



Enterprise SOA

ENTERPRISE SOA AND BUSINESS PROCESS PLATFORM FAQs

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WHAT IS A BUSINESS PROCESS PLATFORM?

A business process platform is the prerequisite for the controlled and cost-effective deployment of enterprise service-oriented architecture (enterprise SOA). It provides an extensible repository of enterprise services definitions, application logic that implements those services in a robust and reusable fashion, and a technology platform to integrate, compose, and deploy enterprise services for flexible business processes. A business process platform enables organizations to respond rapidly to change and to drive business process innovation.

Does SAP deliver a business process platform?

Yes. SAP delivers business process platform offerings for specific market segments and industries, all of which take advantage of the SAP NetWeaver® platform. SAP NetWeaver enables the provisioning, composition, and management of service-enabled applications.

SAP delivered the first business process platform for large enterprises by offering the latest release of the mySAP™ ERP application (mySAP ERP 2005), which includes more than 1,000 enterprise services on the SAP NetWeaver platform.

With this business process platform, SAP is the first and only enterprise software provider to leverage enterprise SOA to transform the way new features and functionality are delivered to and consumed by customers. In addition, customers can take advantage of enterprise services delivered by strategic business partners to enhance or extend their business solutions.

WHAT IS ENTERPRISE SOA?

Enterprise SOA is a business-driven software architecture that increases adaptability, flexibility, openness, and cost-efficiency. With enterprise SOA, organizations can compose applications and enable business processes rapidly using enterprise services. With enterprise SOA, organizations can improve their reuse of software and become more agile in responding to change.

Where do I start my enterprise SOA journey?

Large enterprise customers can start their journey toward enterprise SOA by adopting the current release of the mySAP ERP application. Midsize customers can start with an SAP® All-in-One solution. Both mySAP ERP and SAP All-in-One solutions are powered by the SAP NetWeaver platform.

Isn't the move to enterprise SOA a threat to SAP since it allows customers and smaller vendors to easily replace SAP functionality?

An enterprise SOA enables customers to extend their business solutions quickly and easily to meet their unique needs. Customers will still rely on the stable, well-designed functionality provided by SAP solutions. To fulfill a specific industry requirement or business need, they can now take advantage of enterprise services provided by SAP or strategic business partners. With these enterprise services, customers can rapidly enhance their existing business processes or develop and deploy new applications to handle specific business processes. This extends and increases the value of SAP solutions.

HOW ARE ENTERPRISE SERVICES DELIVERED?

Enterprise services are grouped together to support a particular business capability. Each group includes the following:

- Enterprise services
- Definitions of these enterprise services in the enterprise services repository
- Consuming applications or links to applications that use the enterprise services
- Sample code and best practices
- Interactive content and advice provided by SAP, its partners, and other customers, delivered in a Wiki format

Each group illustrates a real-life, service-enabled scenario and offers detailed educational guidance on how customers can adapt and create new composite applications that address innovative business strategies. In other words, these enterprise services provide a head start for faster deployment of innovative business processes using SAP NetWeaver.

Can you provide an example of a service-enabled scenario?

An example is the one for electronic bill presentment and payment. It bundles enterprise services that support authorization and settlement processes that are used to communicate with credit card processors. Any company that handles business-to-consumer interactions that require credit card authorization and payments can take advantage of these enterprise services.

How does SAP decide what enterprise services to build?

SAP determines which enterprise services to build according to the highest customer demand. The first enterprise services were prioritized based on interviews with industry executives and experts in sales and development.

Future prioritization of enterprise services will be based on requirements requested by members of the SAP ecosystem, such as definition groups of the Enterprise Services Community (ES Community) program.

How and when can I start using enterprise services?

Customers can review detailed information about enterprise services on the SAP Developer Network (SDN) site today at www.sdn.sap.com/irj/sdn/wiki. The first use cases support the following processes and requirements:

- Integration of manufacturing execution systems
- Manufacturing work instructions
- Electronic bill presentment and payment
- Customer fact sheet creation
- Integration of quality management systems
- Document management connectivity

These enterprise services are scheduled for delivery through the following channels:

- The Enterprise Services Workplace (ES Workplace) site; scheduled for December 2006 delivery through www.sdn.sap.com/irj/sdn/developareas/esa/esapreview
- SAP enhancement package for mySAP ERP 2005; first package delivered in December 2006
- SAP Discovery System software version 3; scheduled for early 2007 delivery

Where can I find more information about service-enabled scenarios?

Customers can find information about service-enabled scenarios on the ES Workplace and on an interactive Wiki, which are both hosted on SDN (www.sdn.sap.com). For more information on ES Workplace, see “What is ES Workplace?”.

General information about service-enabled scenarios is available on the enterprise services Wiki, along with detailed documentation of the services offered for specific scenarios. Because the enterprise services Wiki allows users to add and edit content collectively, it promotes content sharing among a community of SAP developers, customers, and partners using enterprise services to integrate, compose, and deploy innovative applications.

How are enterprise services priced?

Enterprise services are not priced or sold separately. They help users take advantage of SAP functionality, including composition tools provided by SAP NetWeaver 2004s, as well as enhanced features delivered with mySAP ERP 2005. Customers can also use the enterprise services to develop composite applications that help improve business processes.

WHAT IS THE ES WORKPLACE SITE?

ES Workplace provides a place for enterprise architects and developers to browse and test new enterprise services made available by SAP as part of the mySAP Business Suite family of applications. Depending on the granularity of the information demand, a user can search for enterprise services in a variety of ways: alphabetically, or by general business context, industry, or solution map. For more information on ES Workplace, visit SDN at www.sdn.sap.com/irj/sdn/developerareas/esa/esapreview.

How does ES Workplace help during the design phase of an enterprise service?

Using ES Workplace, enterprise architects can start browsing solution maps to see which main processes are supported and then view the various associated process development models. This information can help them design enterprise services that solve a particular business solution because enterprise services, interfaces, and process components are assigned to such pre-defined processes.

Do I have to pay for the enterprise services made available through ES Workplace?

Productized enterprise services are delivered as add-ons to an application license, for example, with mySAP ERP 2005. Customers need to have mySAP Business Suite 2005 or parts of it running to fully utilize the power of enterprise services.



WHAT IS THE ES COMMUNITY PROGRAM?

ES Community is an SAP program for engaging with customers and partners to define enterprise service interfaces for the SAP NetWeaver platform and applications, including the definition of enterprise services. Customers and partners can participate in this program to submit requests for new service interfaces and provide feedback and input on SAP's broader enterprise SOA strategy.

How does the community protect intellectual property?

The community is built on a clear legal framework, which ensures that the intellectual property of all participants as well as SAP is protected and that all participants are treated equally. More information can be found at esc.sap.com or by sending e-mail to esc@sap.com.

WHAT IS THE BUSINESS PROCESS EXPERT COMMUNITY SITE?

The Business Process Expert Community site provides a resource for business process experts – including business analysts, process consultants, and application consultants – who bridge business and IT to make business process innovation happen. When you join this free community, you become a member of a vibrant community that provides the context for using best practices, software, and technologies needed to drive business agility via enterprise SOA. For more information, visit bpx.sap.com.

What can members access via the Business Process Expert Community site?

Members of this community have access to the following:

- A technical library of articles, white papers, and documentation
- Software downloads and code samples
- An e-learning catalog
- Active, moderated forums and Web logs
- Relevant SAP portals and systems via single sign-on

WHAT ARE INDUSTRY VALUE NETWORKS?

Industry value networks (IVNs) help customers solve business problems by driving industry collaboration to deliver new solutions that support business innovation and productivity. IVNs bring together industry-leading independent software vendors, systems integrators, technology vendors, customers, and SAP experts to provide innovative, high-impact business solutions as well as end-to-end industry software, services, and support.

The collaboration among IVN members goes beyond the technical integration of components to span joint business planning, solution definition and delivery, implementation, and support. IVNs capitalize on the know-how, products, and services of all its members. They enable customers to function as coinnovators of new solutions by enabling them to provide guidance on solution prioritization, requirements, and support for the rollout process.

As a result of this collaboration, customers can accelerate business innovation with new composite applications, enhance productivity with extended integration scenarios, and reduce total cost of ownership by using solutions based on an integrated platform. For more information, visit www.sap.com/usa/platform/ecosystem/ivn/index.epx.

WHAT IS THE SAP DISCOVERY SYSTEM FOR ENTERPRISE SOA?

The SAP Discovery System for enterprise SOA is a complete turnkey offering for enterprise SOA learning and exploration targeted at developers. It includes educational and informational materials for SAP NetWeaver 2004s and mySAP ERP 2005. SAP Discovery System is a preconfigured, preinstalled environment offered through SAP hardware partners (such as HP). In addition to documentation and sample composite applications, customers receive information about best practices to help them enable enterprise SOA in their own environment.

When will SAP Discovery System be available?

The first release of SAP Discovery System for enterprise SOA was announced at SAPHIRE® '06 Paris and will be made available through various SAP technology partners. Initially, SAP Discovery System is available from HP, preinstalled on an HP ProLiant DL380. Customer and partners can visit HP's online store for ordering information at www.hp.com/go/server/sap. Additional availability from other SAP technology partners will come.

HOW CAN I SERVICE-ENABLE EXISTING APPLICATIONS?

Customers can use tools provided in SAP NetWeaver to expose existing business functionality in software applications as enterprise services or to create new enterprise services. In particular, customers can use the SAP NetWeaver Developer Studio tool to create custom enterprise services and the process integration functionality of SAP NetWeaver to service-enable existing applications. This is achieved through adapters that convert the interface technology of existing applications to the Web services format used by enterprise services.

WHAT IS THE ENTERPRISE SERVICES REPOSITORY?

The enterprise services repository is the central place where enterprise service definitions are stored and maintained for the life-cycle management of all enterprise services used at a customer's organization. To create enterprise services, you must have design-time and runtime management of enterprise services metadata maintained in a central repository, as this facilitates their reusability and governance.

The integration repository available with SAP NetWeaver 2004s already supplies the basic functionality required. Enhanced modeling functionalities for associated business processes and objects are scheduled to be added in the next major release, together with a Universal Description, Discovery, and Integration (UDDI) 3.0-compliant services registry for runtime access.



HOW CAN I MANAGE A BUSINESS PROCESS?

A business process is a set of logically related activities performed within an organization to complete a defined business task. Within the SAP NetWeaver platform, customers can define, model, automate, and manage business process definitions as follows:

- Enterprise processes can be modeled and managed using the ARIS for SAP NetWeaver joint application and the SAP Solution Manager application management solution.
- Automated processes can leverage the business process execution language (BPEL) and workflow functionality in SAP NetWeaver.
- Interactive processes can be modeled and managed using guided procedures in SAP NetWeaver and the SAP Composite Application Framework (SAP CAF) tool.
- All layers can use enterprise services to describe activities performed in software applications.

What are enterprise processes?

Examples of enterprise processes are order-to-cash management and make-to-order manufacturing. SAP delivers a set of enterprise process models that have been generated with ARIS for SAP NetWeaver and populated with SAP models for SAP business applications. These enterprise process models identify the process steps required to perform each business process. They also identify which process steps are implemented using enterprise services in SAP business applications. Customers can use these enterprise business process models as the basis for blueprinting and configuring applications using SAP Solution Manager.

What are automated processes?

Business processes can be automated using software whenever predefined data flows are required in business scenarios, for example, to orchestrate the interaction of multiple enterprise services in order to perform a higher-level service. Another time that a business process can be automated is when a business partner's RosettaNet purchase-order request can only be answered by interrogating multiple enterprise services (material availability, cost, discounts, and delivery times) in business applications to determine the correct response.

The technology of choice for automated processes is the BPEL, which is implemented using the graphical modeling tools and an execution engine provided by the SAP NetWeaver platform.

Workflow is similar in nature to automated processes, but it involves human interaction to perform steps in the process. Regularly automated processes are interwoven with workflow steps, such as exception handling or manual approval. Therefore it is important that automated process execution and workflow use the same process engine to share process state, data, and documents and allow for central monitoring of all instances. Workflow is implemented by the business workflow set of graphical tools and an execution engine provided by SAP NetWeaver.

What are interactive processes?

Interactive process models guide business users through simple or complicated business processes while interacting with business applications that take advantage of enterprise services in the background. These applications can range from simple analytical dashboards to complex screen flows, such as employee self-service or regulatory compliance enforcement.

SAP delivers a variety of tools that customers can use to model interactive processes including the following:

- The Web Dynpro development environment is used by developers to create rich, single screens with navigation functionalities across data provided by enterprise services.
- SAP CAF gives developers the functionality to build complex composite applications including interactive processes, making use of single screens created with Web Dynpro.
- The SAP NetWeaver Visual Composer tool allows business analysts to compose multiple assets (such as analytical screens, Web Dynpro screens, SAP CAF screens, and so on) into meaningful interaction experiences deployed in portal environments.

To ease access for customers and partners to these composition technologies, SAP announced the SAP NetWeaver Composition Environment (SAP NetWeaver CE) offering at SAP TechEd '06, bundling the tools and required runtime technologies in an easy-to-deploy package. You can utilize SAP NetWeaver CE to create composite applications that use enterprise services and to develop new enterprise services.

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