

Industry Overview



SAP® FOR PUBLIC SECTOR

THE BEST-RUN BUSINESSES RUN SAP



**DESIGNED FOR YOUR INDUSTRY.
SCALED TO YOUR BUSINESS.
READY FOR YOUR FUTURE.**

You don't run a generic business. So why use generic solutions?

SAP® for Public Sector is a portfolio of solutions that are tailored to the specific standards, processes, and challenges of the public sector industry. So they are built to fit the way you do business. They deliver rich functionality and productivity-building tools throughout your organization. And they help you adopt best practices that we've developed in over 30 years of working with industry leaders from around the world.

Because they're modular in nature, SAP for Public Sector solutions give you the flexibility to select the building blocks you need and implement them quickly. So you can start earning a rapid return on investment.

And because they offer easy integration and virtually unlimited scalability, SAP for Public Sector solutions are an investment you can't outgrow.

THE CHALLENGE? MODERNIZING PUBLIC ADMINISTRATIONS THE SOLUTION: SAP FOR PUBLIC SECTOR

Serving the public has never been more challenging for governments and public organizations. Changing economic and social conditions mandate that public administrations rethink their responsibilities and methods of delivering services, managing costs, and communicating – efficiently and clearly – with all constituents and stakeholders.

The answer is e-government.

E-government is a global reform movement that helps government agencies and those who rely on them to use the Internet to more efficiently deliver and receive services and support. E-government initiatives can help public administrations improve the quality of service, stimulate trade and industry, and cut costs internally. In short, e-government is the answer for modern public sector organizations.

TECHNOLOGY TO SUPPORT THE MISSION

Modernizing public administrations requires a new approach to technology. You can no longer rely on rigid, monolithic service systems. You need technology that can increase efficiency, improve economic viability, enhance process transparency, and help you communicate with the public.

You need a public sector solution that supports integrated processes, simplifies service-oriented administration and cost management, and distributes the information needed for judicious planning and decision making.



POWER, BACKED BY EXPERTISE

SAP delivers a revolutionary technology approach for public sector organizations: SAP® for Public Sector. With SAP for Public Sector, SAP combines years of public sector expertise with state-of-the-art software, cutting-edge business tools, and personalized information and services, all in an open portfolio of solutions, applications, and services tailored to meet the needs of the public sector.

SAP for Public Sector is the leading provider for interenterprise software solutions for public administrations and institutions. With its rich, country-specific functions, modern technology, and forward-thinking management capabilities, SAP for Public Sector is the industry portfolio of choice for more than 1,000 public administrations worldwide.

Exactly what you need to meet the challenge of public service today.

THE BUSINESS OF PUBLIC SECTOR

SAP for Public Sector empowers public administrations to better communicate and collaborate with citizens, other administrations, and employees, laying a proven foundation for e-government initiatives.

Think of SAP for Public Sector as a two-part approach to modernizing your public administration. Part one is a collection of processes and tools specifically designed to address the needs of public sector organizations. Part two is a collection of solutions from the mySAP™ Business Suite family of solutions, which promote the success of the tools and processes. The cross-industry solutions include:

mySAP™ Customer Relationship Management

(mySAP™ CRM) helps government organizations meet the changing needs of citizens through readily available information and sophisticated tools. mySAP CRM provides a consistent view of each citizen, and you can customize information and services to meet the needs of specific groups. Citizens can access public information over the Internet, a contact center, or face-to-face – mySAP CRM manages it all. You can keep up with changing citizen needs, because mySAP CRM can measure performance so you know how and when to alter services. And using the e-selling functions of mySAP CRM, you can sell merchandise online and handle ticket booking for community events.

mySAP™ Supply Chain Management (mySAP™ SCM)

integrates logistical operations across public administrations, so you can communicate with vendors or with other administrations. mySAP SCM solution can also serve as a solution database for citizen services.

mySAP™ Supplier Relationship Management

(mySAP™ SRM) streamlines and accelerates procurement and material administration. Most public sector organizations primarily procure consumable, indirect materials (rather than production goods). The purchasing, inventory management, and invoice verification functions of mySAP Supplier Relationship Management improve your procurement processes.

mySAP™ Marketplace allows public administrations to create public and private marketplaces for supply chain management among key buyers and suppliers. mySAP Marketplace provides enhanced access to potential buyers and suppliers, enabling personalized portals to deliver a user-specific look and feel. For buyers, mySAP Marketplace increases the transparency of goods and services, reduces purchasing costs, standardizes and automates order placement, and reduces transaction costs and cycle times. For suppliers, mySAP Marketplace slashes administration costs, provides broader access to potential customers, offers seamless integration with a back-end ERP system, and can be a cost-effective alternative for smaller suppliers, especially when used as a hosted solution.

mySAP™ Enterprise Portal (mySAP™ EP) is a crucial component for a public organization's Internet presence. In addition to simplifying the configuration of portals, mySAP Enterprise Portal also handles such basic functions as registration, security, personalization, and incorporation of content and services. You can also use mySAP Enterprise Portal to create citizen portals, politician portals, display live events, or to connect internal users via a Web browser. You can personalize portals according to user roles – such as citizens, tourists, students, or patients – and users can access them via PCs, or, using mySAP™ Mobile Business, with mobile devices.

mySAP™ Product Lifecycle Management (mySAP™ PLM)

helps public sector organizations to administer and manage physical assets, such as real estate and plant facilities.

mySAP™ Mobile Business allows citizens, politicians or e-government employees to access portals via mobile devices such as laptops, pagers, and personal digital assistants.

mySAP™ Business Intelligence (mySAP™ BI) seamlessly integrates data from various sources to help public sector organizations better understand the interrelationships of tactical activities and strategic goals. Administrations can link strategic goals with operational considerations, execute budgetary simulations, and monitor demographic changes in the citizenry.

mySAP™ Human Resources (mySAP™ HR) helps public administrations manage the high cost of personnel. In addition to providing fundamental management and payroll procedures, mySAP HR delivers the benefits of planning and control of personnel resources, costs, and capabilities.

mySAP™ Financials delivers organization-wide control of budget execution and financial planning. Comprehensive financial accounting functions handle annual account generation, monitor receivables and payables, and link to automatic payment and debit systems. Coexisting financial accounting and double accounting methods enable modern business procedures, as well as cost transparency. Managerial accounting functions provide data vital to understanding costs for processes, products, and services. SAP for Public Sector also handles grant allocation, planning and management, as well as reporting requirements. Comprehensive treasury functions enable effective controls over liquidity, investment portfolios, and risk management. Tax and revenue management functions facilitate processing of mass receivables and payments common to administrations that rely on revenue derived from taxes, charges, and contributions.



THE TOOLS YOU NEED – READY TODAY

As you begin to embrace e-government initiatives, you need the technology and planning expertise that can only be offered by an experienced solutions provider with years of public sector expertise – SAP.

SAP for Public Sector delivers a complete, integrated e-government portfolio. You can create an Internet marketplace or portal presence, deliver electronic services to your constituents, and integrate legacy processes with systems, citizen or company accounts, electronic records management, and back-office applications.

THE ANSWER IS HERE

The SAP for Public Sector industry portfolio helps public organizations achieve the considerable benefits of e-government through Web-based administration. These benefits – already being realized by numerous SAP public sector customers worldwide – include new efficiencies delivered by fully integrated management processes and workflows, improved decision support delivered by business systems that enable service-oriented administration, transparent costs and more effective resource utilization, and enhanced communications made possible through linked systems.

Integrated processes: SAP for Public Sector seamlessly integrates all process flows, delivering fast, productive, and tightly organized management processes. Within SAP for Public Sector, accounting, budgeting, funds management, procurement, and personnel management converge to form integrated process flows. And because the technology is flexible, you can continuously modify structures and management processes when you need to.

Decision support: By integrating process flows, the SAP for Public Sector portfolio shows you where you are incurring costs and using your resources. Increasing visibility into these costs and usage provides a higher quality of data that can improve the service orientation of administration and the accuracy of cost-management initiatives. At any time, employees know how much a service costs, what factors influence its expenses, and the contribution margin it generates.

Communications: Improved information – vital to critical decision making – offers new opportunities to communicate with colleagues, citizens, and with other public organizations. For public administrations who view the citizen as customer, SAP for Public Sector enables continuous enhancement of constituent service and satisfaction.

WHAT'S IN IT FOR YOU?

The integration and technical power of SAP for Public Sector ensures that your investment in e-government innovations will quickly be returned – and even exceeded – as it delivers new cost savings, enhanced efficiencies, and improved services.

SAP for Public Sector provides high economic returns from the outset. Integrated control processes provide transparency of costs and resources. Increased visibility of costs helps you spot opportunities for savings and more efficient use of limited resources. Transparent correlation of program costs with constituent satisfaction makes it easier to prioritize your budget.

Complete process integration illuminates opportunities to increase productivity, reduce waste, and qualitatively improve management processes. Enhanced communication – across the public administration and with the constituents it serves – opens new windows for delivering services that citizens need, while enhancing their satisfaction and reducing administration costs.

Increased savings and happy constituents – how would that look on your year-end report?

EMBRACE THE CHALLENGE

By combining years of public sector expertise with the virtually limitless horizons of e-government, SAP has set a revolutionary new course. SAP for Public Sector provides public administrations with the power of technology, backed by the understanding of the challenges that public organizations face today. The journey begins with SAP.

COMPARE THE FEATURES AND BENEFITS, AND YOU'LL CHOOSE SAP FOR PUBLIC SECTOR

FEATURE	ADVANTAGE
Multichannel access	<ul style="list-style-type: none"> Seamless integration of Web-based forms to workflow or to electronic records for internal processing Open interface for integration of external forms Communication with constituents using multiple channels Access to portals and services from mobile devices Access to role-specific Internet portals, containing both information and transactional data
Single point of contact	<ul style="list-style-type: none"> Single view of citizen data Single view of employee information using all the basic processes of personnel and employee information management Single point of access for all kinds of information sources, including desktop content (word-processing documents, spreadsheets, and graphics), SAP Business Objects, citizen requests, scanned documents, URLs, and paper documents
Service oriented processing	<ul style="list-style-type: none"> Wide range of generic citizen-care functions Support of all guaranteed security standards Scalable functions, through shared in-house service centers, ASPs, or e-markets, meeting the needs of any-sized public sector organization
System integration	<ul style="list-style-type: none"> Openness and flexibility to integrate legacy systems and non-SAP applications Complete coverage of processes, from the front office to the back office Integration of online payment system with back-office accounting Integration of heterogeneous environments using encapsulation and interfaces Linkage of business documents from SAP and non-SAP application systems and document management systems to records in the records management system Effective control of document-driven business processes Seamless integration of accounting, budgeting, funds management, and active-availability control with procurement, human resource management, support, and operational processes
Record capture and retention	<ul style="list-style-type: none"> Fulfillment of legal requirements for record capture and record retention Support for predefined and ad hoc record workflows Administration of paper-based records and electronic records in one system
Multiple accounting views	<ul style="list-style-type: none"> Compliance with financial and budgetary accounting standards, while performing simultaneous cost accounting and control
Payroll functionality	<ul style="list-style-type: none"> Tools for efficient completion of day-to-day payroll activities and support for public sector application systems and country-specific functionalities
Decision support and transparency	<ul style="list-style-type: none"> Extensive financial reporting options Up-to-date data for better decision making regarding costs of processes, products, services, and performance Analysis of information at aggregate and detailed levels from both current and historical perspectives Fast, productive, and tightly organized management processes Greater efficiency through identification of strategic targets and decision points More effective time management strategies and convenient tracking, monitoring, record keeping, and evaluation
Legal and compliance reporting	<ul style="list-style-type: none"> Provision of cross-application time recording capability Easy access to and execution of a wide selection of standard and statutory reports Integration with popular desktop applications (such as Microsoft Excel) with optimized output

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