

Snel informatie inwinnen....

Hoe help ik de klant ?

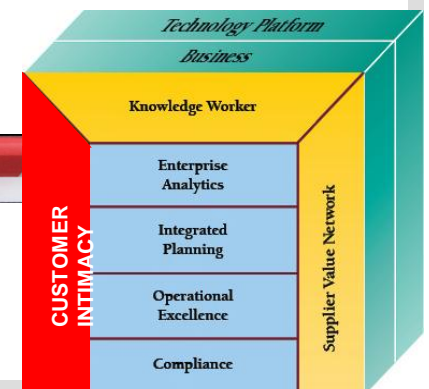
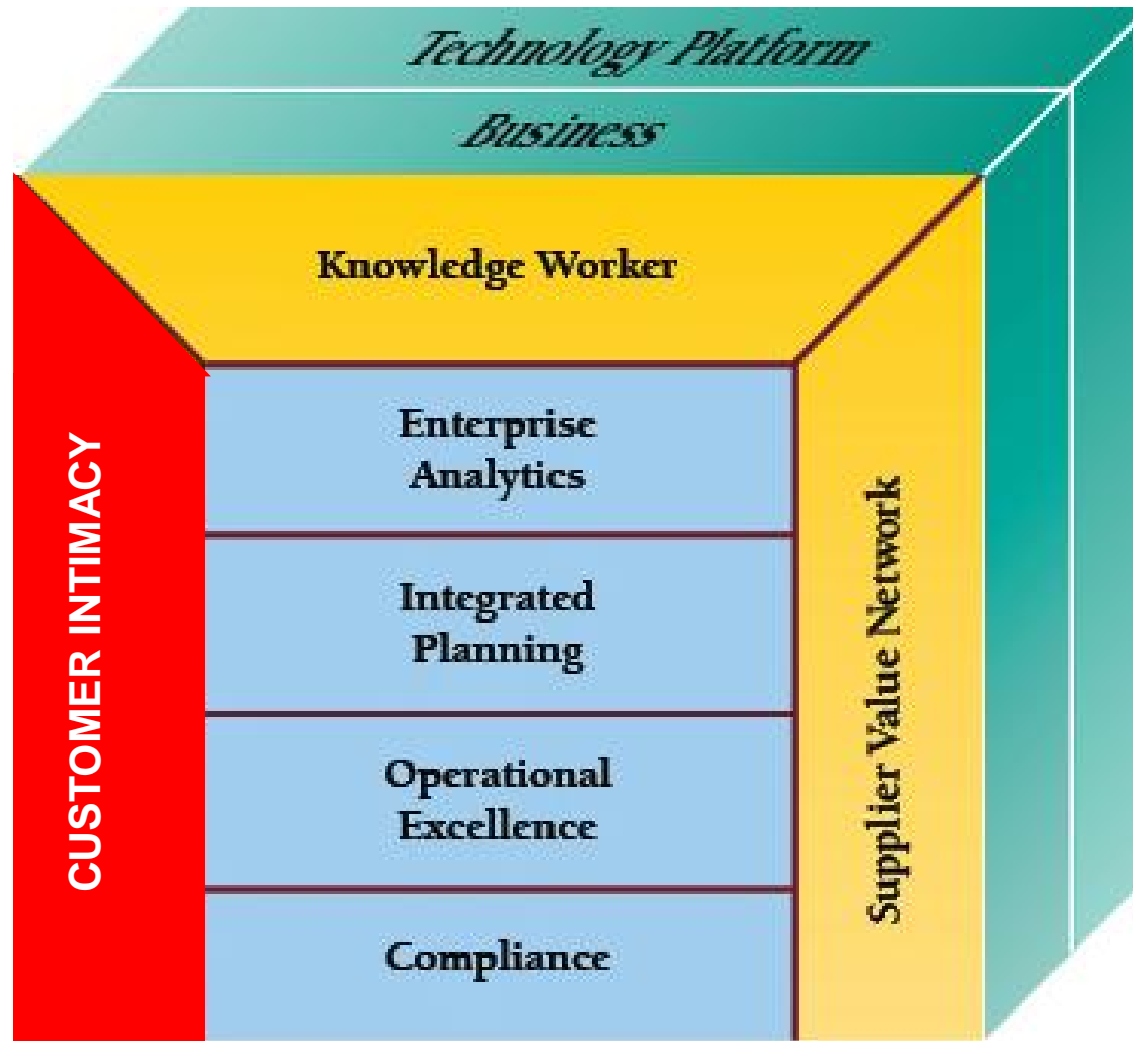


Kenniswerk in uitvoering

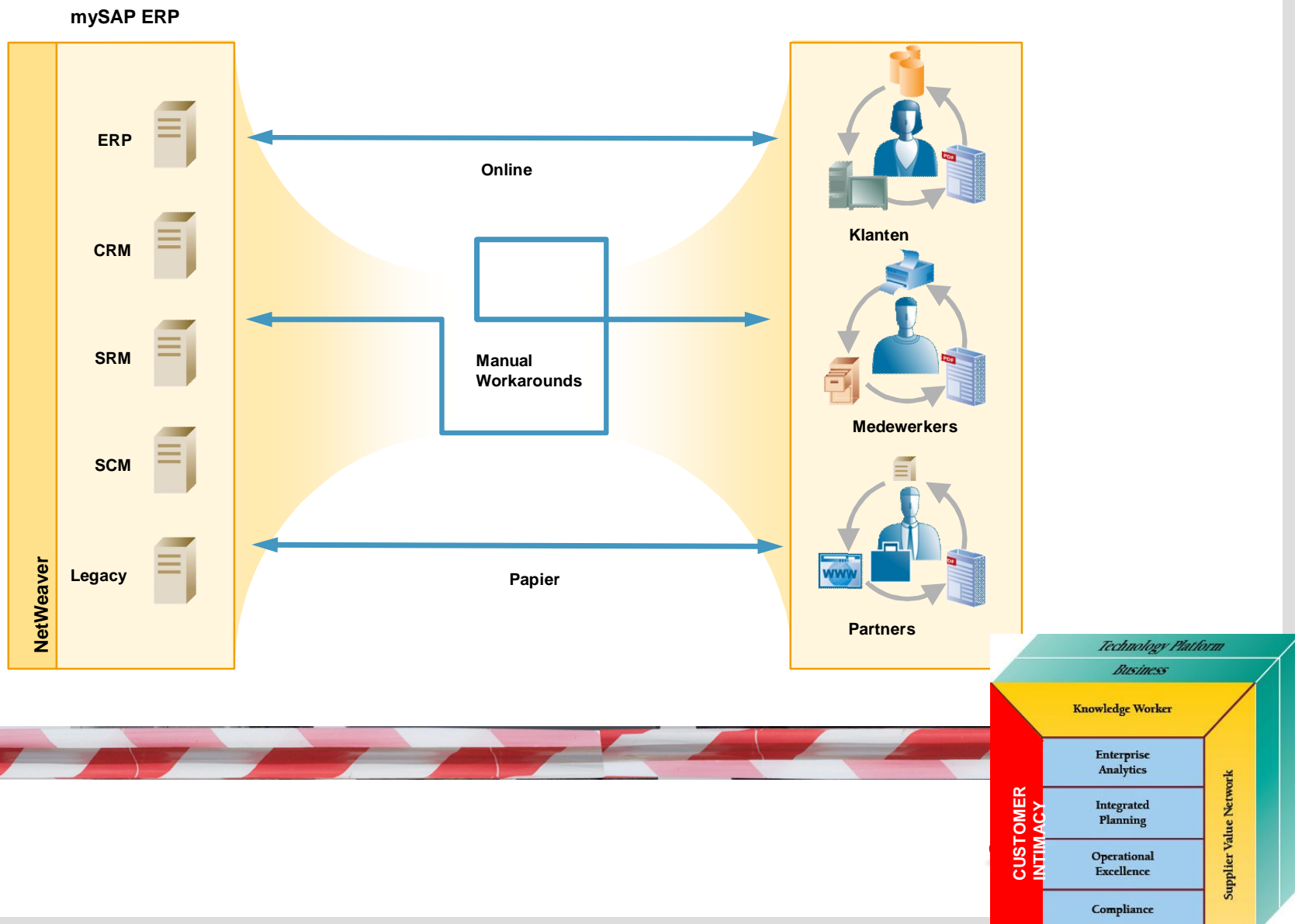
THE BEST-RUN BUSINESSES RUN SAP™



The Intelligent Enterprise; Customer Intimacy



Iedere organisatie worstelt met processen

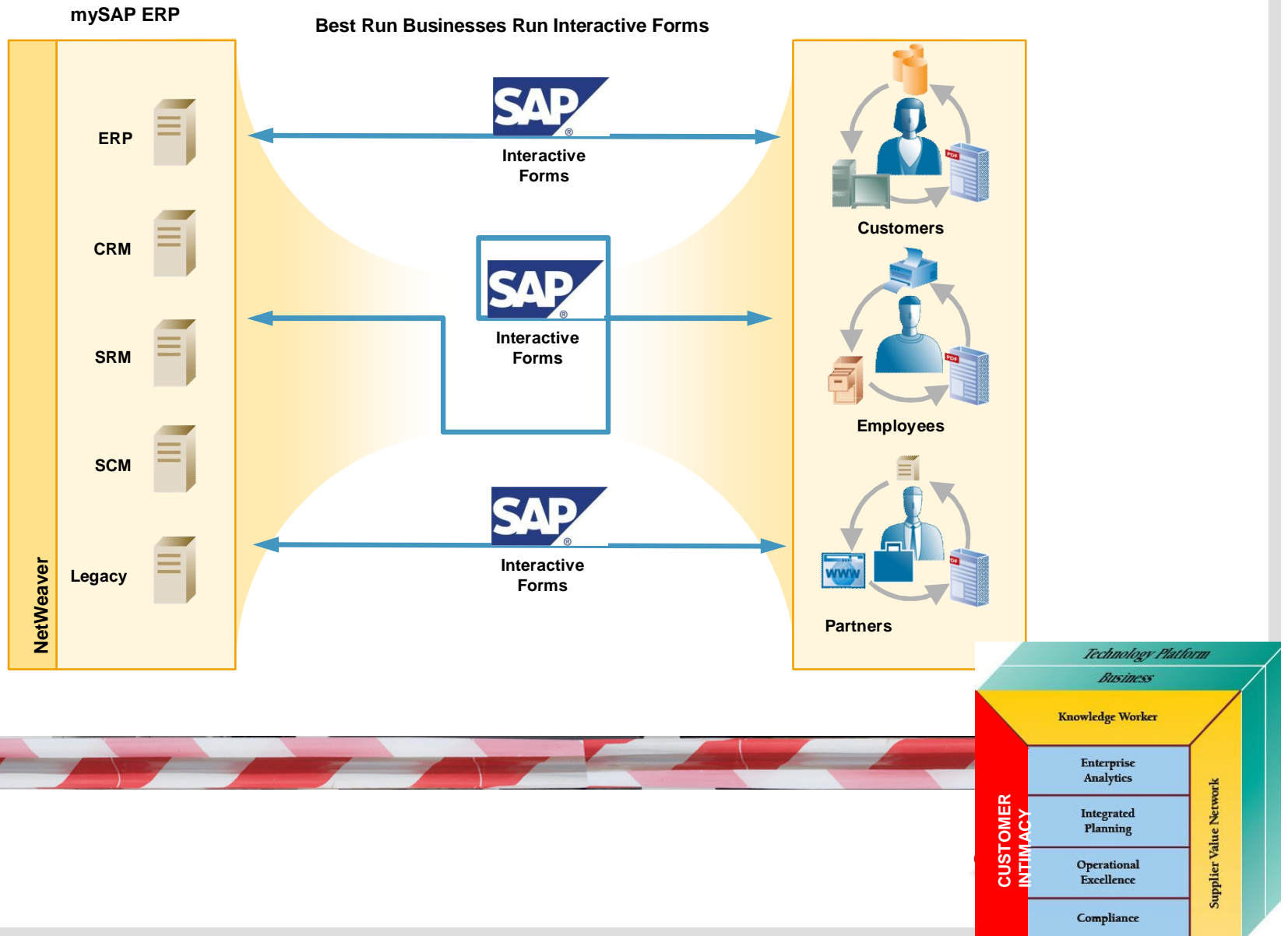


Uitdagingen in papieren processen

- Papieren processen hebben beperkingen:
 - Veel invoerfouten (onvolledig en onleesbaar)
 - Gedateerde of verschillende formulier-versies
 - Handmatige herinvoer van informatie
 - Proces-status is nauwelijks te volgen
 - Hoge kosten (productie, opslag, distributie)
 - Moeilijk te digitaliseren



SAP Interactive Forms is de oplossing



SAP Interactive Forms by Adobe

- 1 Integreert interactieve PDF documenten in de bedrijfs-Processen aangestuurd door SAP applicaties
- 2 Genereert formulieren die data bevatten vanuit de SAP systemen
- 3 Maakt gebruik van statische of dynamische formulieren
- 4 Online en offline invullen van formulieren
- 5 Verzend data vanuit het formulier direct terug naar de SAP systemen
- 6 Geautomatiseerde vervolgstappen op basis van data-input
- 7 Gebruikers kunnen formulieren printen en lokaal opslaan

BRITISH AIRWAYS **Polonium-210 trace detection**

Person information
 Passenger BA Employee

Name: BA Flight Number:
 Address: Zip/Postal Code:
 City: Country: Albania
 Home Phone: Call Phone:

Destinations
 Specify the destinations you have visited within the three days after your arrival with the BA flight. Please enter as well which transport means you have taken to these destinations. For the City/Purpose field specify for instance Amsterdam/Radisson Hotel or Brussels/Kinepolis Theatre

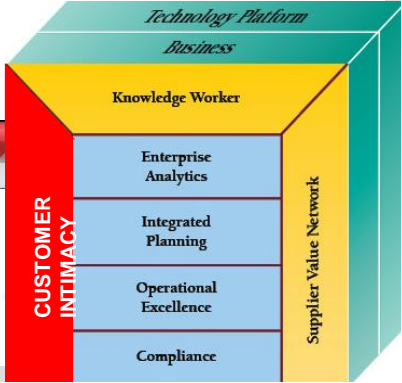
Country	Date	City/Purpose	Transportation
Albania			

Contacts and Goods
 Did you bring specific goods with you on the BA flight? To whom have you eventually given these goods? Also specify other persons you have been in contact with, within the three days after your arrival with the BA flight.

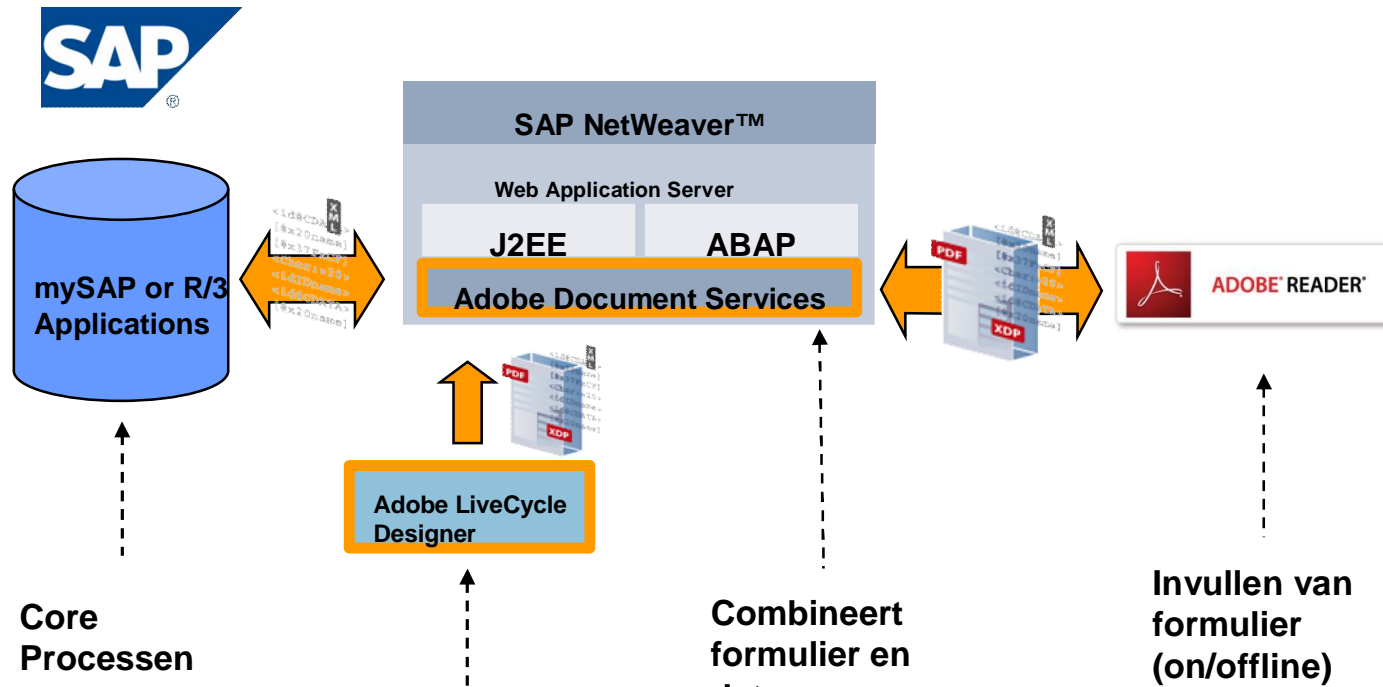
Date of contact	Contact Name	Contact address	Goods eventually given

Health complaints
 Loss of hair Breath problems Other
 Stomach problems Tired feeling

Further information
 For any further information please feel free to contact British Airways at the special Polonium Help Desk number +44 0 20 7333 55 55 or at the website <http://www.ba-polonium.co.uk>. Other related info can be found on <http://www.ba.co.uk> and <http://www.britishairways.com>



SAP Interactive Forms, hoe werkt het?

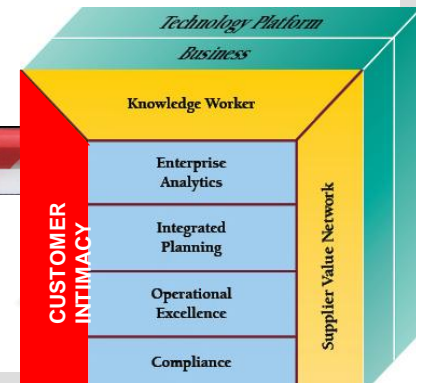


Core Processen

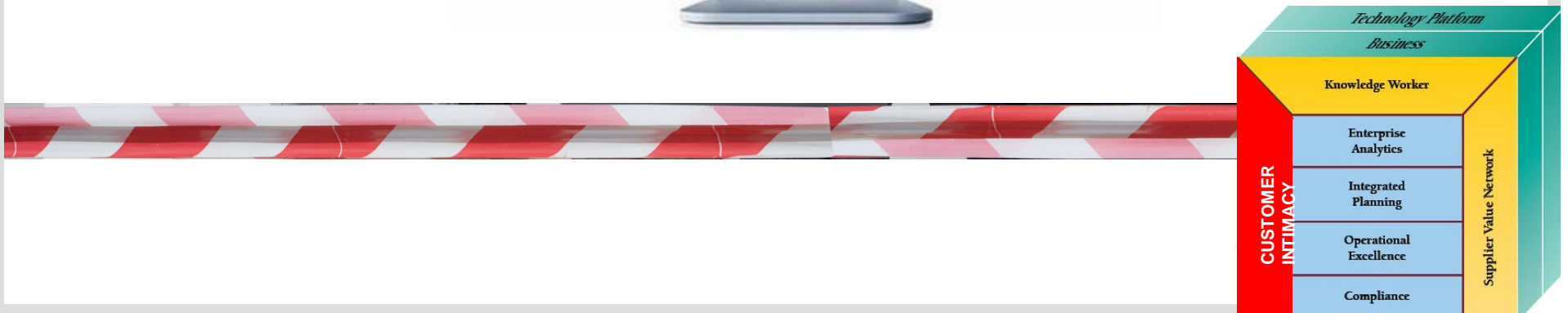
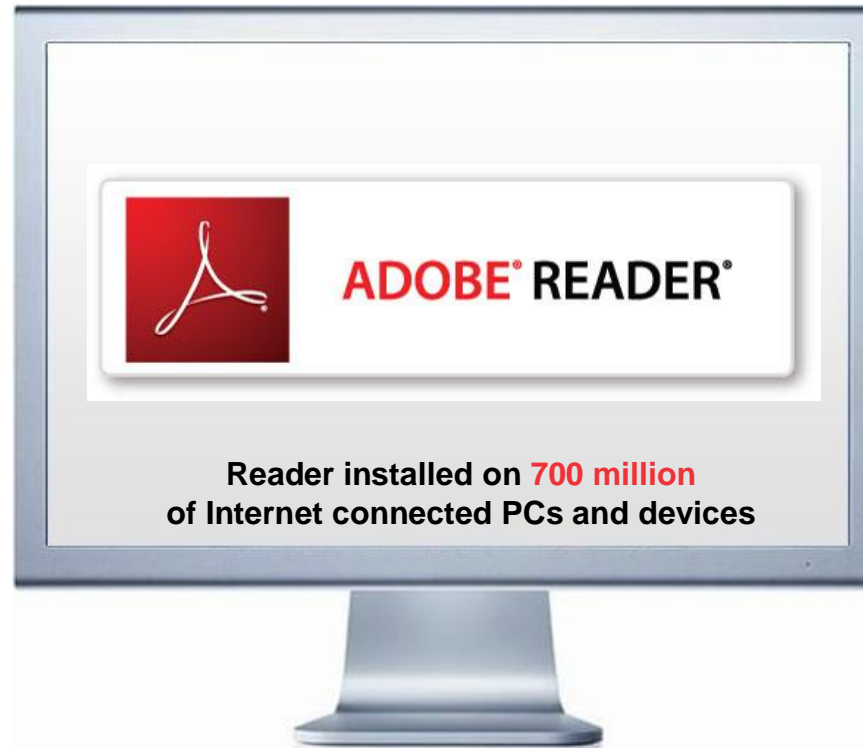
Componeert formulier en data

Combineert formulier en data

Invullen van formulier (on/offline)



Maakt gebruik van wereldwijd beschikbare Reader-technologie



De BA Case



Polonium-210 trace detection

Person Information
 Passenger BA Employee

Name: BA Flight Number:
 Address: Zip/Postal Code:
 City: Country: Abroad
 Home Phone: Cell Phone:

Destinations
 Specify the destinations you have visited within the time days after your arrival with the BA flight. Please enter as well which transport means you have used to those destinations. For the City/Purpose field specify for instance: London/Leisure/Hotel or Toronto/Business/Train.

Country	Date	City/Purpose	Transportation
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Contacts and Goods
 Did you bring specific goods with you on the BA flight? To whom have you eventually given these goods? Also specify other persons you have been in contact with, within the time days after your arrival with the BA flight.

Date of contact	Contact Name	Contact address	Goods eventually given
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Health complaints
 Loss of hair Stomach problems Other:
 Skin rash problems Tiredness

Further information
 For any further information please refer to contact British Airways at the special Polonium Help Desk number +44 121 7342 82 or at the website <http://www.britishairways.com>. Other related info can be found on <http://www.bca.mil.gov> and <http://www.britishair.com>

