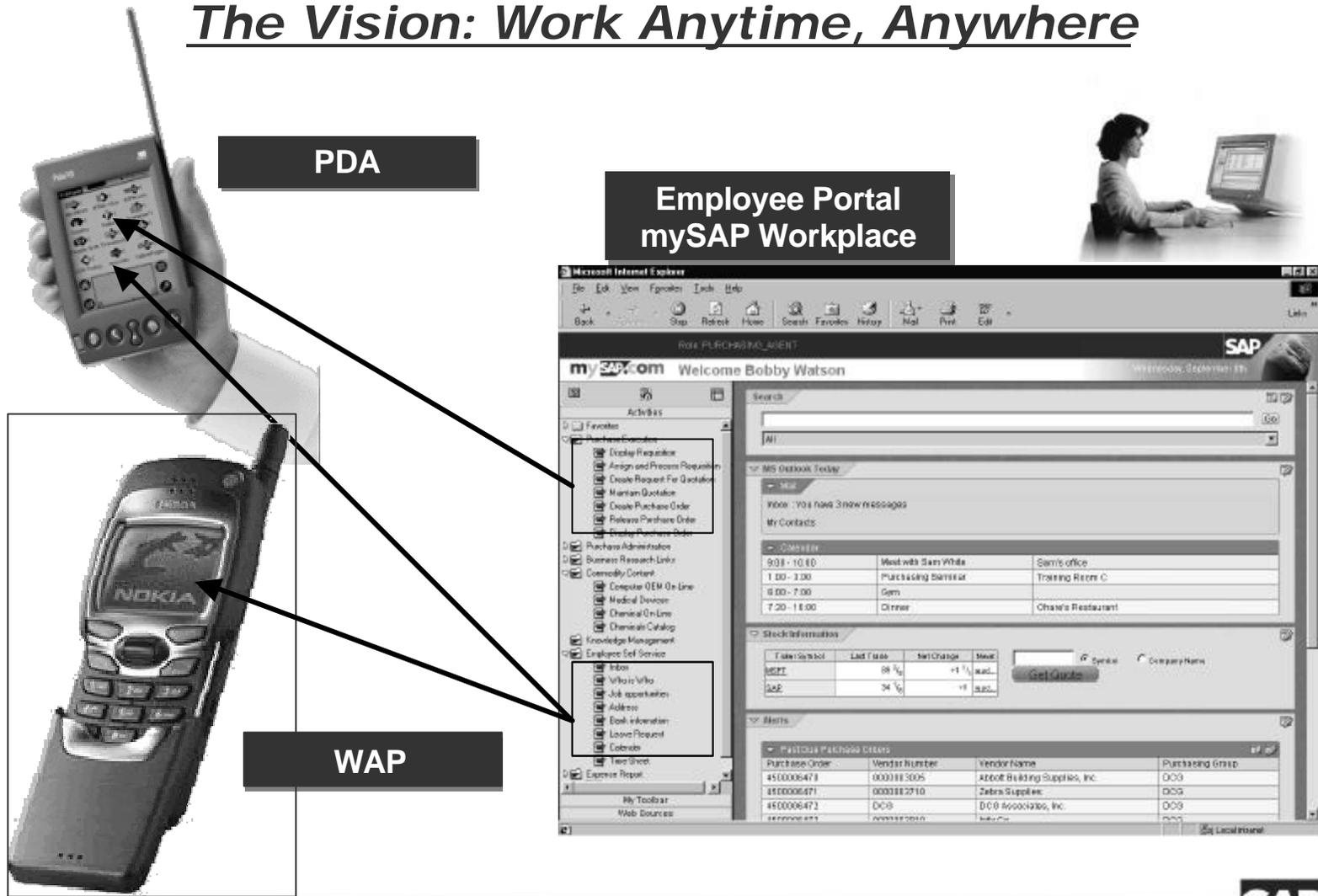
**.mySAP Workplace, the enterprise portal, provides defense employees with fast, easy and convenient access to all of the internal and external applications, information and services to do their daily tasks**

**.Knowledge management for remote learning and web-based training**

***.The Vision: work anytime, anywhere***

# THE BEST-RUN E-BUSINESSES

## The Vision: Work Anytime, Anywhere



## Enterprise Portal Services for Defense

- .Collaboration with suppliers, partners, business or other defense entities**
- .Commerce between government and citizens via on-line stores, Internet marketing, and voice-enabled contact**
- .Portals give constituents immediate access to detailed information such as:**
  - financial
  - budgetary health of military and related government enterprises
  - economic growth of the geographic area
  - legislative bills
  - political calendar



## Commitment to Defense

- .Leveraging Public Sector, Aerospace and Defense, and latest mySAP.com Technology for solutions**
- .Defense User Group**
- .Best practice solutions**
- .Long-term commitment to Integrated Information & Execution for Defense**

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