

Lotus Team Software Group Switzerland

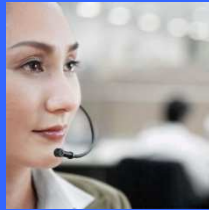
SAP and Lotus – A Strong Team

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Certified Senior IT Specialist



People have Different Roles within Organizations

Task Worker



- Sample roles: **payroll administrator, customer service representative**
- **Area expert with defined tasks**
- **Conducts repetitive, structured transactional work**
- **Uses single or a few enterprise applications**
- **Interface of choice: SAP Portal, SAP GUI**

SAP
"Power User"

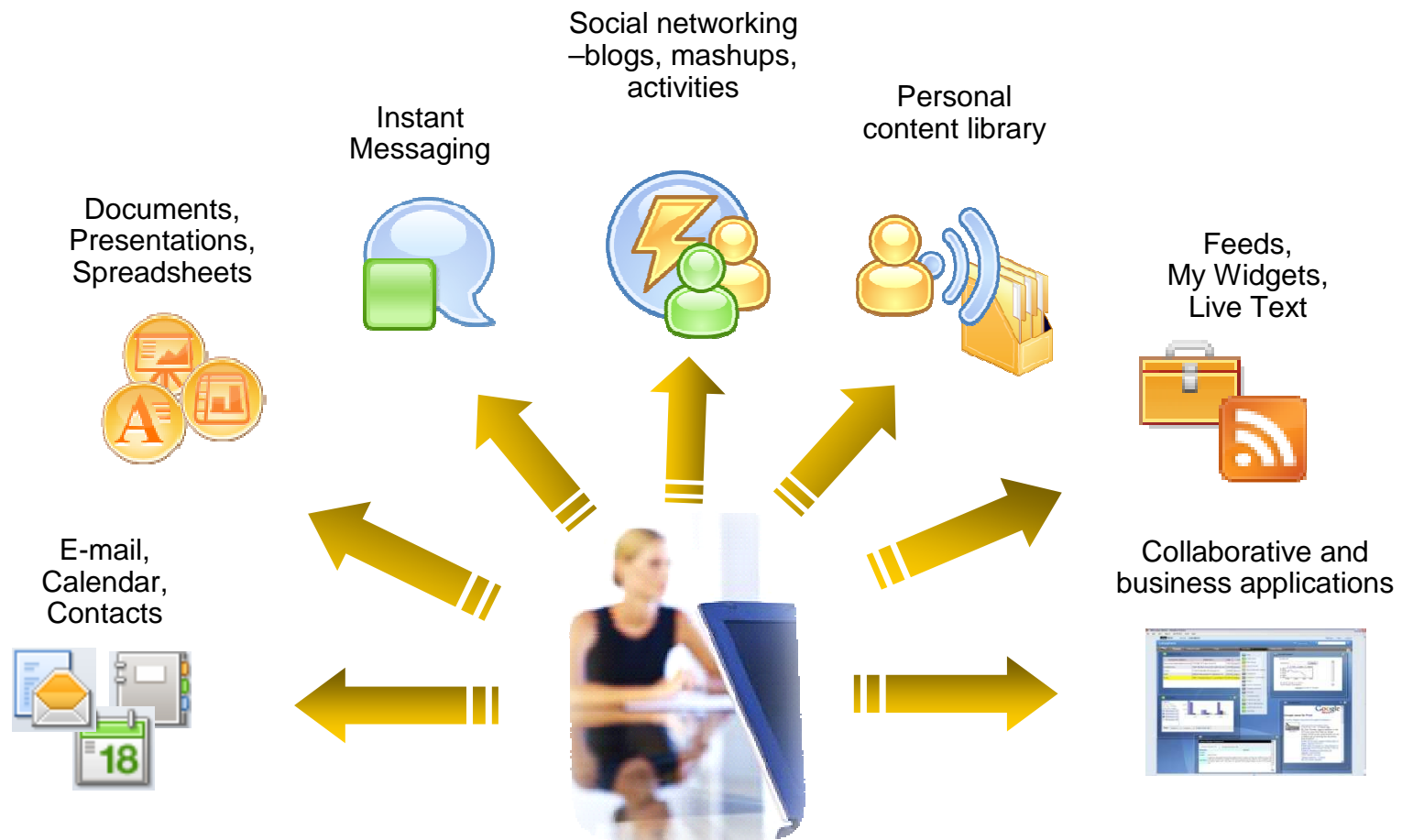
Business User



- Sample roles: **business manager, sales representative, HR manager**
- **Knowledge worker or people manager**
- **Manages exceptions and coordinates activities & resources**
- **Synthesizes many sources of information**
- **Interface of choice: e-mail, desktop productivity tools**

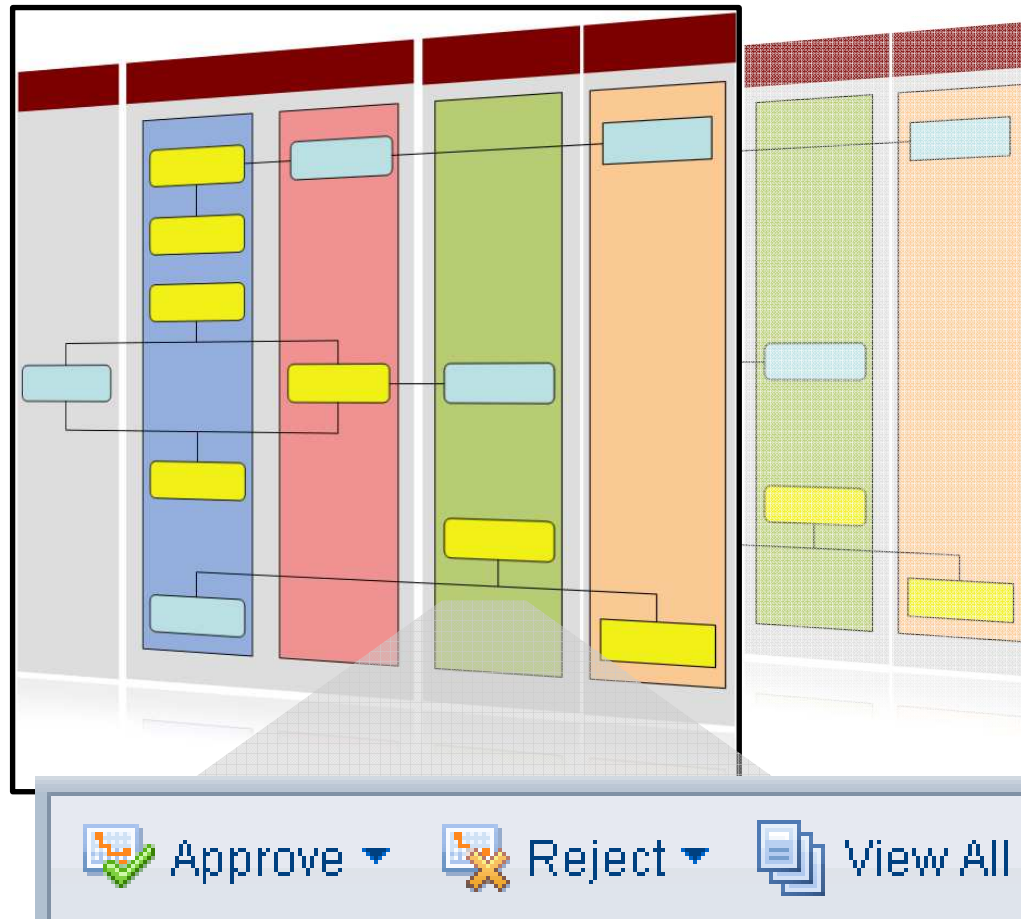
Typical
Lotus Notes User

Business User's Inbox is the Center for Productivity



Workflow Decisions Management

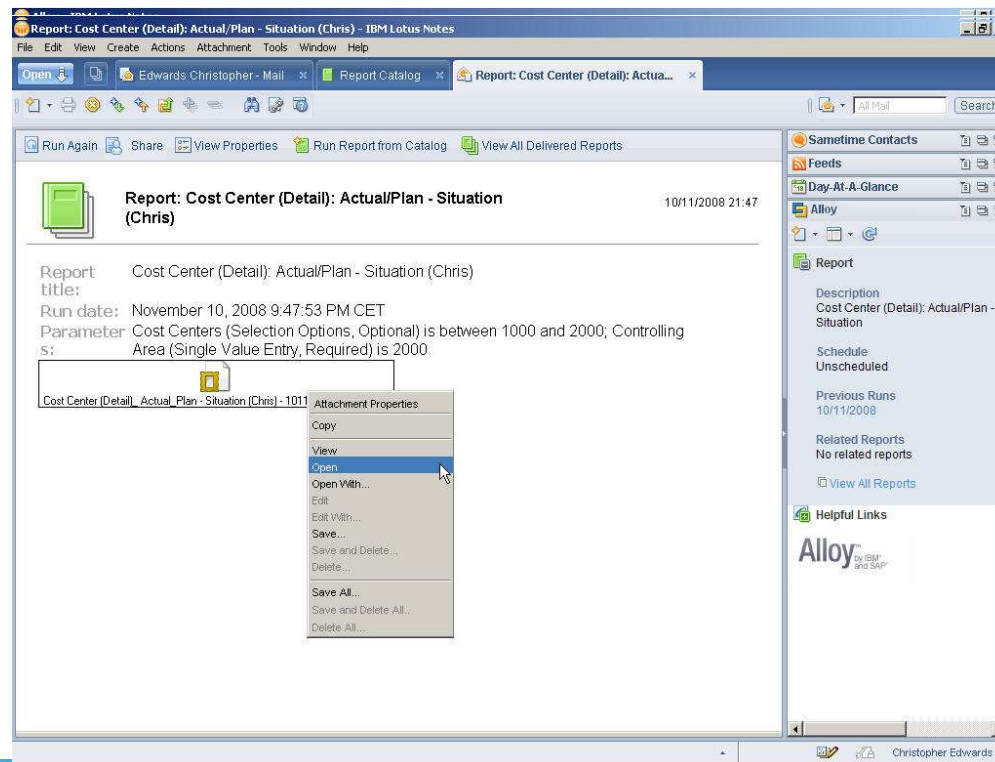
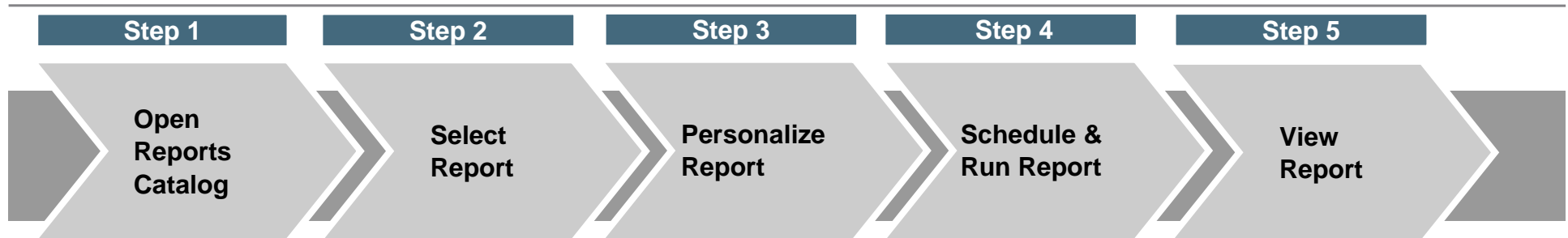
Manage SAP workflow decision steps in Lotus Notes



- **Bring decision steps from workflow to Lotus Notes**
- **Simple configuration-no customization needed**
- **Transparently supports multiple decision options**
- **Extensive customization options for specific requirements**

Reports Management

Give users information to take good decisions





Thank-You

For more information, visit

<http://www.ibm.com/software/lotus/alloy>

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