Lotus SAP Overview

Christian Holsing

IBM SAP International Competence Center
- Lotus Software -

People work in different ways

switching points-of-view

navigation and discovery

Key Principles

Work is organized by activities

Participation crea

valu

flexible

not applications

based on open stand

context sensitive

activity orientated

Two Primary Role Types Within Organizations

Task Worker

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

SAP "Power User"

Information Worker

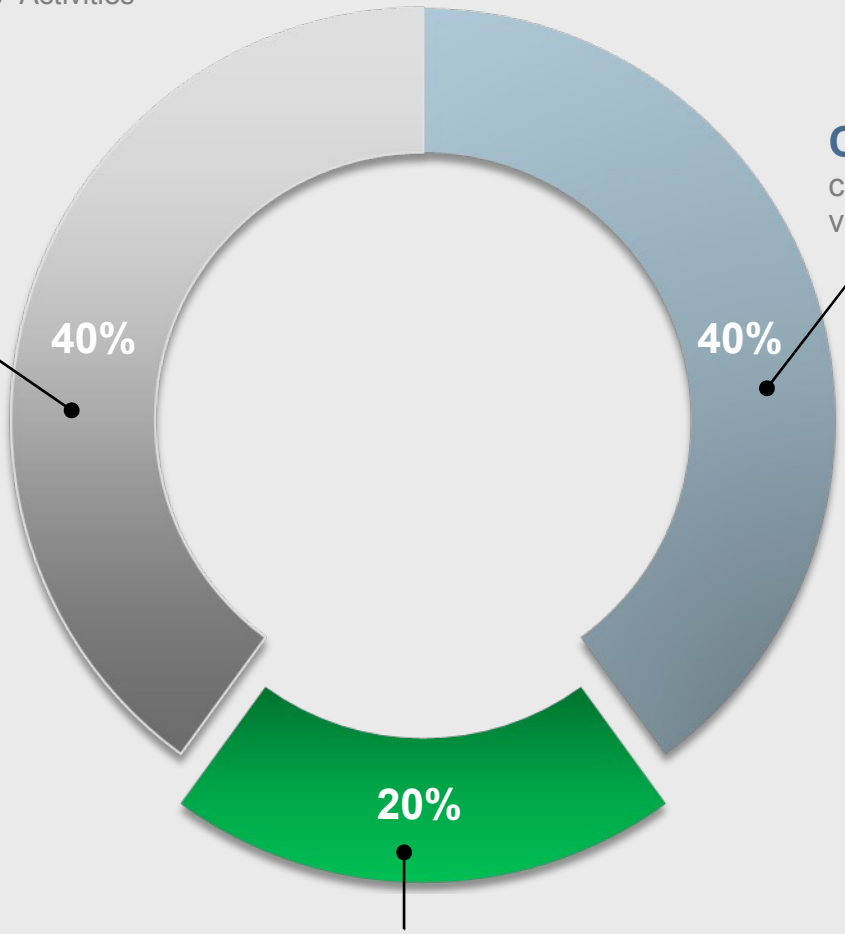
- **Sample roles:** business manager, sales representative, HR manager, CxO
- Knowledge worker or people manager
- Manages exceptions and coordinates activities & resources
- Aggregates and synthesizes information from many sources
- Spends a large portion of their day dealing with email, meetings, documents

Typical Lotus Notes User

Information Worker Challenge: Spending Too Little Time on Value-Added Work

Day In The Life Of An Information Worker

Percentage Time Spent On Various Activities



Searching
for relevant information
for assistance from trusted people

Coordinating
communicating goals and plans
verifying process and compliance

Value Add Output

Information Worker Survey

Collaboration is a significant problem

Agree

I find it hard to find the information I need

Agree

I need "workarounds" to get by

Agree

Source: McKinsey Global Institute, Economist Intelligence Unit

Information Workers Are Disconnected from enterprise information and processes....

- Productivity suffers from time wasted searching for and coordinating information
- Decision-making is impaired due to out-of-date or incomplete information
- Business innovation is hindered by inability to participate in enterprise processes
- Morale is impacted due to overreliance on manual intervention and workarounds

Lotus offers Integration to Enterprise Systems

- Lotus has a long history in providing integration capabilities from various product families to Enterprise Systems like SAP
  - Lotus Notes / Domino can access 3rd Party
  - WebSphere Portal as the web-based Integration Plattform integrates 3rd Party systems since the initial releases
- Although Lotus had for quite some while the tendency to existing on the “Happy-Collaboration” Islands, this is changing now
  - Lotus ships today integration capabilities e.g. Lotus Workforce Management
  - New Technology is build to support open Standards
    - Doug Wilson (former CTO Lotus): Only when we start implementing open Standards into our products we can evolve them in the upcoming versions

Evolution 1: Middleware (Notes)

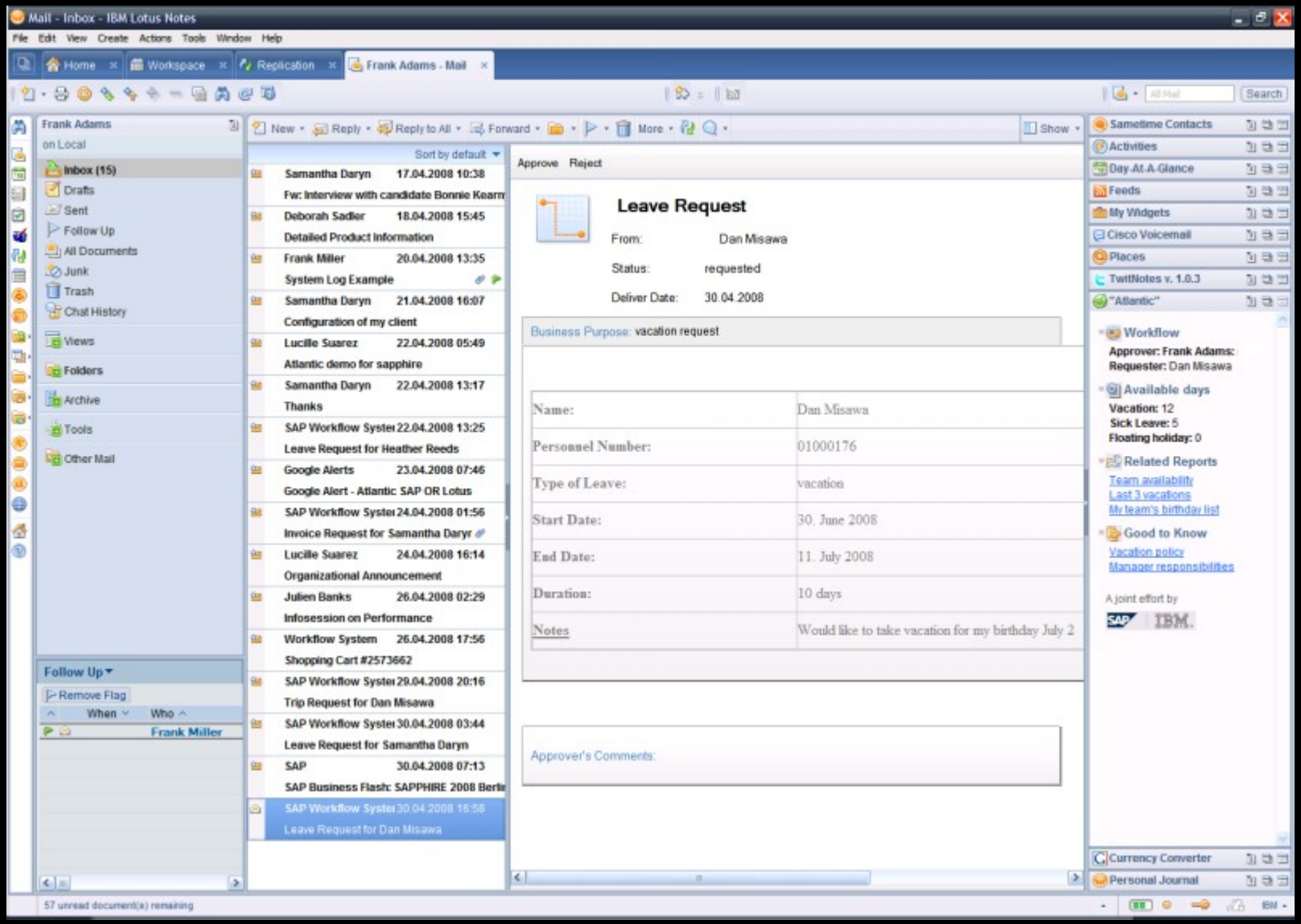
- Lotus has been providing Integration tools since a long time:
- LEI (Lotus Enterprise Integrator)
  - Batch tool to "pump" data between sources
- DECS (Domino Enterprise Connection Service)
  - Realtime integration of Enterprise Information into Domino Apps
- Lotus Connector for SAP
  - Connector component to access SAP backends via LEI, DECS or Lotus Script

Evolution 2: Solution (Notes based)

- Lotus announced in 2006 a solution called "Lotus Notes Access for SAP Solutions"
  - Solution based on Notes templates that customer could deploy or customize to their own needs
  - Client based solution that leverages the SAP connector and provides an easy framework to use it
  - Provides 7 scenarios out of the Box: Time Management, Leave Request, Contact Management, Report Generation, Workflow Integration, Employee / Manager Self Services, Meeting Synchronization
  - Included for free in Notes 7.02 and Domino 7.02
  - NaSs does not require changes in the SAP infrastructure
- Experience from various projects:
  - Quite some customization was required
  - Customer were looking for a deeper integration than provided (example: Workflows)

Evolution 3: Project "Atlantic" - A joint product between IBM Lotus and SAP

- Project Atlantic provides integration of SAP business processes and data into the Notes 8 Client
- Initial shipment will include:
  - Manager package
  - Employee Package
  - SDK
- SAP Objects are delivered directly and can be used in the Lotus Notes inbox
  - New sideshelf component in Notes will be introduced to display contextual information of the current SAP object


Mail - Inbox - IBM Lotus Notes
File Edit View Create Actions Tools Window Help
Home
Workspace
Replication
Frank Adams - Mail
Search
Frank Adams
on Local
Inbox (15)
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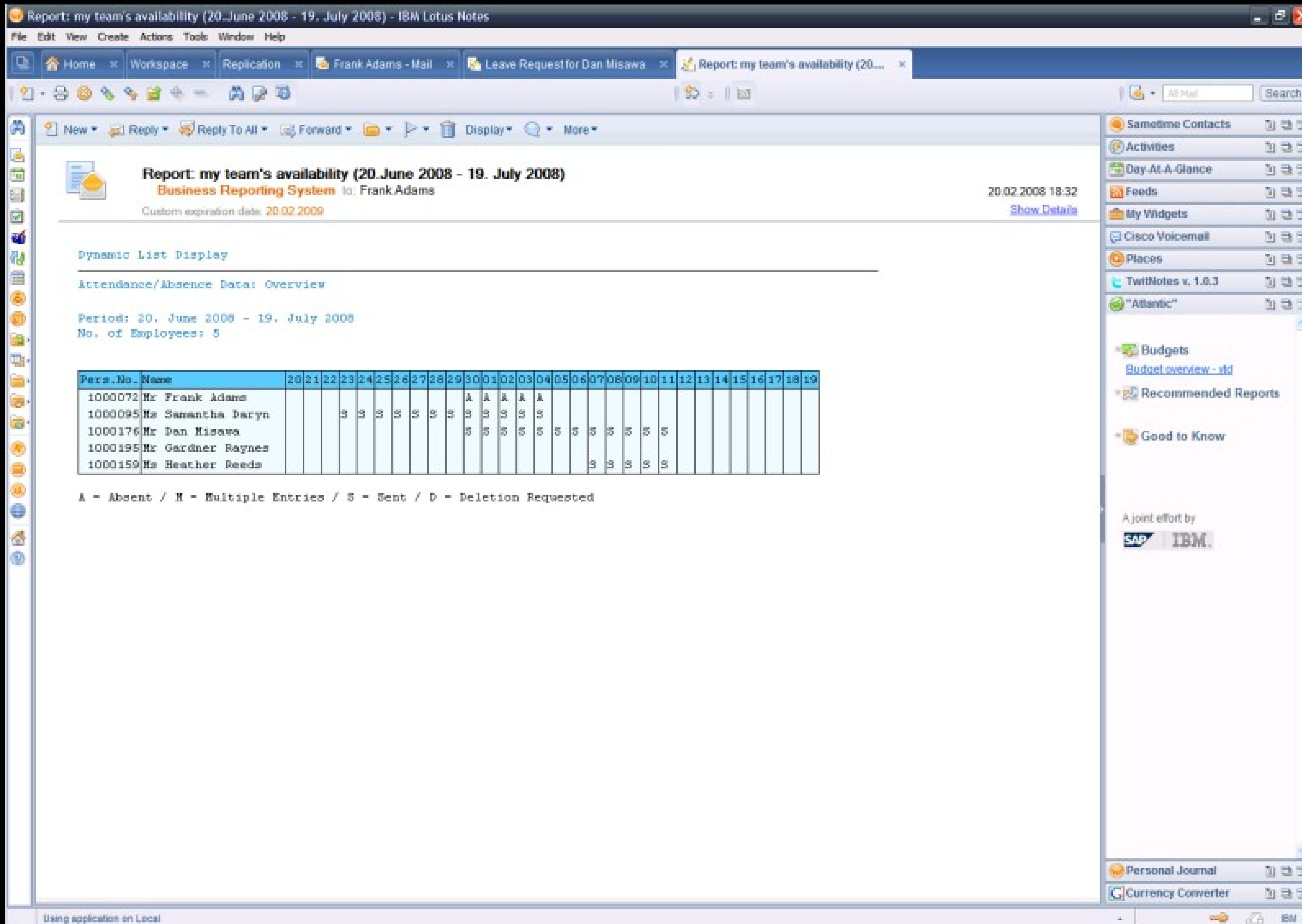
Sent
Follow Up
All Documents
Junk
Trash
Chat History
Views
Folders
Archive
Tools
Other Mail
Follow Up
Remove Flag
When
Who
Frank Miller
New
Reply
Reply to All
Forward
More
Show
Sort by default
Samantha Daryn 17.04.2008 10:38
Fw: Interview with candidate Bonnie Kearn
Deborah Sadler 18.04.2008 15:45
Detailed Product Information
Frank Miller 20.04.2008 13:35
System Log Example
Samantha Daryn 21.04.2008 16:07
Configuration of my client
Lucille Suarez 22.04.2008 05:49
Atlantic demo for sapphire
Samantha Daryn 22.04.2008 13:17
Thanks
SAP Workflow Syste 22.04.2008 13:25
Leave Request for Heather Reeds
Google Alerts 23.04.2008 07:46
Google Alert - Atlantic SAP OR Lotus
SAP Workflow Syste 24.04.2008 01:56
Invoice Request for Samantha Daryr
Lucille Suarez 24.04.2008 16:14
Organizational Announcement
Julien Banks 26.04.2008 02:29
Infosession on Performance
Workflow System 26.04.2008 17:56
Shopping Cart #2573662
SAP Workflow Syste 29.04.2008 20:16
Trip Request for Dan Misawa
SAP Workflow Syste 30.04.2008 03:44
Leave Request for Samantha Daryn
SAP 30.04.2008 07:13
SAP Business Flash: SAPPHIRE 2008 Berli
SAP Workflow Syste 30.04.2008 16:58
Leave Request for Dan Misawa
Approve
Reject
Leave Request
From: Dan Misawa
Status: requested
Deliver Date: 30.04.2008
Business Purpose: vacation request
Name: Dan Misawa
Personnel Number: 01000176
Type of Leave: vacation
Start Date: 30. June 2008
End Date: 11. July 2008
Duration: 10 days
Notes: Would like to take vacation for my birthday July 2
Approver's Comments:
Sametime Contacts
Activities
Day-At-A-Glance
Feeds
My Widgets
Cisco Voicemail
Places
TwitNotes v. 1.0.3
"Atlantic"
Workflow
Approver: Frank Adams:
Requester: Dan Misawa
Available days
Vacation: 12
Sick Leave: 5
Floating holiday: 0
Related Reports
Team availability
Last 3 vacations
My team's birthday list
Good to Know
Vacation policy
Manager responsibilities
A joint effort by
SAP IBM
Currency Converter
Personal Journal
57 unread document(s) remaining



Pers.No.	Name	20	21	22	23	24	25	26	27	28	29	30	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19
1000072	Mr Frank Adams											A	A	A	A	A															
1000095	Ms Samantha Daryn				S	S	S	S	S	S	S	S	S	S	S	S															
1000176	Mr Dan Misawa											S	S	S	S	S	S	S	S	S	S	S	S								
1000195	Mr Gardner Raynes																														
1000159	Ms Heather Reeds																		S	S	S	S	S								

Atlantic Release 1: Manager Package

- Reports and Analytics
  - Notes users are able to request or schedule any SAP report out of the Notes Client, incl specific Report Parameters
  - Reports are delivered as an email message – either directly embedded or an attachment
  - Sideshelf shows related Links and actions
- Workflow Approval
  - Notes users are able to approve or decline SAP Workflow Items directly out of their Notes Client
  - Workflow-Items are delivered as eMail
  - Sideshelf shows related SAP Data, Links and Actions

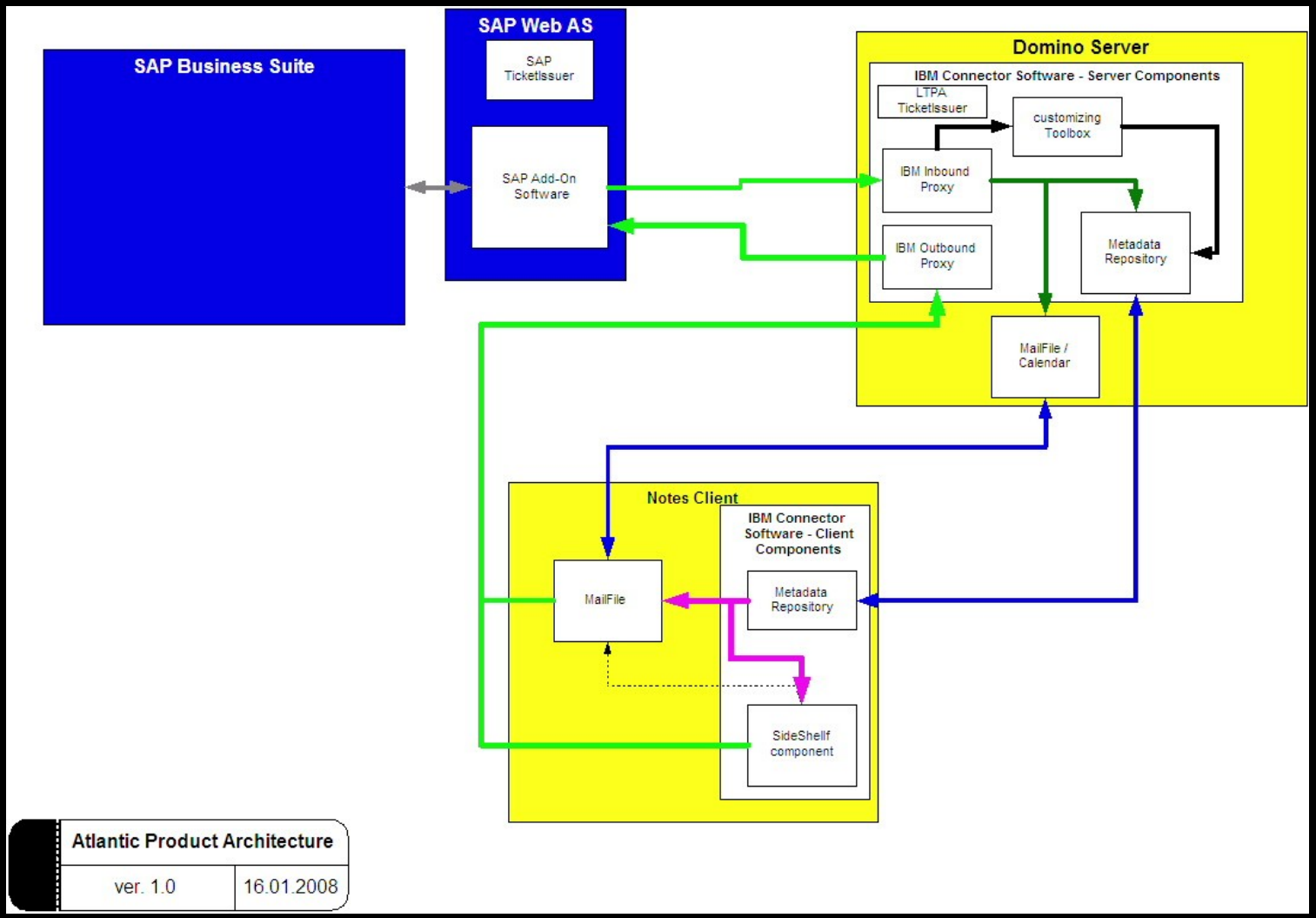
Atlantic Release 1: Employee Package

- Leave Request
  - Notes Users can start the Leave Workflow request out of their Notes Calendar
  - The approval can be done via the workflow approval in the Manager package, acknowledging Organizational Data provided in SAP HCM
- Trip Request
  - Employees can start the Workflow for requesting travel approval from their Notes Client
  - The approval can be done via the workflow approval in the Manager package, leveraging the SAP Workflow engine and Business Rules

Atlantic SDK

- Atlantic includes SDK capabilities to adapt any customized SAP solution to the specific customers SAP implementation and processes
  - SDK in release 1 will support customization of the Workflow scenarios and creation of custom workflow integrations
  - Full SDK in release 2 will add ability to customize existing scenarios and create new ones
  - The SDK will most likely consist of existing tools from both SAP and Lotus as well as newly developed tools

“Atlantic” Architecture



Atlantic supported Software releases

- Lotus
  - Lotus Notes Client 8.01 and above
  - Lotus Domino Server 8.01 and above
- SAP
  - SAP ERP 6
  - SAP BI 3.5 and SAP BI 7

Future Direction of "Atlantic"

Current view on the roadmap – subject to change

4Q2008

Atlantic v1.0
- Manager Package
  - -Reporting & Analytics
  - -Workflow Approval
- Employee Package
  - - Leave Request
  - - Trip Request
- limited SDK

2010

Atlantic v2.0
- Sales Professional Package
  - - Contact Management
  - - Activity Management
  - - Opportunity Management
- extensions to Manager Package
  - - Budget Management
- extensions to Employee Package
  - - Trip planning
  - - Time recording
- full SDK

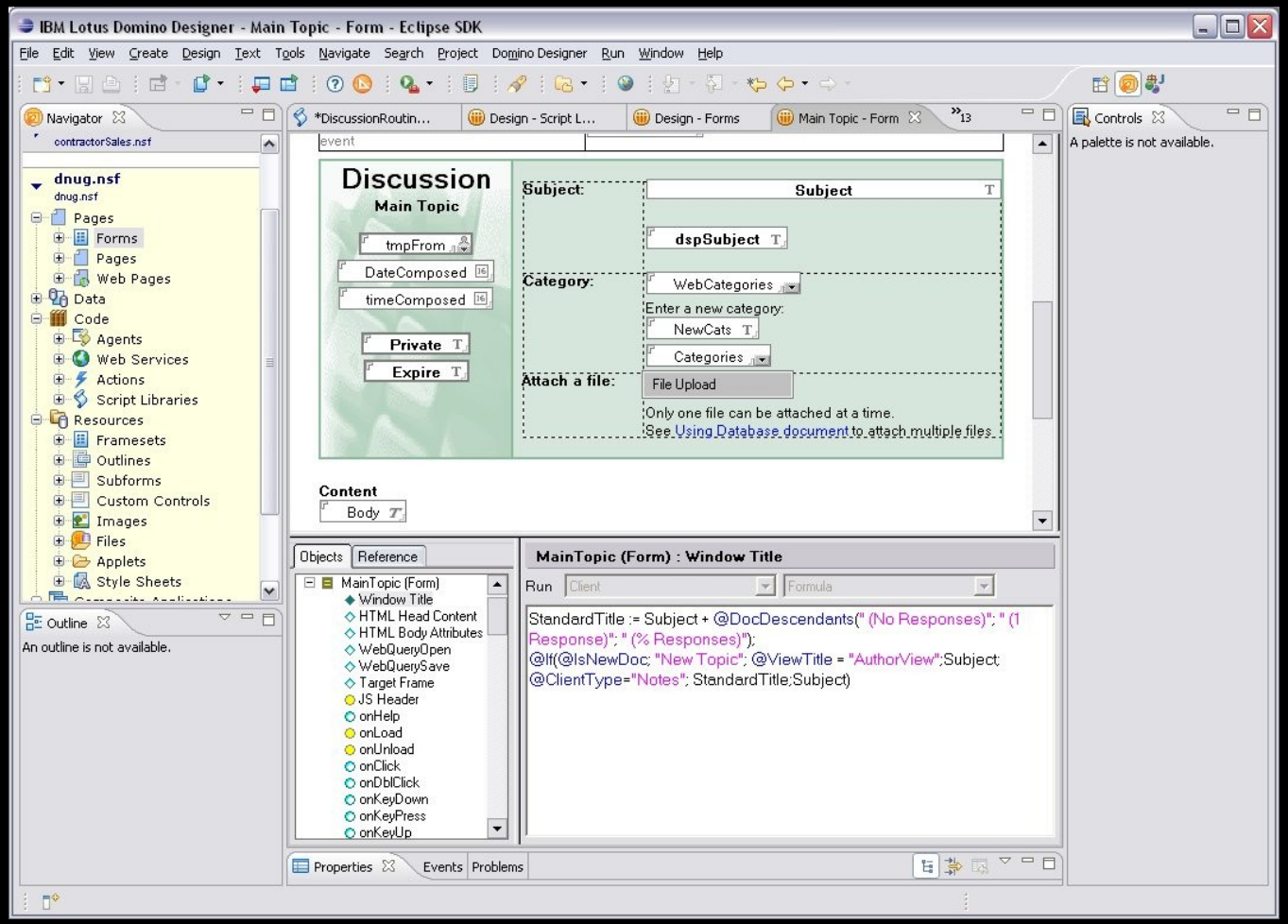
2012

Additional business Packages dependent on customer feedback

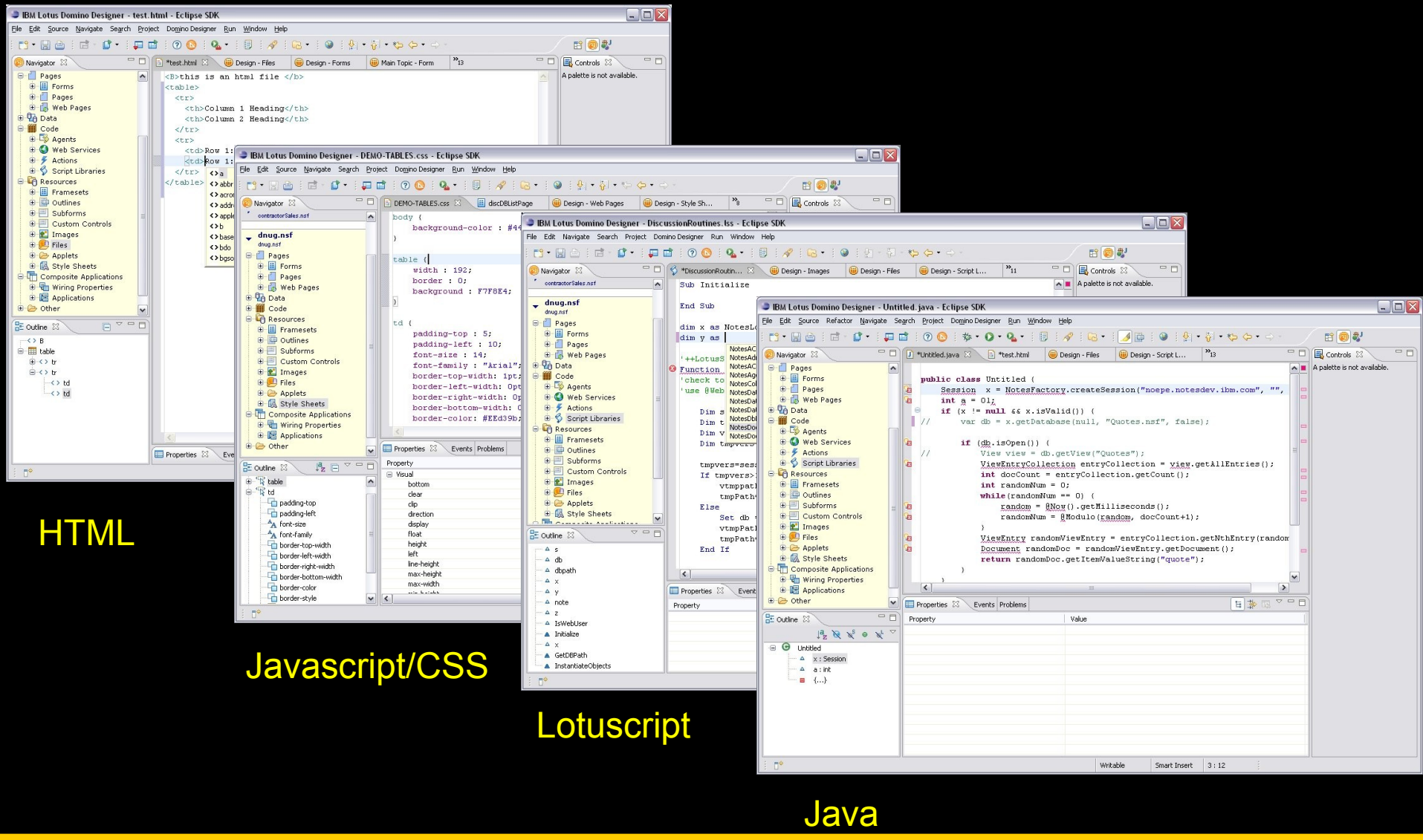
Differences between Atlantic and NaSs

- Atlantic is a Webservice/ XML based integration, NaSs used SAP RFC/ BAPI Interfaces
- Atlantic is a joint product, development and supported by both companies, NaSs is IBM only
- Deeper integration of SAP Data and Processes:
  - Leave request in NaSs is a Notes bases workflow, Atlantic uses SAP Workflow and organizational management to route workitems
  - Delivery of reports / work items directly in the Notes Inbox
- Atlantic leverages the Composite Application framework of Notes for contextual data, NaSs is a pure Notes Application
- Atlantic provides Single-Sign-On between Notes and SAP Business Suite, NaSs relied on user credentials
- Atlantic is a server based integration, NaSs is Client based

Domino Designer in Eclipse!

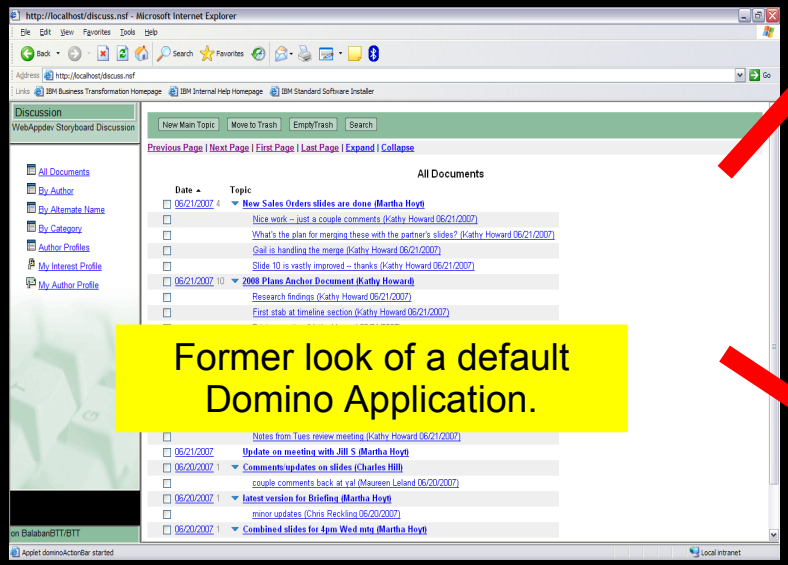


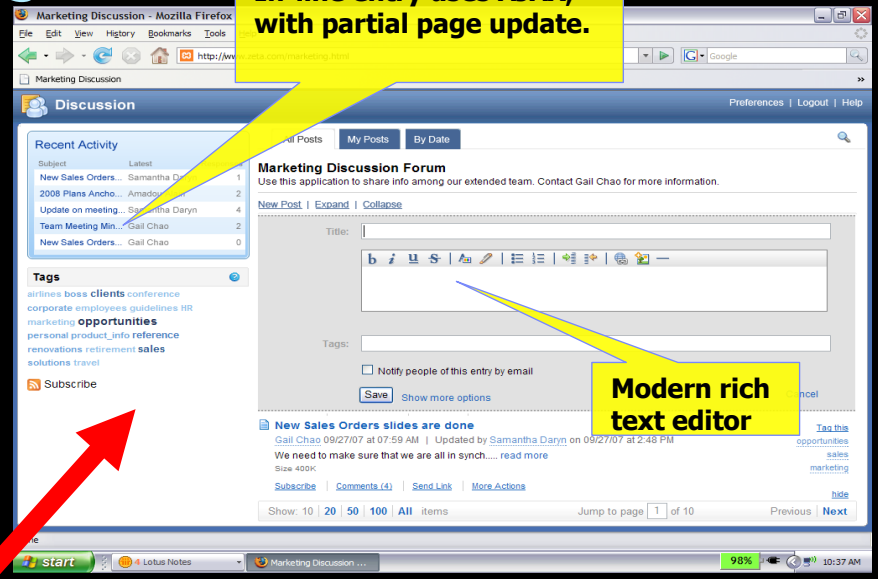
Domino Designer 8.5– State of the Art Editors

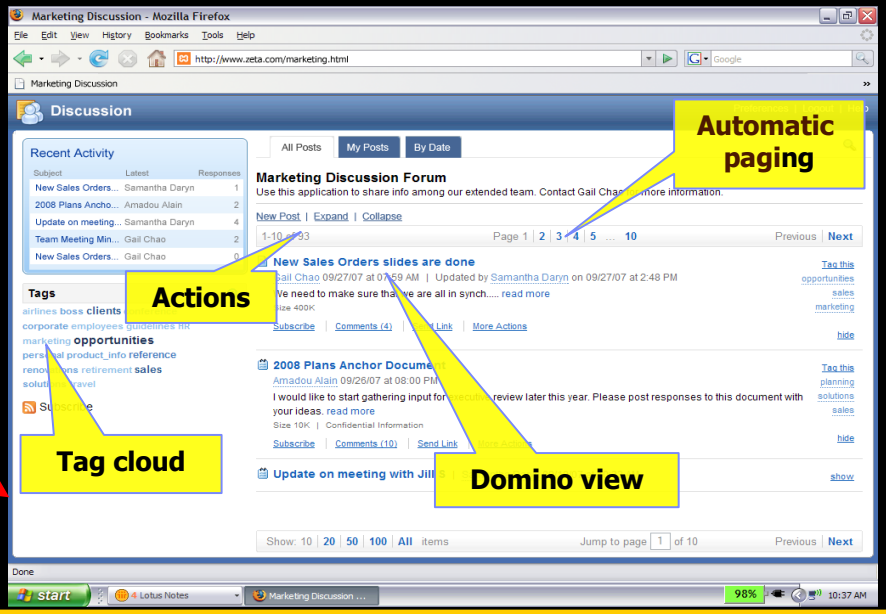


Modernizing Domino Web Apps

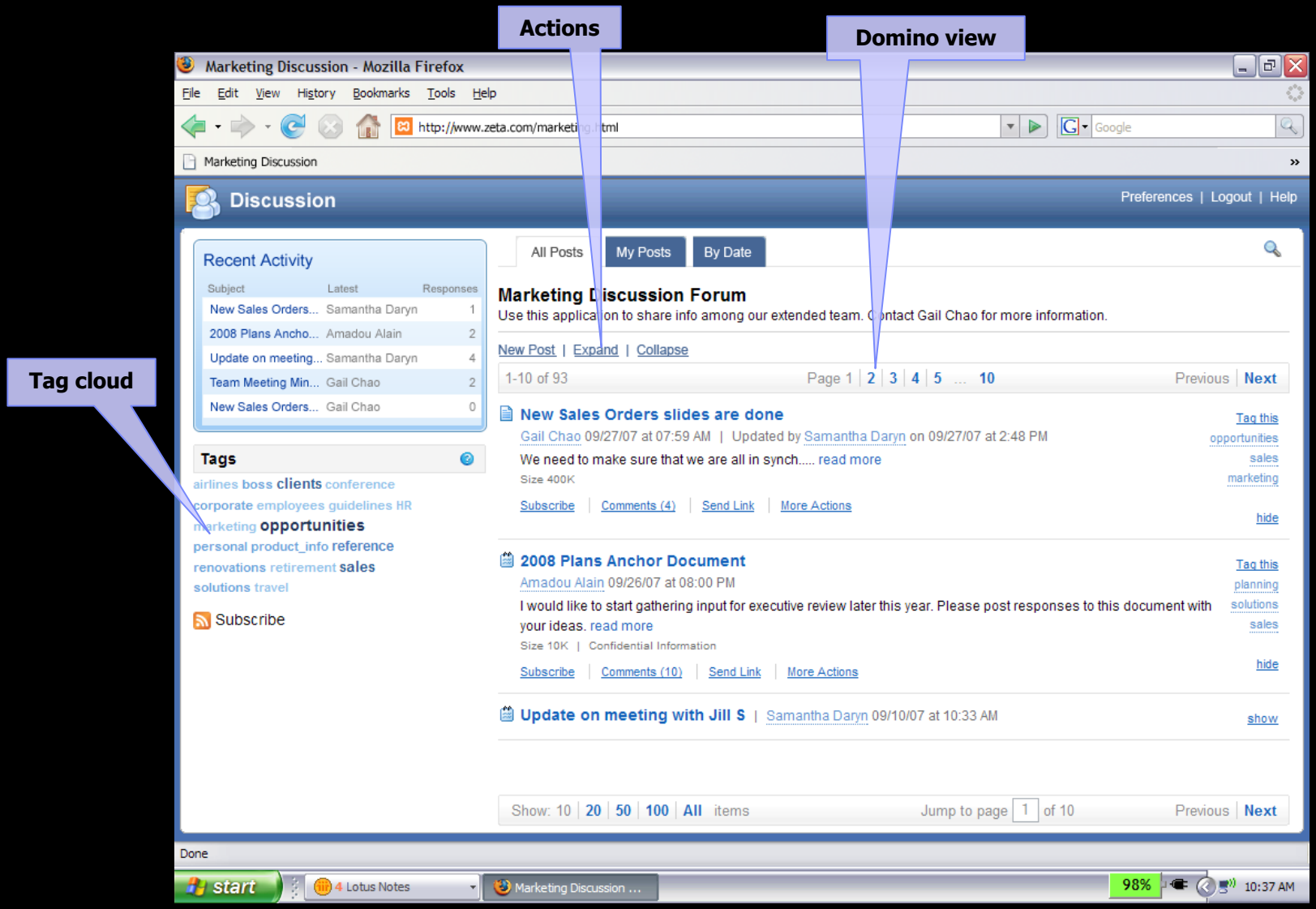
- Use modern Web 2.0 techniques such as AJAX and widgets
- Customization is very easy (stylesheets)





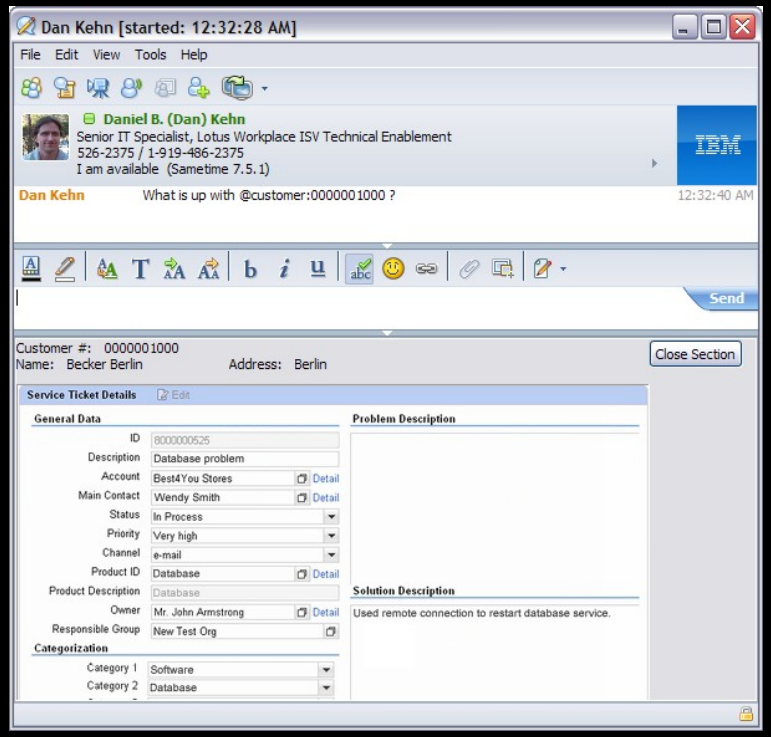


After upgrading to Domino 8.5...



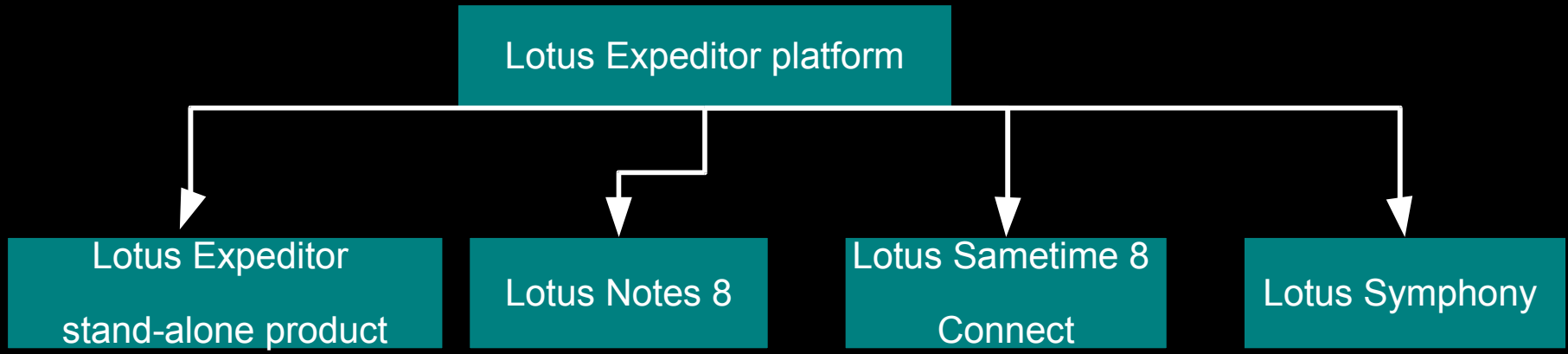
So, what about Sametime?

- The ISV Enablement Team implemented a prototype :-)
- Inside Sametime a customer number can be used to embed customer information directly into a ST chat
- PoC demonstrates the idea of how collaboration Tools can be enriched and include contextual informations from Enterprise Systems like SAP



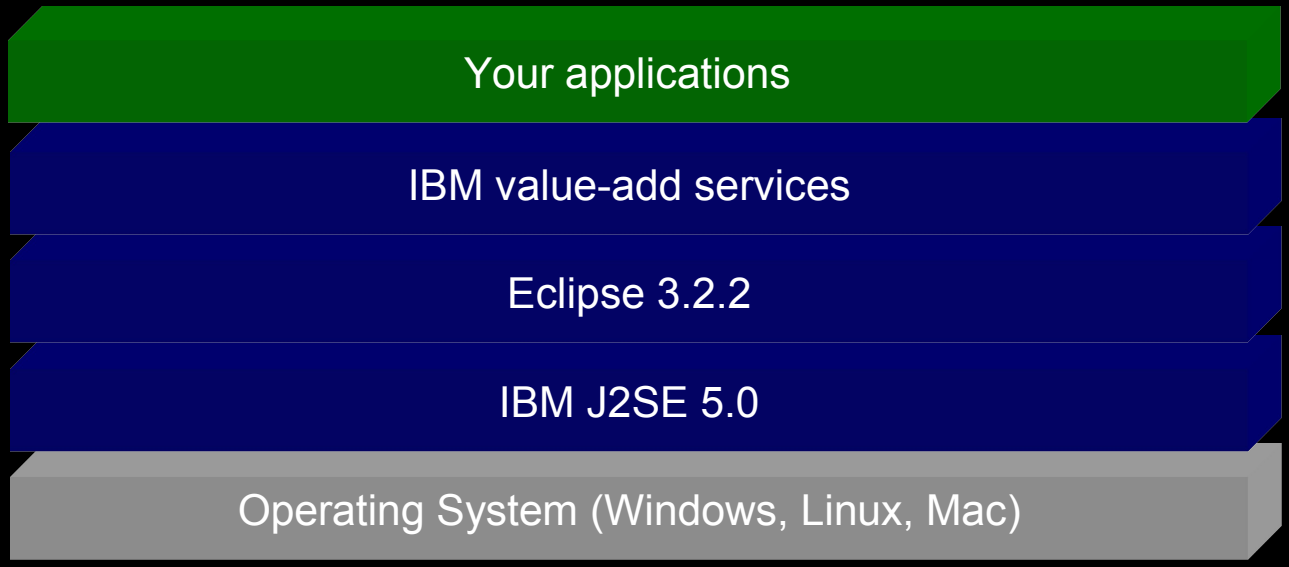
Lotus Expeditor – the Lotus Client Foundation

- Common foundation for next-generation Lotus client-side products
- Core runtime and comprehensive set of services for building business applications
- Lotus Notes 8, IBM Lotus Sametime® 8, IBM Lotus Symphony® use a subset of the full Lotus Expeditor platform
  - Reduced footprint
  - May extend platforms with additional Lotus Expeditor features

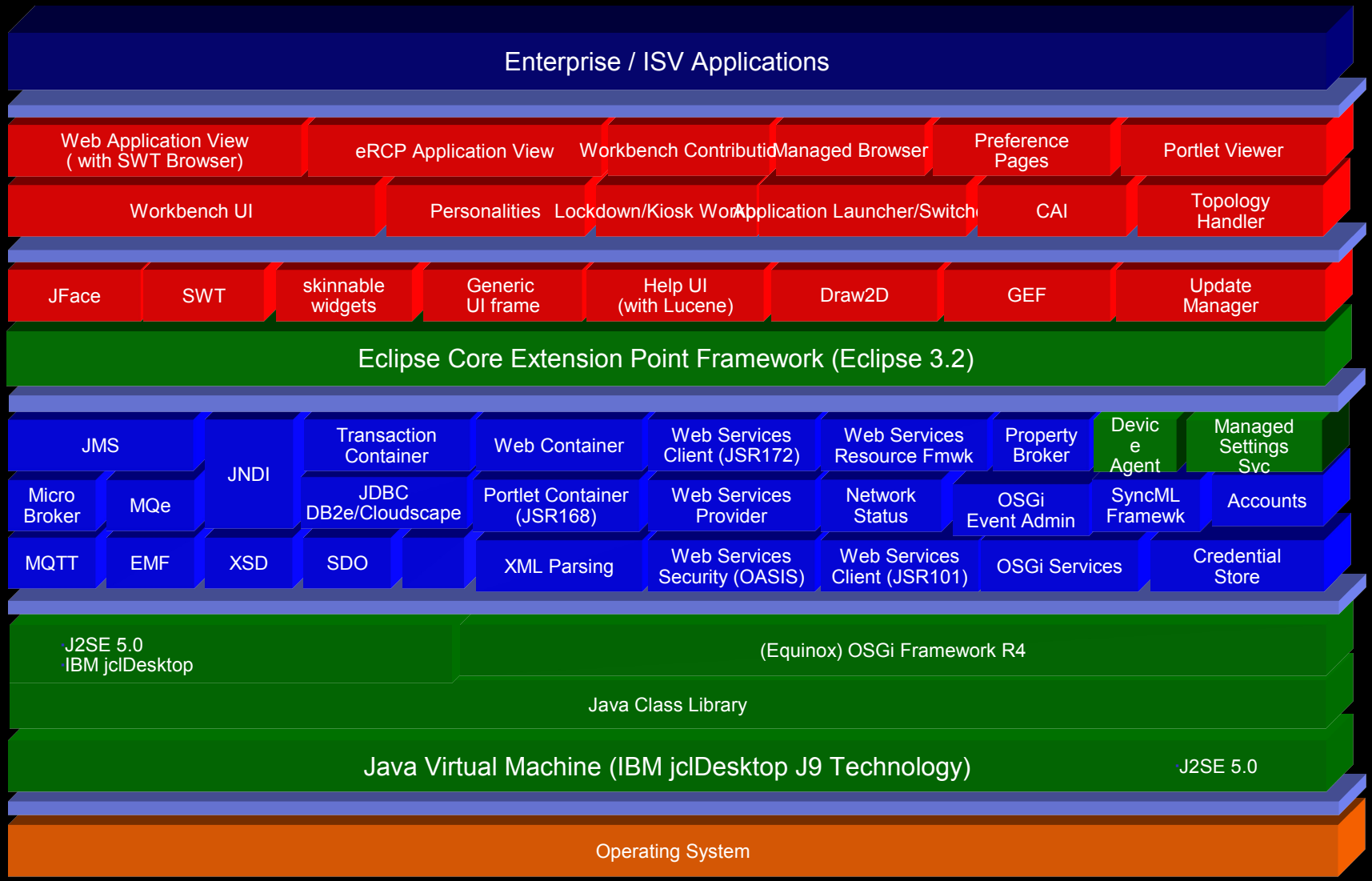


Lotus Expeditor software stack

- Start with an IBM-optimized Java 5 runtime
- Eclipse 3.2 provides core runtime and presentation services
- IBM adds common services for building business applications, e.g. composite applications, component intercommunication, local web container, local relational database, enhanced user interface widgets, etc.

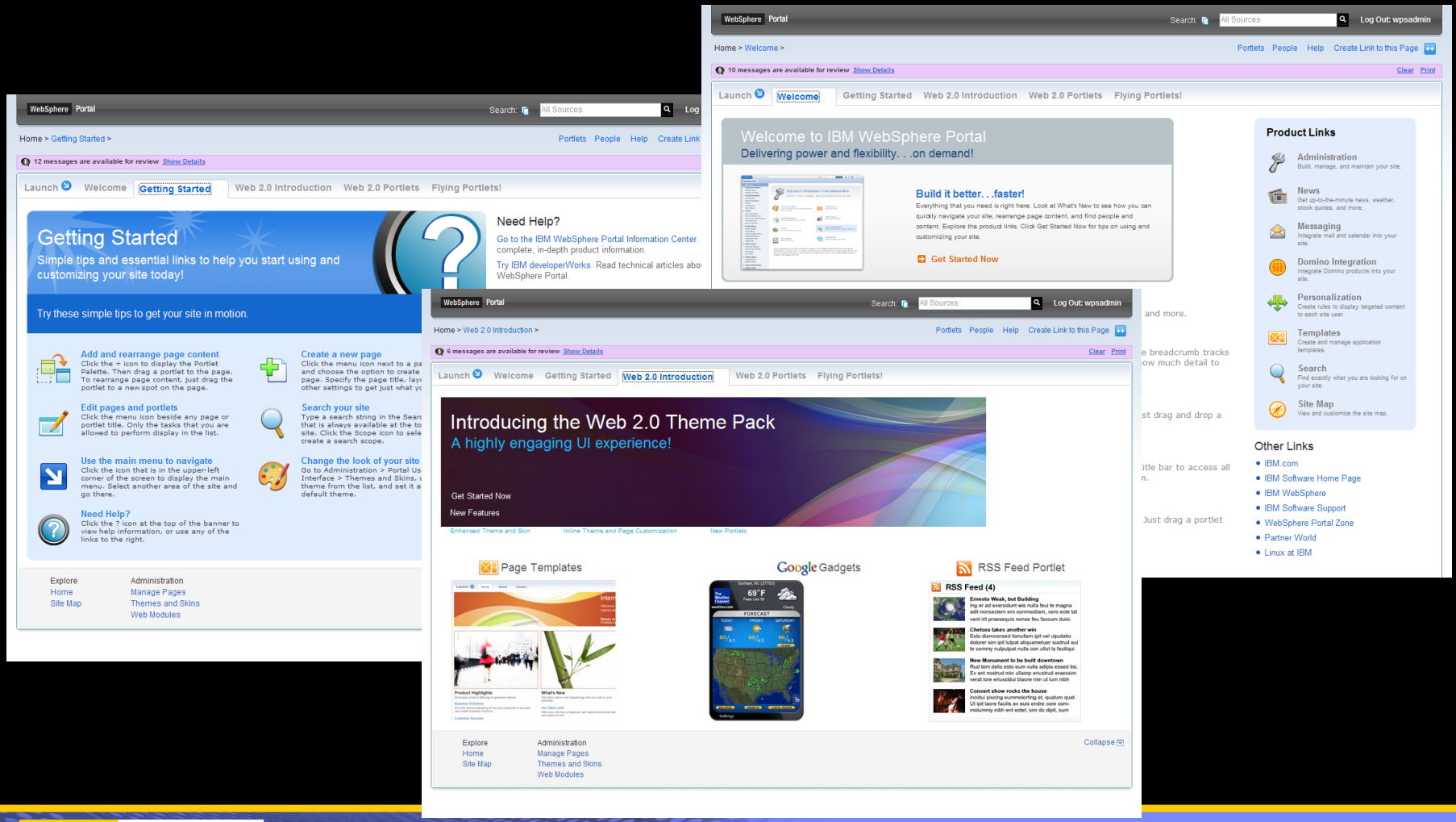


Lotus Expeditor Platform



WebSphere Portal

Composite application / business mashup framework and advanced tooling to build SOA-based solutions



Lotus. software

Evolution 1: Middleware (Portal)

- UI integration Portlets and Tool based integration
  - WPAI, Bowstreet Portlet Factory
- Offering was more in the vain of a toolbox that would allow customers to build their own portlets and applications
  - WPAI included templates which were used to generate Portlets from. Templates could be provided through included tool
  - Bowstreet Portlet Factory used direct connections to the backend systems to read interface descriptions and use those to generate UI's that could then later be customized through standard HTML
- Customers had to start from scratch in building solutions
  - Required special training
  - Limited set of examples were available

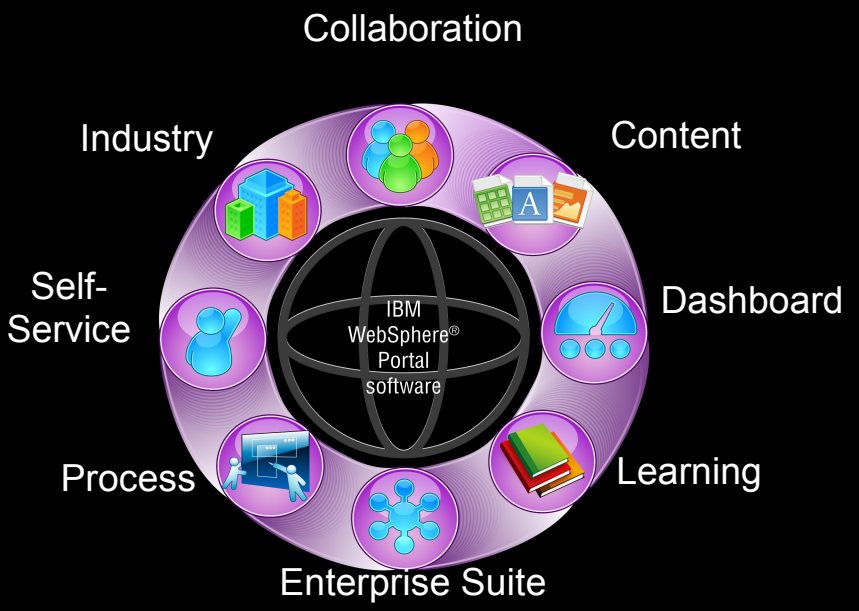
Evolution 2: Solution (Portal based)

- Portal based solutions
  - first Generation of Dashboards
  - Employee Self Service solution
- Both solutions have been developed in customer projects and were carried forward into repeatable assets
- Customers got immediate value from the solution
- Ability to either tailor the existing solutions or build new ones using specialized add in features for the Portlet Factory (Builders)
  - Turned out to be a critical success factor as customers changed the business processes
  - SAP Portal solutions did not all provide this flexibility, instead customers had to build functionality from scratch

Evolution 3: WebSphere Portal Accelerators

Introduced 7 new Accelerators in 2007

- Dashboard Accelerator: Growing more than 2X market growth rates
- 800 downloads from KPI Catalog
- Planned refresh of Accelerators in 2Q 2008
- Seeing demand for Industry Specific accelerators in Government, Health, Retail, Banking



Integrated packages that easily snap-on to WebSphere Portal to deliver rapid time-to-value for specific business challenges

Employee Self Service

Flexible, comprehensive, integrated ESS transaction framework

Life Events

Getting Married
Moving
Welcoming a New Child
etc.

- **Career Events**

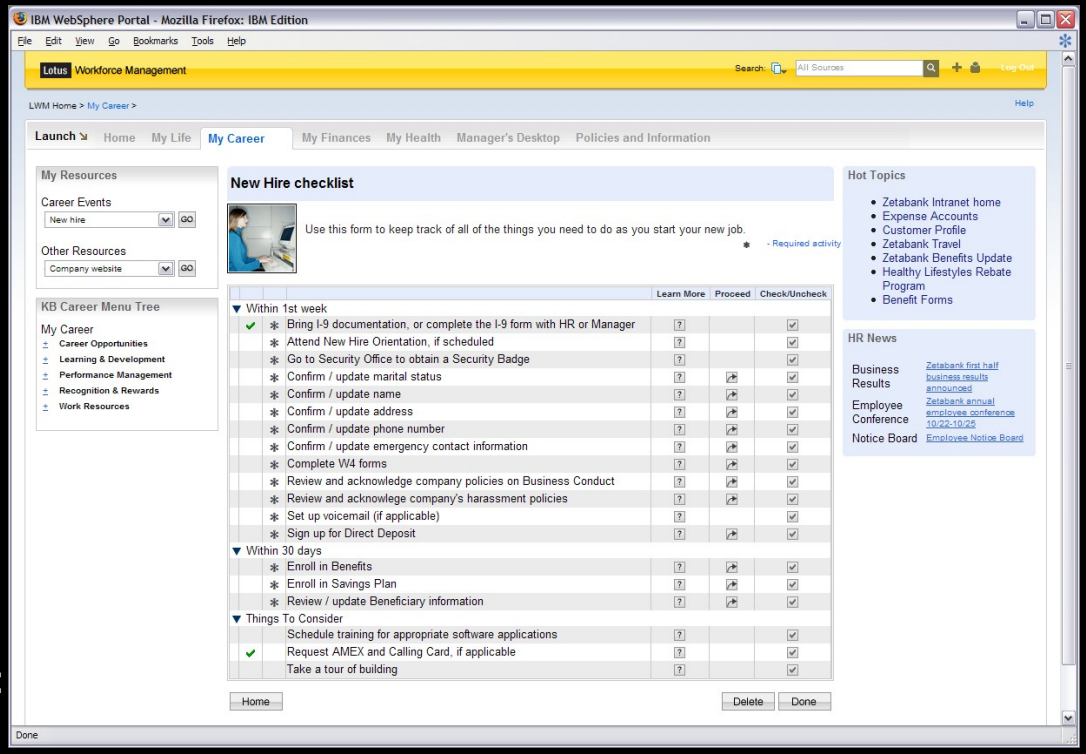
  Starting a New Job
  Planning to Retire
  Voluntary Separation
  etc.

- **Finance & Tax**

  View Paycheck
  View W2
  View/Update W4
  etc.

- **Personal Information Management**

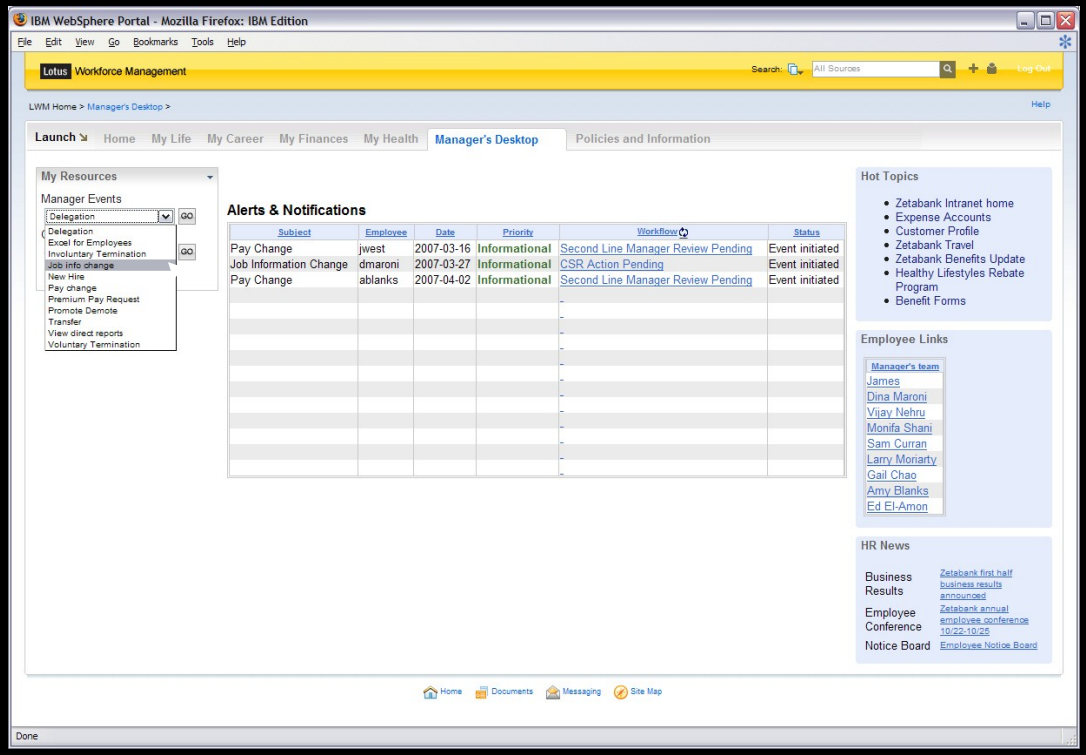
  Address
  Phone
  Emergency Contacts
  etc.



Manager Self Service

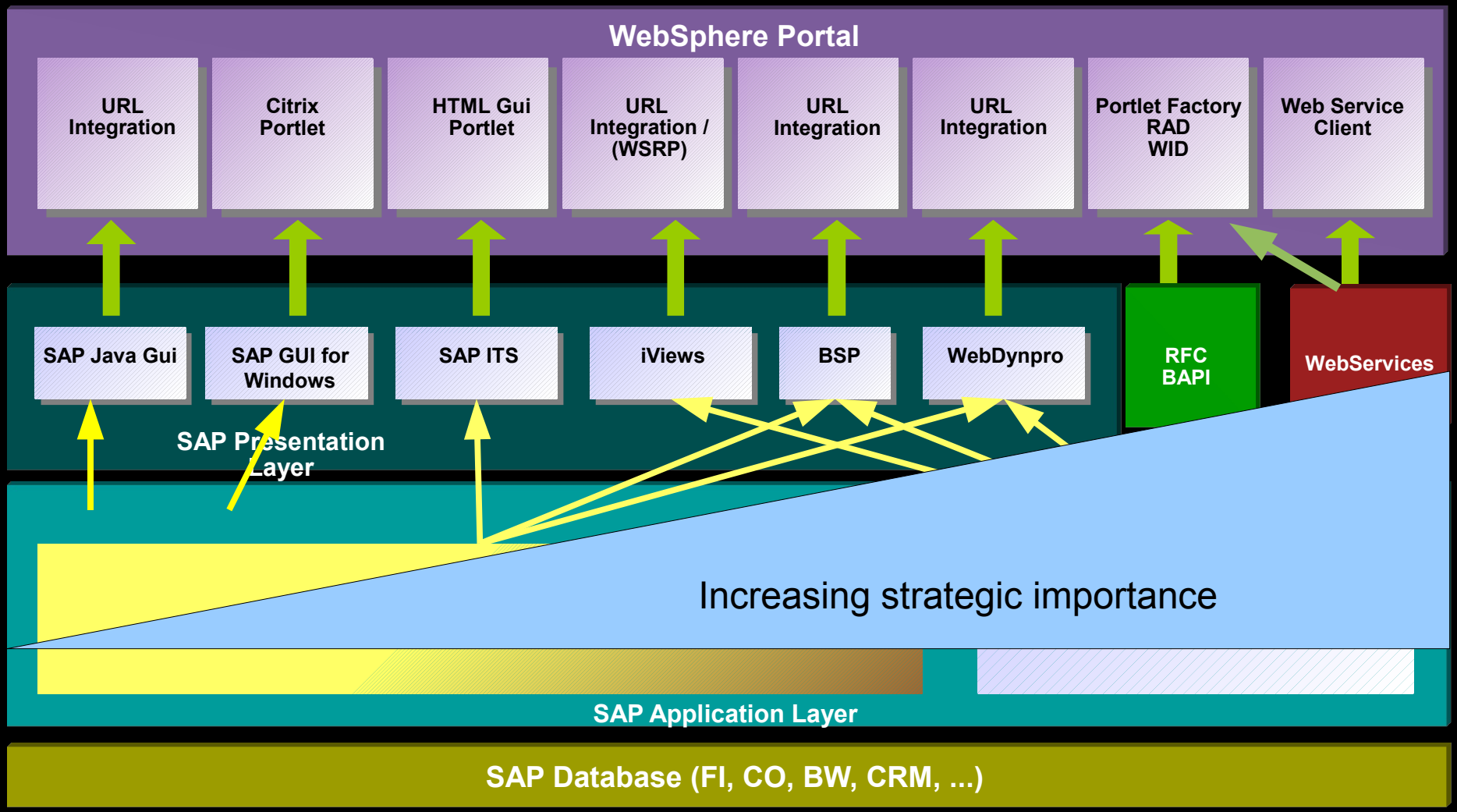
Standard, integrated MSS transaction framework

- View & update information about their employees
- Initiate & manage career transactions
  - New hire/on boarding process
  - Voluntary/involuntary separation
  - Job transfers
  - Job information changes,
  - Promotion/demotion,
  - Premium pay increase,
  - etc.
- Delegate to ensure coverage while away from the office.
- Manager Alerts & Notifications
- Rule based Routing and Escalation



Manager's Desktop

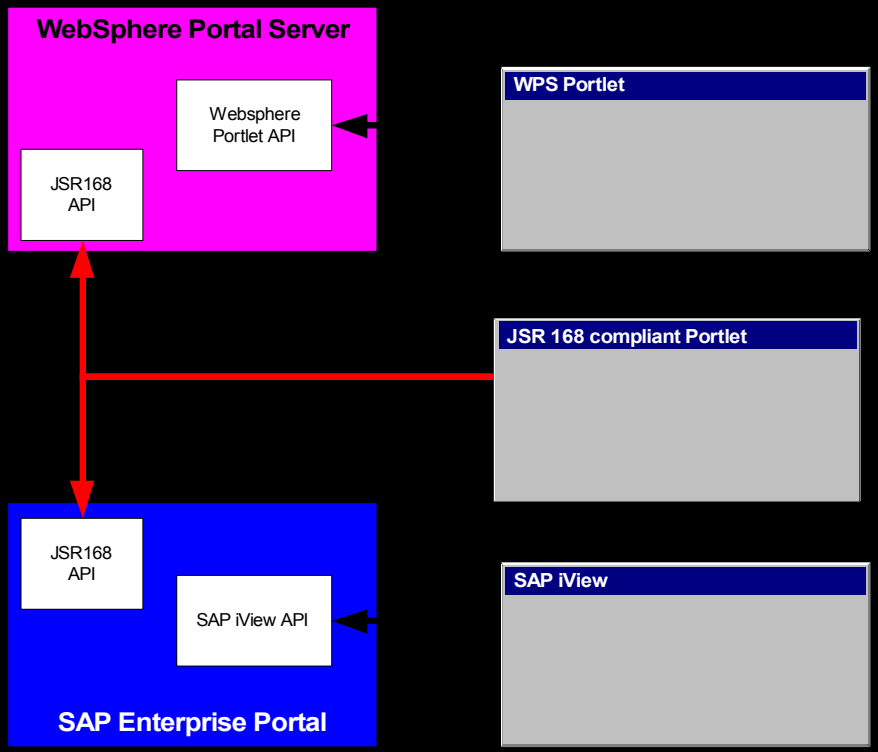
Lab Research: WebSphere Portal SAP Interoperability



Integration via Standards

- JSR 168/268
- WSRP 1.0/2.0
- Web Services

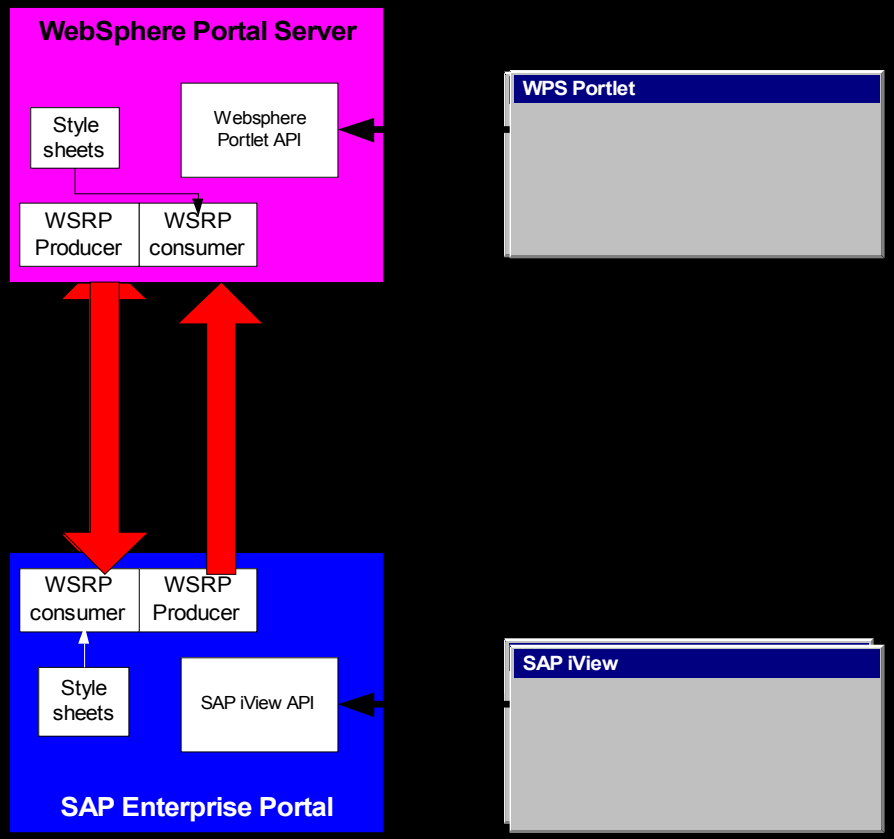
Standards – JSR 168/268



- Without standards every portlet development is constrained to a specific platform
- JSR 168/268 defines a common portlet API for different Portal vendors
- JSR 168/268 compliant portlets can be deployed on different Portal servers
- Java Portlet Specification V2.0

  http://jcp.org/en/jsr/detail?id=286

Standards - WSRP



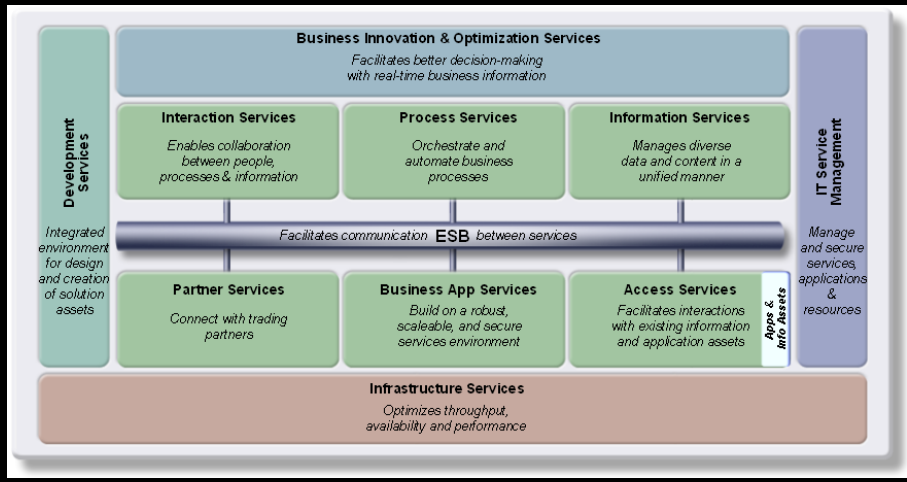
- WSRP helps to seamlessly integrate Portals
  - WSRP Consumer and Producer are added to the portal
  - Portal holds local style sheets to render content
  - Functionality is exposed as Webservice from WSRP producer and rendered by WSRP consumer
- **Portals can integrate and interact**

Portal Interoperability Project

- IBM and SAP did a joint project on Portal interoperability in the CTSC
  - Single Sign On Plug-ins were developed
  - Integration in both directions tested (based on http / iFrame)
- Project has not the status IBM would have loved to have it
  - Integration is basic
  - SAP not ready to expose Business Content through open standards
  - SAP claims to support JSR 168 and WSRP but can only consume and expose custom developed content – no SAP content can be exposed

WebServices / XML

- WebServices provide a common standard for interoperability between various Systems
- WebServices / XML Data is self describing which allows a generic layer for interaction
- SOA / eSOA Architectures leverage WebService Interfaces to be mostly independent of specific adapters
- Services can easily be combined



More ideas in discussion currently

- The Lotus Business Development Team is currently creating new ideas how SAP and Lotus Technology can interact – even w/ 3rd Party solutions:
  - Lotus Quickr as Repositories in SAP Environments
  - Lotus Connections (Profiles) to be synced w/ SAP HCM
  - Lotus Connectuins (Activities) and SAP BPM
  - The role of mobile devices in Atlantic
  - Telephony integration into Sametime and Atlantic
  - .....

Lotus Product Portfolio

Lotus Notes and Domino

Mail, calendaring and collaborative applications

Lotus Connections

Social software for business

WebSphere Portal

Composite application and integration services

Lotus Sametime

Lotus Sametime Unyte

Unified communications and collaboration services

Lotus Quickr

Collaborative content and team services

Lotus Forms

Pixel perfect, digitally signed forms

Lotus Symphony

Productivity tools for document, presentations, and spreadsheets

Lotus Mashups

Easily assemble enterprise and internet content

Lotus Expeditor

Extend composite applications to laptops, desktops, kiosks and mobile devices

Lotus Protector

Security Services for email

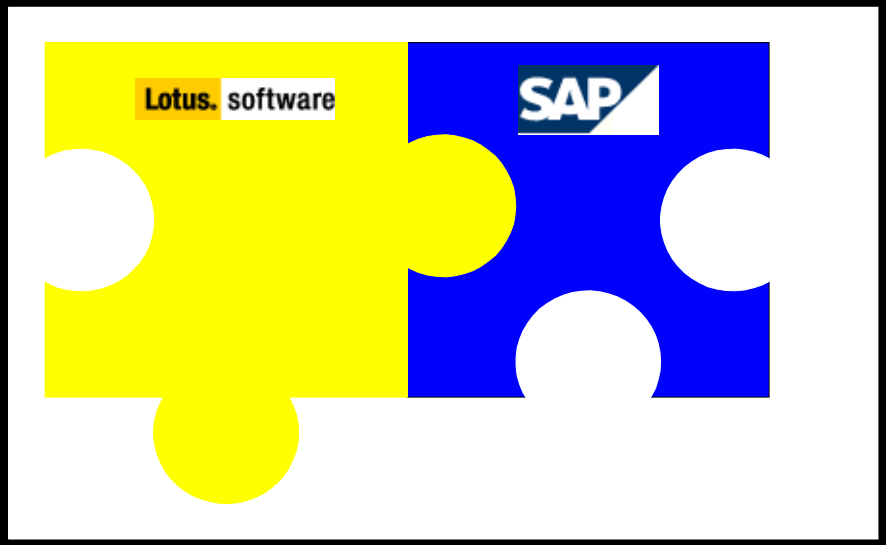
Lotus Foundations

On-premise servers for small businesses

"Bluehouse"
Share. Meet. Collaborate.
Quickly and Easily.

Lotus software

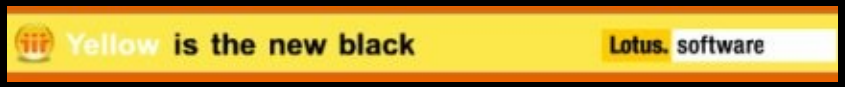
Lotus Domino and mySAP – A powerful combination to leverage integrated business processes



The best of two worlds !

Christian Holsing

eMail: holsing@de.ibm.com



- Lotus Enterprise Integration www.lotus.com/ei
- Project Atlantic
  - http://www-306.ibm.com/software/lotus/products/notes/