

INFOFLOW REPORT MANAGER FOR SAP

Empowering the Enterprise

WHAT IS INFOFLOW REPORT MANAGER FOR SAP PRODUCTISED SERVICE?

The **Infoflow Report Manager for SAP Productised Service** is a centrally managed enterprise wide scheduling and distribution solution incorporating intelligent content management to provide more users with access to a unified view of SAP reports from across the enterprise.

Infoflow Report Manager for SAP automates and simplifies the management and distribution of reports from SAP and other systems across the enterprise. It intelligently filters report content ensuring that all report information is relevant to each user and the roles they perform. Reports are delivered, or made available in its integrated portal, at an agreed time on an agreed frequency without end user action.

Infoflow Report Manager for SAP also archives reports to enable users to access and print previous versions. It also offers a comprehensive audit trail for monitoring the usage of reports across the enterprise.

What We Will Do

- Install and configure the software in your environment
- Connect the software to your existing R/3 or BW system
- Configure an initial set of users, roles, reports and schedules for distribution to e-mail and portal
- Provide advice on how to extend functionality to other systems
- First level knowledge transfer for administration console and user portal (5 persons max)

What You Will Get

- The ability to centrally manage report distribution from SAP via email and web portal
- Wider access to a unified view of reports from SAP R/3 and BW and optionally from other systems
- Improved relevance and speed of delivery of information
- Self Service, Subscription and archiving of reports
- Auditing of report usage

Resulting in...

- Improved management of report content and distribution to more people at a much lower cost per head
- More people benefiting from more timely and relevant report information
- Better quality and timeliness of report information, improving service levels
- Controlled empowerment of users—reducing the burden on IT resource
- Monitoring the use of information to maximise its

Pre-requisites

- Separate Intel-based server preferred but not essential
- Pentium 2.4 GHz/2 GB RAM/60GB hard drive/ Network interface card (Ethernet)
- Windows XP Home or Professional SP2+, Windows 2000 Server SP2+. Default Dbase uses Darby. SQL server can be utilised if pre-installed. Other dbases supported.
- Browser - IE5.5+, Netscape 7+, Firefox 1.5+.
- Adobe Reader 6+, Excel 97+, Word 97+

Restrictions

- 100 User License
- Additional User Licenses are available outside the scope of the Packaged Service
- Connections to other systems are available outside the scope of the Packaged Service
- No limits to number of reports being managed

WHERE TO PURCHASE?

From SAP Productised Services via the SAP Direct catalogue.
Call 020 8917 6224

INFOFLOW REPORT MANAGER FOR SAP

Frequently Asked Questions

FREQUENTLY ASKED QUESTIONS

Q: What issues does the Product address?

A: Report Manager is specifically designed to address the following issues:

- The cost of extending access to reports to the wider enterprise
- Leveraging the value of SAP by providing more people with timely and relevant information
- Automating the production and distribution of information - less human intervention - fewer errors
- Significantly reduces manual collation and distribution effort across the business
- Monitoring the use of information to maximize its effectiveness

Q: Does Inflow Report Manager decide who gets what information?

A: No. It is you that decides who gets what information. Report Manager simply follows the rules that you set. For example the sales director, regional sales manager and the sales force would each get the information you have decided is relevant to their job. It wouldn't be just one sales report it would be three separate sub-reports. However, the main report would still be retained and stored by Report Manager to allow users to query information from it depending on their role.

Q: Can reports be published in different formats?

A: Yes. They can be published in a variety of formats. The following formats can be provided for SAP reports:

- PDF
- HTML
- RTF
- CSV

Q: Can reports be delivered by different methods?

A: The standard package is configured to deliver reports by e-mail and to the integrated web portal. Report Manager can also be optionally configured to deliver to any of the following:

- Printer/Fax
- File Location
- SMS
- Intranet/Third Party portal (incl. SharePoint)
- Document archiving systems

Q: Can it synchronise with LDAP?

A: Report Manager can be synchronised with any LDAP compliant directory. This ensures that users and roles only have to be amended once and with the addition of Report Managers **single sign-on** capability the corporate security model is maintained.

Q: Can it really manage reports from other systems?

A: Yes. Report Manager is a true enterprise solution that can be optionally configured to manage reports from many other systems in the same way that it manages reports from SAP. Below is a list of some of the most popular systems it can manage reports from:

- Business Objects
- Crystal Reports
- Microstrategy
- MS Reporting Services
- Applix TM1
- Cognos
- Hyperion
- Oracle
- MS Office (Excel, Word etc)
- Legacy/Mainframe via Text Spool File Output

Q: What is the Cost of Maintenance?

A: 10% of the packaged service price per year

INFOFLOW REPORT MANAGER FOR SAP

Return on Investment

RETURN ON INVESTMENT

Merlin Entertainments Group

Merlin Entertainments Group is the leading name in location based, quality family entertainment. Now the world's number two visitor attraction operator with over 30 million visitors worldwide. Merlin has 51 attractions such as Madame Tussauds, London Eye, Alton Towers, Sealife Centres, in 12 countries, across three continents – Europe, North America and Asia – and employs over 13,000 staff.

Merlin attraction staff need to know how the parks are performing at regular intervals throughout the day, 7 days a week—what are the visitor numbers?—what are the sales per head?—how does this compare with yesterday, last week, last year? Staff need to concentrate on ensuring visitor satisfaction and do not want the time consuming distraction of having to log on and use complex analysis tools to get this information

Merlin needed a system that was non-intrusive, quick and cost effective to deploy and deliver results immediately.

Report Manager was deployed to centrally manage reports output from all system for users, roles, attractions, countries and cost centres across the business. It now provides a single and central point of control for automatically producing and delivering key information across the business at regular intervals. Attraction Managers now receive performance figures by SMS alerts at regular intervals throughout the day enabling them to make informed decisions and improvements to services as required.

Management and staff now receive notifications as soon as new information becomes available throughout the day and night ensuring everyone has access to all the information they need in one central place.

Benefits - IT

- Centralised management of reports, users and roles
- Single point of change for all report production across the enterprise
- Automation of report production and content
- More relevant information to more people—means less user requests on IT
- Archiving of reports enables users to access and print previous versions—means less re-running of reports

Benefits - Finance

- Access to reports for more people from more systems at a much reduced cost
- Lower cost of delivering information across the enterprise
- Maximises investment in all technologies through greater availability and accessibility of the information they produce
- Savings of at least 2 man days per department per week in manual collation and distribution effort
- Reduction in paper output leading to lower cost of consumables

Benefits - Business Operations

- All reports can be easily accessed and read in one common place
- Improved customer service levels through faster delivery of regular, relevant and timely information
- Increased automation means less human intervention leading to fewer errors and faster processing delivery of information
- Self service of information—less reliance on IT
- Quick and easy access to relevant information
- Monitoring the use of information has lead to further labour