

SAP Solution Brief
mySAP Product Lifecycle Management



LIFE-CYCLE PROCESS SUPPORT WITH mySAP™ PRODUCT LIFECYCLE MANAGEMENT

The mySAP™ Product Lifecycle Management (mySAP PLM) solution provides a comprehensive, closed-loop way to streamline product development. An innovative tool that supports the entire process, mySAP PLM spans the early stages right down to product obsolescence while enabling close collaboration among all internal and external resources. Companies in both discrete and process industries can effectively manage quality and costing initiatives with mySAP PLM, and as a result, quickly bring new, high-quality products to market.

In today's challenging global market, enterprises must innovate to survive. That innovation must occur across all dimensions – product, process, and organization – to improve competitiveness and business performance. For products to be developed faster at lower cost, companies must ensure that all product-specific information is consistent and readily available.

Yet product life-cycle processes are typically cross-departmental, cross-discipline, and even cross-enterprise, making data sharing difficult. Outsourcing to suppliers or development partners can further hinder collaboration and complicate these processes. The typical consequences: disconnected information and process flows, resulting in increased costs, loss of time, and quality control issues.

That's why today's innovators are opting for a more collaborative and integrated approach to managing the entire process – from initial conception and development to production and product obsolescence. They are recognizing the equal importance of a solution that enables cooperation and data sharing with production, sales, service, and maintenance, while supporting quality management and product costing.

Life-Cycle Process Support Across Your Enterprise

The mySAP™ Product Lifecycle Management (mySAP PLM) solution provides a comprehensive, closed-loop system to help you streamline product development and gain a holistic view of all product-related business processes. mySAP PLM supports new product development and introduction processes, including cross-company product development and strategic sourcing; prototyping and production ramp-up; handovers to sales, service, and maintenance groups; quality engineering and improvement;

and product costing. In addition, you can ensure that all product-specific information is available – not only enterprise-wide but to partners and suppliers as well.

For discrete industries, mySAP PLM helps transform requirement structures into concept structures and finally into product structures. In addition, the solution provides tight integration into authoring environments such as CAD systems. Development collaboration on product structures with external business partners takes place in a secure, Web-based environment. In addition, the solution enables dedicated procurement, production, and evaluation of your prototypes, while production ramp-up ensures a smooth transition to the shop floor. All sales-relevant product structure and product configuration information is available to salespeople, and equipment and technical asset structures are accessible to service and maintenance personnel. The solution uses a common master-data layer for all of this information.

For process industries, mySAP PLM manages all types of specifications and formulations. Multilevel recipe management functions allow you to transform enterprise-wide recipes at the general or site level into master recipes used for production. Trial management functionality allows you to optimize a recipe before the data is handed over to production. And quality management and product costing support helps ensure that final products meet stringent requirements and that costs are well managed. The result is a streamlined, collaborative approach to product development that offers greater efficiency and responsiveness while reducing your development time and costs.

Comprehensive Support for Product Life-Cycle Processes

mySAP PLM supports crucial product life-cycle processes in the following areas:

- Product development
- Development collaboration and strategic sourcing
- Prototyping and production ramp-up
- Sales, service, and maintenance handovers
- Quality engineering and improvement
- Product costing

Product Development

mySAP PLM gives you the tools to manage all documents associated with product development – from specifications to CAD drawings, meeting minutes, and test protocols. The solution supports both discrete and process manufacturing processes. Discrete manufacturers leverage a complete set of life-cycle data management and product structure management functions that support engineering changes and configuration management. Process manufacturers benefit from comprehensive support for creation and management of specifications and formulas, including recipes, equipment requirements, and process definitions.

Integration with authoring systems such as MCAD and ECAD enables seamless data flow. Versioning, access controls, and document tracking by engineering change orders and engineering change requests help you manage and control document life cycles.

Development Collaboration and Strategic Sourcing

Successful partnering and outsourcing – keys to competitive advantage – are largely dependent upon your ability to collaborate effectively and securely with external parties. mySAP PLM provides superior collaborative functions that allow you to gather, organize, use, and protect product information, and to share and exchange this information with both internal and external stakeholders.

The Collaboration Folders (cFolders) application within mySAP PLM lets you collaborate on technical documents, product structures, assets, and project information during the product development process. Because cFolders enables you to share information with partners and suppliers without exposing your PLM back-end system, you retain control over data security. cFolders can also be used in conjunction with the strategic sourcing support within the mySAP Supplier Relationship Management solution as a container for complex technical specifications in bidding processes.

Product and Project Portfolio Management	Idea Management and Concept Development	Project Planning	Time and Resource Management	Project Execution	Strategic Portfolio Management	SAP NetWeaver®	
Life-Cycle Process Support	Product Development	Development Collaboration and Strategic Sourcing	Prototyping and Production Ramp-Up	Handover to Sales, Service, and Maintenance	Quality Engineering and Improvement		Product Costing
Life-Cycle Data Management	Document Management	Product Master and Structure Management	Specification and Recipe Management	Service and Maintenance Structure Management	Change and Configuration Management		
Corporate Services	Audit Management	Hazardous Tracking/Product Stewardship	Dangerous Goods/Waste Management	Workers' Health and Safety			

Figure 1: mySAP™ Product Lifecycle Management Mapped to Business Processes

Prototyping and Production Ramp-Up

mySAP PLM supports the process of building prototypes based on product data and allows you to validate designs before starting production. During the product introduction phase, the solution also helps you synchronize production ramp-up to avoid lost sales, as well as to produce just the right amount of new product to be in sync with both existing stock levels in the supply chain and customer demand.

Sales, Service, and Maintenance Handovers

mySAP PLM integrates seamlessly with other SAP® products to make handovers to sales, service, and maintenance divisions easy and effective. For example, you can integrate mySAP PLM with the mySAP Customer Relationship Management (mySAP CRM) solution to support and accelerate market launches. mySAP CRM automates delivery of collateral materials to sales representatives, sends pricing information to their mobile devices, provides an online and offline order management system for fast, efficient order processing, and uses integration with the mySAP Supply Chain Management solution to support top-down and bottom-up demand planning for accurate forecasts.

mySAP PLM can also be integrated with the SAP NetWeaver® Business Intelligence component, whose data warehousing functions let you analyze data such as real-time sales of products

being managed in mySAP PLM. Sales postanalyses of actual versus planned data enable you to determine product success and make informed decisions regarding price changes, promotions, and production increases.

Further, integration with the SAP Service and Asset Management solution allows you to manage service and maintenance as an end-to-end process as follows:

- Support service sales and service marketing
- Manage service-level agreements
- Oversee service call centers
- Track and manage warranties and claims
- Provide customer self-service over the Web
- Perform field service, in-house maintenance and repair, depot repair, and service parts management

SAP Service and Asset Management is fully integrated into SAP financial applications for smooth billing and invoicing processes.

SAP Service and Asset Management also includes comprehensive asset management functionality. As a result, your in-house maintenance department can manage all types of physical assets, such as production equipment, facilities, and infrastructure, over the complete life cycle of those assets, including design specification and procurement, installation and start-up, maintenance and operations, and decommissioning and disposal.

Quality Engineering and Improvement

Today's customers demand more and better products. mySAP PLM provides you with powerful tools for a broad-based approach to total quality management, with a full menu of features and functions that enables you to control and maintain quality throughout the product life cycle.

Product Costing

mySAP PLM supports product costing in product development, with enhanced estimating functions that help you better manage and influence the costs of product designs while they are still in the development phase. And when costing information is available to your product engineers, they can design to cost and more accurately estimate costs before production begins.

Key Benefits

mySAP PLM can help you develop innovative products more quickly, efficiently, and cost-effectively. With mySAP PLM, you gain the following benefits:

- **Faster development and reduced costs**
The solution reduces time to market and time to volume through its integrated, collaborative approach to product life-cycle management.
- **Seamless integration with enterprise systems**
Integrating mySAP PLM with other software such as third-party CAD systems and SAP solutions lets you align other core business functions for streamlined operations.
- **Improved product quality**
mySAP PLM helps you effectively manage product quality throughout every phase of the product life cycle.
- **Better business results**
With mySAP PLM you can explore new market opportunities, gain a larger market share, and increase customer satisfaction.
- **Better business decision making**
mySAP PLM supports decision making regarding product design, development, pricing, quality, and other critical areas to ensure success.

Powered by SAP NetWeaver

mySAP PLM is powered by the SAP NetWeaver platform, the open integration and application platform that enables change. SAP NetWeaver helps companies align IT with their business. It allows companies to obtain more business value from existing IT investments and to deploy a service-oriented architecture. SAP NetWeaver reduces total cost of ownership and complexity across the entire IT landscape.

SAP NetWeaver powers mySAP Business Suite, the SAP xApps™ composite application, and partner solutions. It provides the best way to integrate all systems running SAP or non-SAP software. SAP NetWeaver unifies integration technologies into a single platform and is preintegrated with business applications, reducing the need for custom integration.

Find Out More

For more information, please visit us online at www.sap.com/plm or contact your SAP customer engagement manager.