

Lotusphere Comes to You

Lotusphere[®] 2009



CREATED WITH LOTUS[®] SYMPHONY™

Alloy by IBM and SAP

– IBM Lotus Notes and SAP Integration

Lotusphere Comes to You

Lotusphere[®] 2009



Introducing



formerly known as

Project “Atlantic”

The Lotusphere 2009 logo features the word "Lotusphere" in a black sans-serif font, with the "o" in "sphere" enclosed in a black circle. To the right of the circle is the year "2009". The logo is set against a bright yellow sunburst background with radiating lines.

Lotusphere® 2009

IBM and SAP: Global Partnership

Global Technology Partner

- Full Support of SAP Business Suite on IBM eServer and IBM DB2
- New: BI accelerator on IBM BladeCenter



Global Service Partner

- Largest number of SAP Service Consultants
- Member of the SAP Implementation Quality Program



- SAP and IBM – partnering for over 30 years
- Over 12,000 joint customers

Software Partner

- Collaboration Technology Support Center
- IBM Software Interoperability and SAP Solutions



Hosting Partner

- Certified Hosting Partner in major markets
- Largest number of SAP customer users hosted



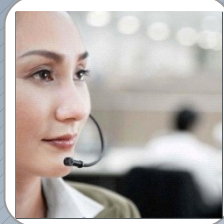
SAP Customers



Lotusphere® 2009

Two Primary SAP User Roles 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”

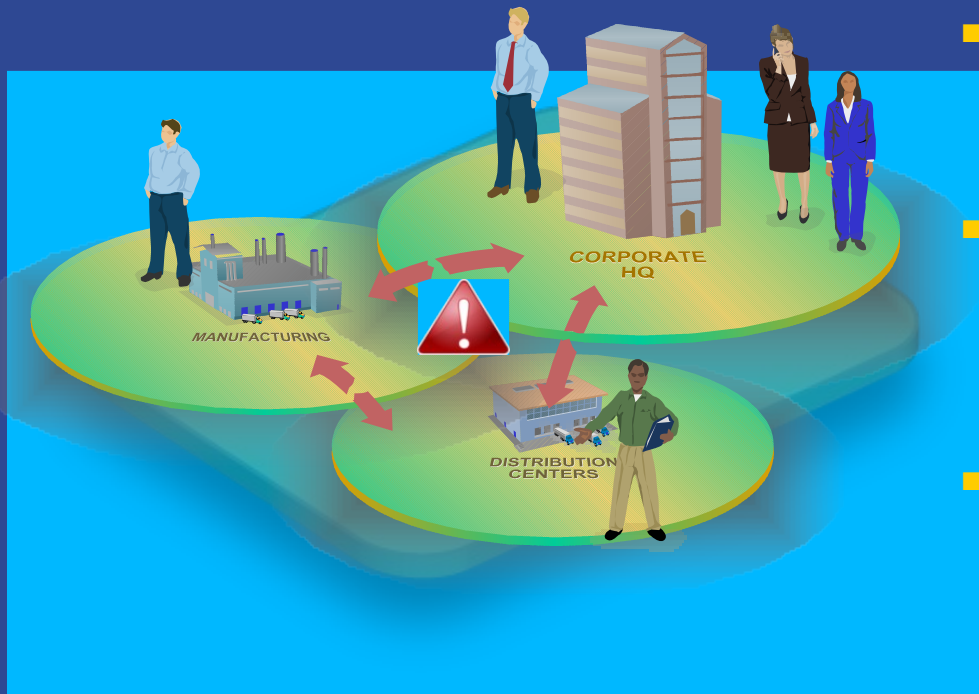
Business User



- **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

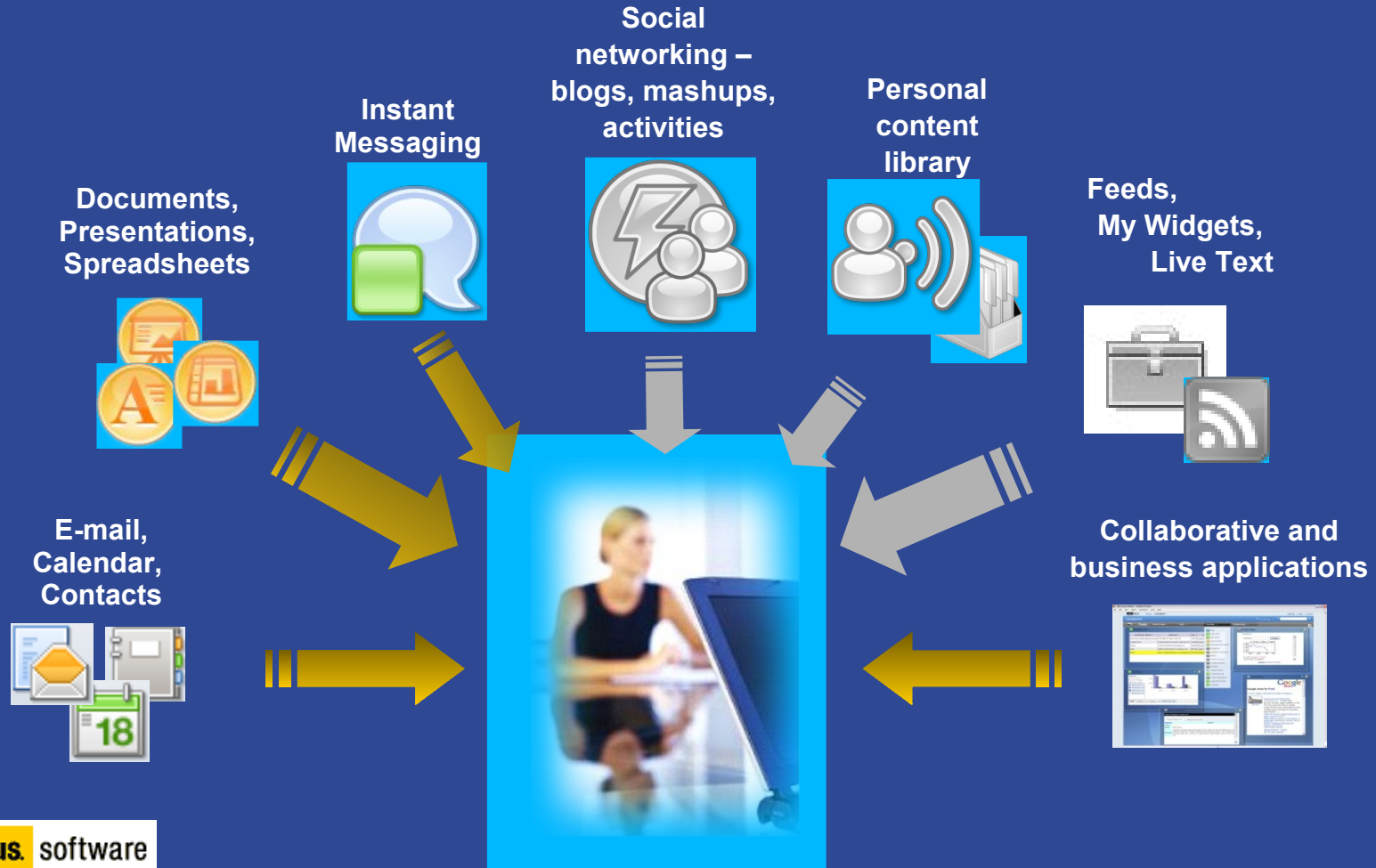
Business Users are Disconnected From Enterprise Information and Processes....



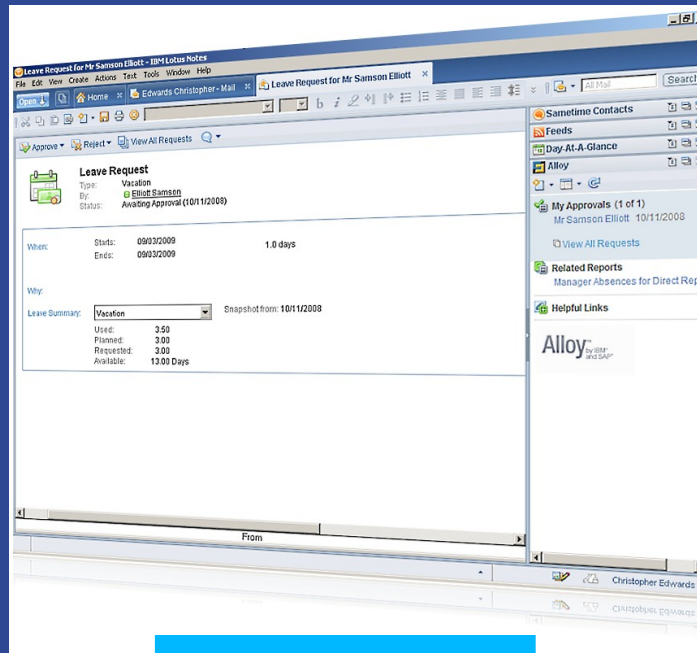
- **Productivity suffers from time wasted searching for and coordinating information**
- **Decision-making is impaired due to out-of-date or incomplete information**
- **Business innovation is hindered by inability to participate in enterprise processes**
- **Morale is impacted due to over-reliance on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

Business User's Inbox is the catalyst for productivity

Moving from it interrupts their flow and introduces opportunities for distraction.



Alloy - Bringing SAP Software to Lotus Notes



- Office productivity
- Ad-hoc processes
- On every desktop



- Business processes
- Industry expertise
- System of record

Alloy Executive Summary



Familiar Working Environment

Deliver SAP information and applications into IBM Lotus Notes to improve productivity

Rapid Deployment

Ensure rapid adoption and minimal training for end users

Extensibility

Add functionality needed for each unique business user group



Familiar Working Environment

Provide business users with easy access to key enterprise processes and information

- **Report Management**
- **Travel Management**
- **Leave Management**
- **Workflow Approvals**

Report Management

Give users information to make good decisions

Report: Demo: ALV demo program: Output flights (simplest version) - IBM Lotus Notes

File Edit View Create Actions Tools Window Help

Open Home Gerhard Keller - Mail Report Catalog Report: Demo: ALV demo program: Out...

Run Again Open in Spreadsheet Share View Properties Run Report from Catalog View All Delivered Reports

Report: Demo: ALV demo program: Output flights (simplest version) Run Date: 12/22/2008 02:57 PM

Report Title: Demo: ALV demo program: Output flights (simplest version)
 Run Date: December 22, 2008 8:57:24 AM EST
 Parameters: Airline is DL

Airline	Connection Number	Flight Date	Airfare	Airline local currency	Plane Type	Maximum capacity economy class	Occupied seats economy class	Booking total
DL	106	2007-12-10	611.01	USD	A310-300	280	261	188557.9
DL	106	2008-01-07	611.01	USD	A310-300	280	266	192010.1
DL	106	2008-02-04	611.01	USD	A310-300	280	271	194020.3
DL	106	2008-03-03	611.01	USD	A310-300	280	268	190800.3
DL	106	2008-03-31	611.01	USD	A310-300	280	271	194643.5
...	...	2008-04-28	611.01	...	A310-300	192682.2

Sametime Contacts
 Day-At-A-Glance
 Feeds
 Alloy™
 Report

Description
 ALV demo program: Output flights (simplest version)

Schedule
 Scheduled to run every week on Monday at 08:43 AM GMT-05:00.

Previous Runs
 12/15/2008
 12/08/2008

Related Reports
 No related reports

[View All Reports](#)

Alloy™ by IBM® and SAP®

GKeller

Travel Management

Request, review and approve trip details quickly

New Trip Request for Gerhard Keller - IBM Lotus Notes

File Edit View Create Actions Text Tools Window Help

Open Home Gerhard Keller - Mail New Trip Request for Gerhard Keller

Save and Send Request Save as Draft Check Calendar... Out of Office

Trip Request

Type: Non-billable to Customer

- Mark Private
- Notify Me
- Mark Available

Personal Notes: Lotusphere

When: Leaving: 01/18/2009 08:00 AM
Returning: 01/22/2009 05:00 PM

Where: Country/Region: USA
Location: Orlando
(59 characters max)

Why: Lotusphere Conference
(59 characters max)

Comments: Education event
(255 characters max)

Estimated Costs: 1250 EUR

Assignment: Add... Reset

Using application on Local

Sametime Contacts
Day-At-A-Glance
Feeds
Alloy™
Related Reports
Travel Expense Reporting by P
General Trip Data/Trip Totals
My Leave Summary
Alloy™ by IBM and SAP

GKeller

Leave management

Manage vacation from your Notes calendar

Alloy™ - IBM Lotus Notes

File View Create Tools Window Help

Open Home Gerhard Keller - Mail **New Leave Request for Gerhard Keller**

Save and Send Request Save as Draft Check Calendar... Out of Office

Leave Request

Type: **Paid Absence**

Mark Private
 Notify Me
 Mark Available

Personal Notes: vacation after Lotusphere

Approver: Helmut Weitz

When: Starts: 01/23/2009 Specify times
Ends: 01/23/2009

Why: Would like to extend the Stay in Orlando by a day and take personal time off
(255 characters max)

Enter a note to the approver

Sametime Contacts
Day-At-A-Glance
Feeds
Alloy™
Related Reports
Absences: List
My Leave Summary
Vacation
Used: 0.0
Planned: 0.0
Requested: 0.0
Available: 100.0 Days
Updated on 1/15/09 12:41 PM
[View All Requests](#)

Alloy™ by IBM and SAP



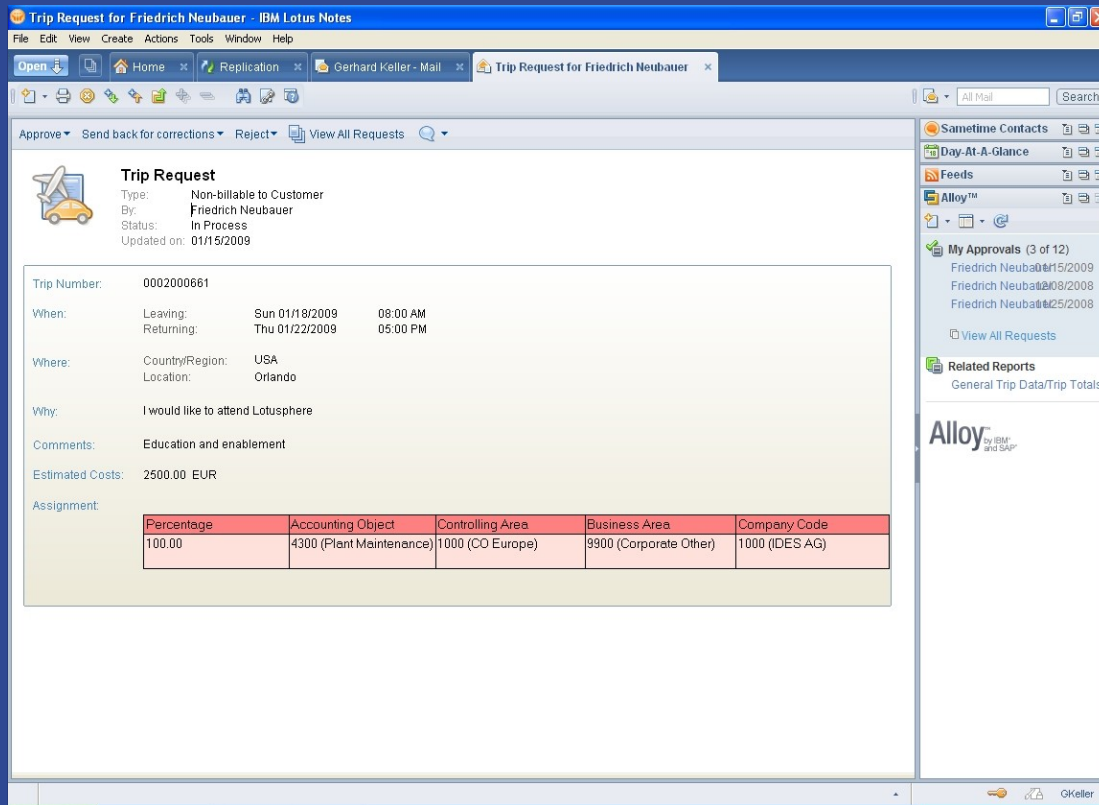
Rapid Deployment

Alloy can be rapidly deployed without extensive customization to support key business processes.

- Straightforward Architecture
- Intuitive Design

Intuitive Design

Build on what Notes users know and expect



The screenshot displays the IBM Lotus Notes interface for a "Trip Request for Friedrich Neubauer". The main content area shows a form with the following details:

- Trip Request**
 - Type: Non-billable to Customer
 - By: Friedrich Neubauer
 - Status: In Process
 - Updated on: 01/15/2009
- Trip Number:** 0002000661
- When:** Leaving: Sun 01/18/2009 08:00 AM; Returning: Thu 01/22/2009 05:00 PM
- Where:** Country/Region: USA; Location: Orlando
- Why:** I would like to attend Lotusphere
- Comments:** Education and enablement
- Estimated Costs:** 2500.00 EUR
- Assignment:**

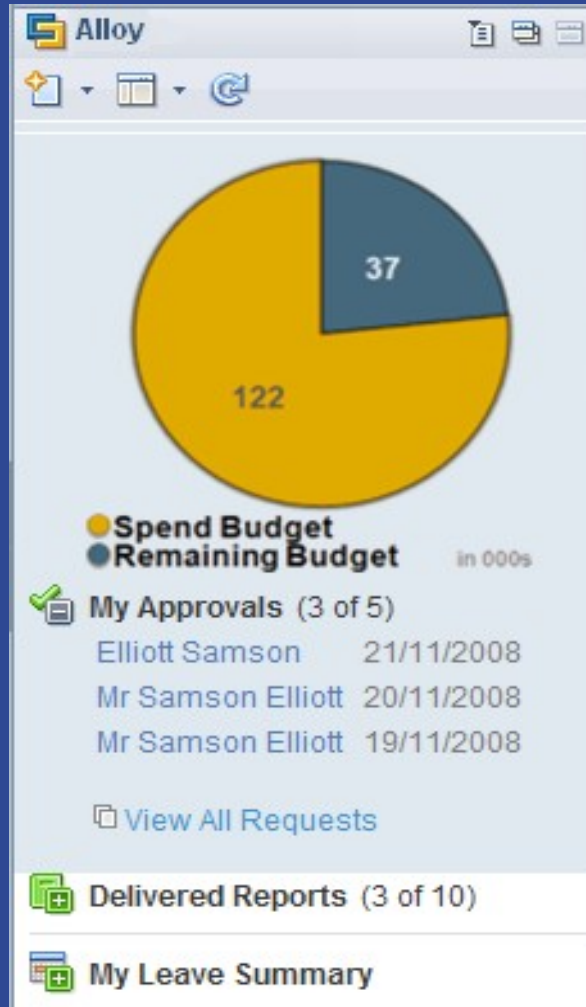
Percentage	Accounting Object	Controlling Area	Business Area	Company Code
100.00	4300 (Plant Maintenance)	1000 (CO Europe)	9900 (Corporate Other)	1000 (IDES AG)

The right sidebar contains several plugins: "Sametime Contacts", "Day-At-A-Glance", "Feeds", "Alloy™", "My Approvals (3 of 12)", and "Related Reports". The Alloy™ plugin is prominently displayed, showing the text "Alloy™ by IBM and SAP".

- Sidebar Plugin
- Email / Calendar Entry
- Standard UI Elements
- Alloy Items fit seamlessly into Notes behaviors and can be used easily from Notes Users

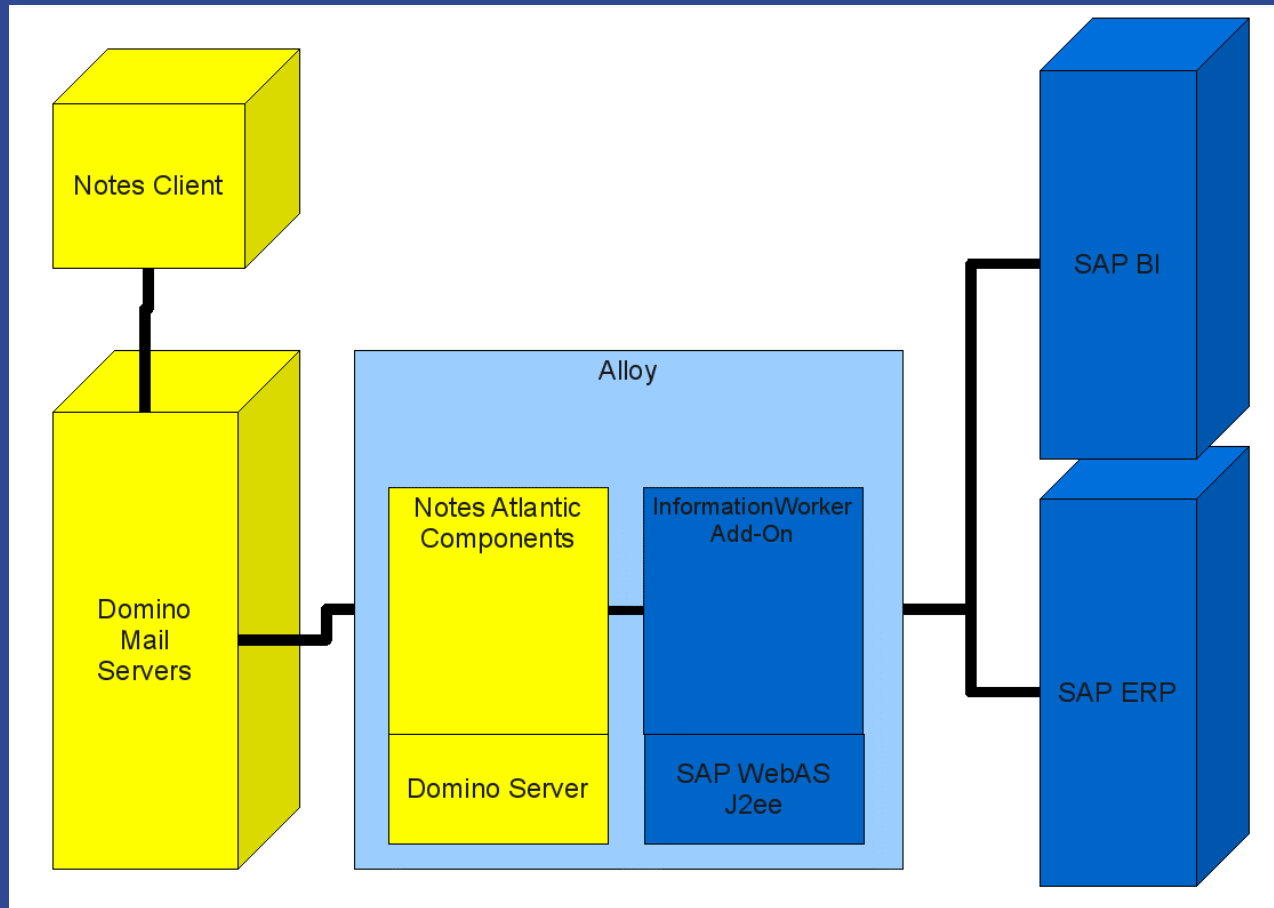
Custom Integration

Bring contextual information to facilitate better decisions



- Bring contextual information from SAP Business Suite
- Use standard customization tools like Lotus Notes Designer, Lotus Script, SAP Implementation Guide
- Integrate additional helpful information into the sidebar
- Customize email and document forms to fit your needs

Alloy – Logical Building Blocks



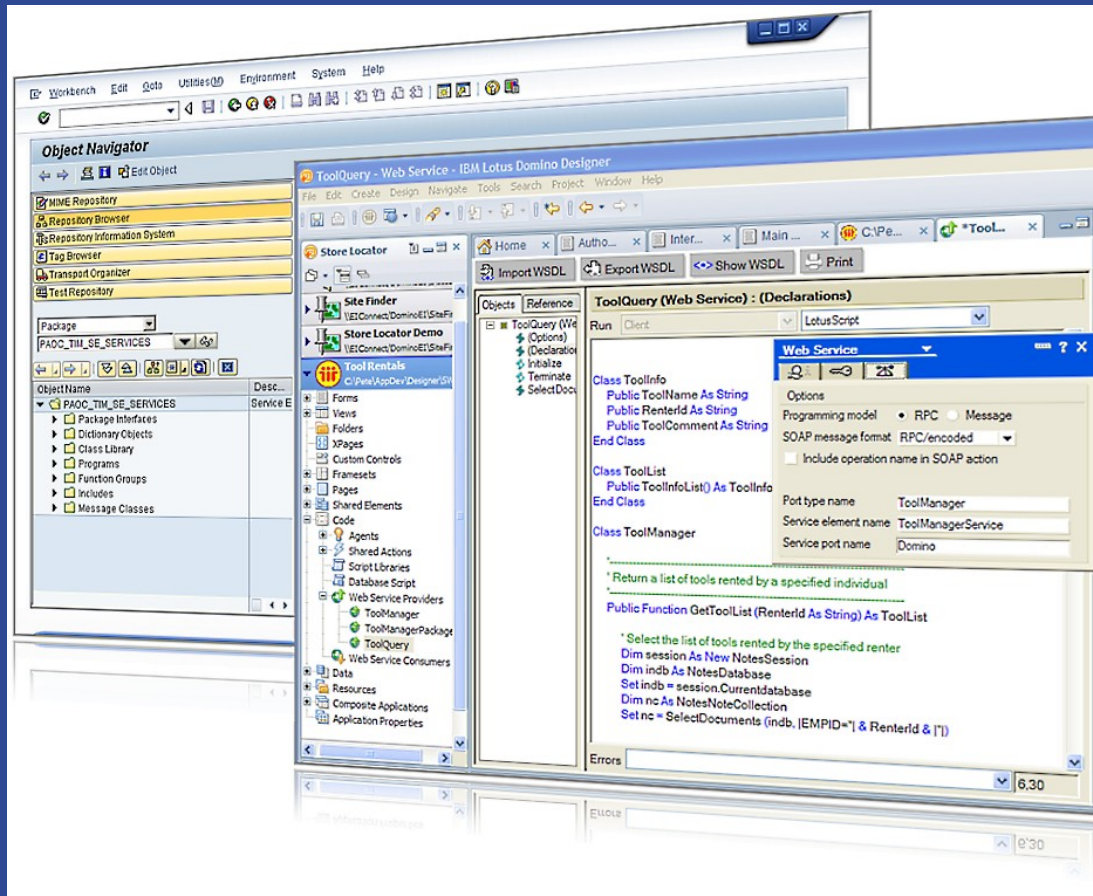
Extensibility

Companies can easily extend Alloy to integrate additional business functionality in SAP software with Lotus Notes.

- Workflow Decision Management
- Customization

Workflow Integration

Transparently expose workflow decisions in Lotus Notes



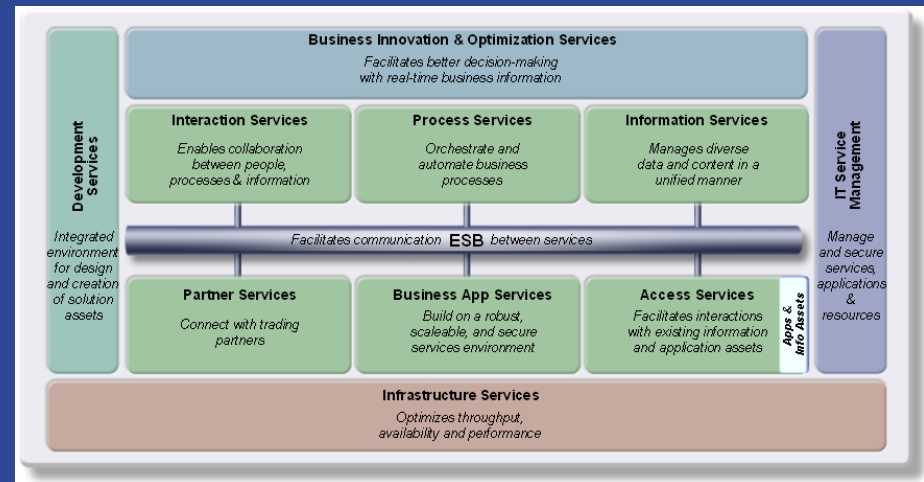
- Configure which workflow decisions to expose in Alloy
- Add further SAP information by using ABAP workbench
- Modify the decision user interface in Domino Designer
- Integrate additional helpful information into the sidebar

Advanced customizing in Alloy 1.0

- The Alloy platform allows the exposure of a decision step of a SAP Business Workflow easily into Lotus Notes
 - ▶ SAP decision workflows can be “Approve” / “Decline” decisions
 - ▶ SAP also supports generic decisions – which are also supported by Alloy
 - Example: Release Sales order, Recheck Sales order, Cancel Sales order,
- The item can be approved in Lotus Notes and is routed back into the SAP System
- This capability allows customers to expose a huge set of decision processed to an Information Worker in Lotus Notes, for example
 - ▶ Purchase approvals
 - ▶ Appraisal decisions
 - ▶ New Hires
 - ▶ Material master decisions
 - ▶ Escalation management

Alloy is fully SOA compliant

- All communication in Alloy between IBM Lotus Notes and SAP Business Suite uses WebServices
- Transfer data format is XML, even for storage of certain data
- Metadata is either XML (for data) or HTML (for the sidebar)
- SAML is also based on WebServices, basically strict structure



Single Sign-On

- Alloy leverages SAML (Secure Assertion Markup Language) to enable Single Sign-On between IBM Lotus[®] Notes[®] and SAP Business Suite[®]
- Basic assumptions:
 - ▶ Lotus side and SAP side are in a trust association
 - ▶ If a user is authenticated to a IBM Lotus Notes[®] Client / IBM Lotus Domino[®] Server this authentication is also used for SAP
 - ▶ SAP UserName is maintained in Domino Directory as it is probably different from Notes Name
- Basic Flow of the Single Sign-on:
 - ▶ Notes object is signed by the user
 - ▶ Domino Server requests SAP Logon Ticket on behalf of the user using SAML
 - ▶ WebServices Call is done on behalf of the user with SAP Logon Ticket

Example Workflow Screen from Beta Customer (1)

Arla Material Workflow
From: Pauley Anthony
Status: In Process(Pending)
Updated on: 03.12.2008

A new Material has been created. Please check and accept/reject the new record.;Decide between the alternatives available

Newly created material :

ID :	000000000000000003517
Name :	Butter milk
Group :	01503
Net Weight :	1.000
Weight Unit :	KG

Sametime Contacts
Feeds
Day-At-A-Glance
Activities
Atlantic
Delivered Reports (3 of 4)
My Leave Summary

A joint effort by:
SAP | IBM.

Emp1_AnthonyPauley_Online

Example Workflow Screen from Beta Customer (2)

eBuy -1000525711 - Needs Approval 228.00 USD - IBM Lotus Notes

File Edit View Create Actions Tools Window Help

Open Home Workspace Replication Jim Arcure - Reque... Jim Arcure - Mail Colgate Atlantic PO... Colgate at Lotusp... eBuy-1000525711-...

Approve Purchase Deny Purchase View All Requests

eBuy Approval Required

From: SAP Workflow
Status: In Process(Pending)
Updated on: 01/12/2009

Request 1000525711 is in your approval inbox and is waiting your approval. Please take action to approve or reject this request. This request cannot be sent to the supplier until all required approvals have been done.

The Creator of this eBuy request is Joe Smith

ID:	VG1930wm
Description:	ViewSonic
Price:	226
Unit:	USD
Qty:	1
Deliv date:	9/19/2008

Day-At-A-Glance
Sametime Contacts
Feeds
our Colgate.com
My Widgets
Workflow Alerts
Atlantic
My Approvals (3 of 8)
SAP Workflow 01/12/2009
Jason Russo 01/08/2009
Jason Russo 01/07/2009
View All Requests
Delivered Reports (3 of 9)
A joint effort by:
SAP | IBM
Training

start Colgate Atlantic POC ... Quotes for CL, MSFT, ... Microsoft Photo Edito... 95% 1:36 PM

Example Workflow Screen from Beta Customer (2)

The screenshot shows an IBM Lotus Notes application window titled "Atlantic Test Workflow for Dominicus Van Asten - IBM Lotus Notes". The window has a menu bar (File, Edit, View, Create, Actions, Tools, Window, Help) and a toolbar with various icons. The main content area displays the workflow details:

Atlantic Test Workflow
From: [Dominicus Van Asten](#)
Status: In Process(Pending)
Updated on: 01/16/2009

Below the details is a large text box containing the following instructions:

One of your direct reports - 00013285 - has changed his / her address as follows:

Street : 3159 Mae Avenue NE
City : Atlanta

Choose one of the options given.

Approve : this will complete the process

Reject : this will reroute the item back to your employee for correction

If you choose **Cancel**, the user decision remains in your inbox for processing.

The right sidebar contains several widgets: "Sametime Con...", "Feeds", "Day-At-A-Glance", "My Widgets", "Atlantic", and "Delivered Reports (0 of 0)". At the bottom, there is a "A joint effort by:" logo for SAP and IBM. The Windows taskbar at the very bottom shows the Start button, several open applications, a 100% zoom level, and the system clock at 12:00 PM.

Teaming: Leveraging our services expertise

Services to support

Alloy
by IBM
and SAP

IBM Software Services for Lotus
IBM Global Business Services

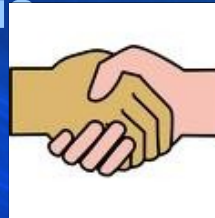
A Winning Combination:

• IBM Software Services for Lotus

- 750 practitioners deployed globally
Domino Server and Notes Client
deployment knowledge

- Notes and Lotus Expeditor custom
development skills

- Access to SWG development and support
resources



• IBM Global Business Services

- Over 20,500 practitioners globally
SAP functional knowledge

- Industry and business process
expertise

- Meaningful client relationships with top
line-of-business executives

- Deep project management expertise

Lotusphere
2009



Alloy System Prerequisites for v1.0

- IBM Lotus

- ▶ Lotus Notes 8.0.2 and above
- ▶ Lotus Domino 8.0.2 and above



- SAP

- ▶ SAP ERP 6.0 or higher
- ▶ SAP BI 3.5 or 7



- Initial Languages

- ▶ English, German, French, Japanese, Italian



- Platform support

- ▶ Lotus Notes client – initially Microsoft® Windows XP® 32 Bit and Windows Vista® 32 Bit
- ▶ Domino – initially Microsoft® Windows Server®

Teaming: Leveraging our services expertise

Services to support

Alloy
by IBM[®]
and SAP[®]

IBM Software Services for Lotus
IBM Global Business Services

A Winning Combination:

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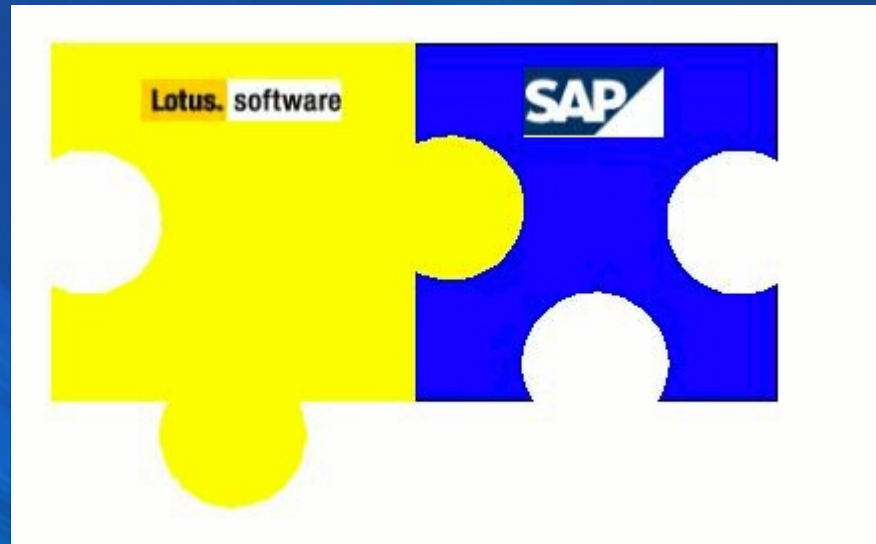
- Industry and business process
expertise

- Meaningful client relationships with top
line-of-business executives

- Deep project management expertise

Lotus. software

Lotus Domino and SAP Business Suite – A powerful combination to leverage integrated business processes



The best of two worlds !

Lotusphere[®] 2009

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Notes Technologies that enables us to build Alloy

- Alloy relies on a set of product capabilities from Domino and Notes
- New capabilities from Release 8:
 - ▶ **WebService Support** for Data Transfer between Lotus Domino and SAP Business Suite
 - ▶ **Sidebar Plugin** to render supporting data for a Business Object
 - ▶ **Widget Catalog** to allow easy provisioning of the Sidebar plug-in
- Previous capabilities
 - ▶ **Mail Routing** to establish communication to Client
 - ▶ **Template inheritance** to bring Alloy specific mail template extensions into production
 - ▶ **HTML** to define Layout of the sidebar

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