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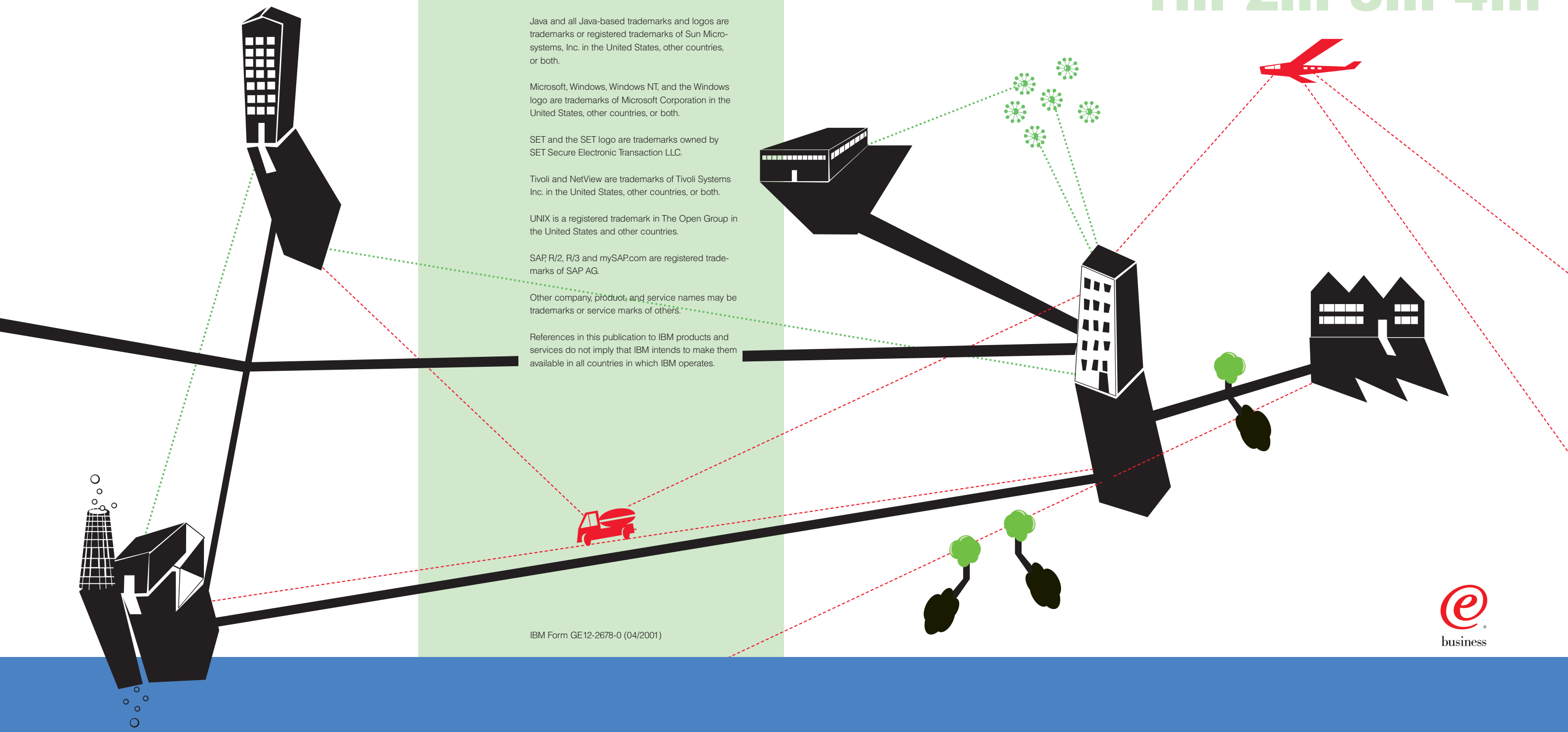
IBM SAP Alliance



IBM e-business in the SAP world.

Four steps to connections united

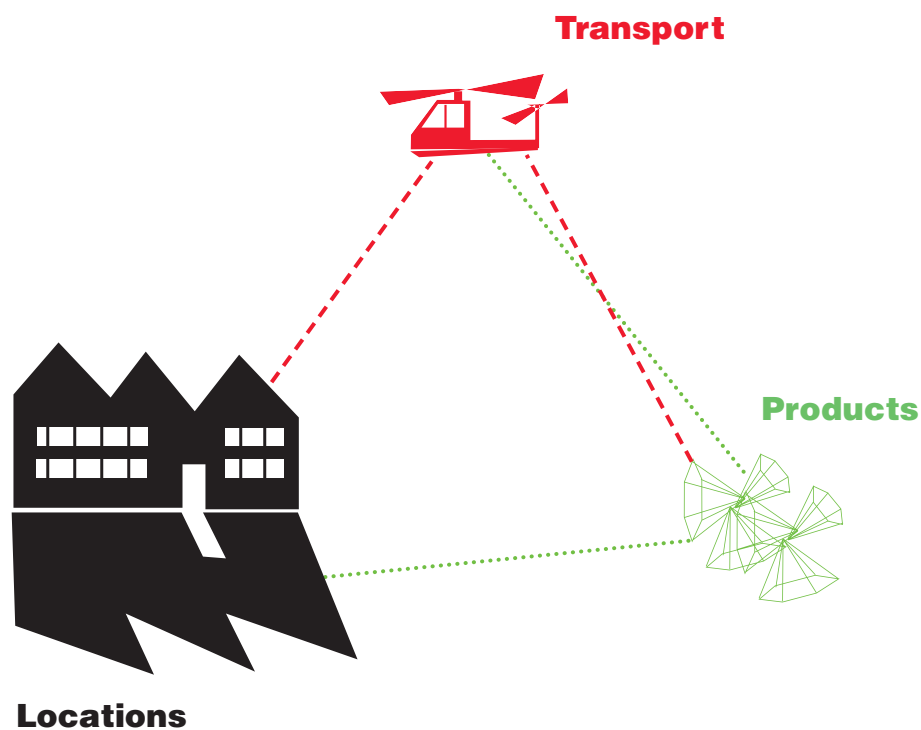
1... 2... 3... 4...



connections united...

We live in a fast-moving and complex business environment. In order to be competitive in this world of global business, you need to stay connected – to your customers, suppliers, distributors your entire supply chain.

This is what we call Connections United. It is the connection of people, places, factories, production facilities, marketplaces, and transportation vehicles.



describes the seamless fusion of all the components needed to transform your company into an e-business. Today's business environment requires companies to exploit e-business in order to remain competitive in the world marketplace. To optimize, businesses must connect departments that work together within companies, business partners needing to share data with your company, customers who want to connect to businesses, management entities which need control within and beyond the boundaries of their specific areas, and and and...

IBM® and SAP™ together can make this a reality for you.

IBM provides a broad range of technologies and services designed to provide our customers with end to end solutions to their daily business challenges and beyond. IBM is the only company that can unite the many connections your company will require both today and in the future. Business solutions by IBM and SAP – connections united.

IBM: the right partner

IBM is the one partner that can offer you a total solution and the advantages of working with a single vendor. With broad technology

expertise as well as SAP expertise, IBM can customize a total solution for you that will last into the future as your business requirements change.

IBM can minimize your risk and maximize your success. We have proven capabilities in project management, e-business and SAP implementations, as well as broad technology infrastructure skills. IBM has successfully completed thousands of projects with companies transforming their businesses. IBM's alliance with SAP provides the fundamental underpinnings for our customer's success.

IBM's fundamental company direction centers around enabling our customers for e-business. IBM is the e-business leader in the global marketplace, and our tools and solutions provide the most complete framework for e-business available. Together, IBM and SAP can connect your company to new levels of e-business capability.

IBM solutions have helped trading partners manage their value chain, using new techniques and technologies. IBM has defined new concepts in business management through groundbreaking research projects.





IBM can share with you our first hand experiences in supply chain optimization utilizing SAP applications. We have implemented mySAP.com in our plants, labs and sales offices, in 138 countries. In fact IBM's internal SAP implementation is one of the largest in the world.

Putting e-business to work in the SAP world – four steps to connections united

The Internet is revolutionizing the way business works. And it is rapidly changing our customers' businesses. Companies everywhere are connecting their customers, suppliers, distributors, and even their employees to inventory databases, payment systems, self-service applications or other tools and thus change the way they do

business together. ERP businesses now are becoming e-businesses.

e-business provides the way to develop into new markets, to find new customers and, in the end, to increase bottom-line profitability. IBM can help you not only in planning, implementing and running your ERP systems, but also to go beyond ERP and make your business an e-business.

There are four steps that lead to an e-business within your SAP environment. Four steps that lead you to connections united. We can help you (1) **transform** your core business processes, (2) **build** upon SAP with extended solutions, (3) **run** all of your applications in a sound, scalable environment and (4) **leverage** it by reaching for opportunity ROI in new areas of business.

1 Your first step to e-business: Transform your core business processes

In building your ERP foundation it is important for you to get connected to your trading partners in the supply chain. The IBM Global Services can assist you with transforming your core business processes and getting in sync with your suppliers and customers. IBM Global Services is the world's largest services organization targeting all the fundamental issues asso-

ciated with planning, implementing, deploying, and operating SAP solutions. We offer full spectrum consulting and implementation services for SAP, with expertise and industry specific package enhancements in more than a dozen industries.

Our people apply best practices and integrate our customers' core business processes with mySAP to offer comprehensive solutions tailored to gain competitive advantage. We help with strategy and business consulting, customization and integration, education and training, as well as operation and maintenance. Extending SAP solutions with e-business, supply chain management, and customer relationship management solutions is an important part of our integration services.

We also help you architect and implement an IT infrastructure delivering the level of service required by your customers, suppliers, and employees. To ensure that our customers gain real business value, the people and organizational change aspects are essential parts of our services. With our Method BLUE, "Powered by ASAP", our customers are offered a truly world class approach to mySAP implementations. This accelerated approach utilizes rapid implementation techniques employed throughout projects.

Lufthansa Systems GmbH

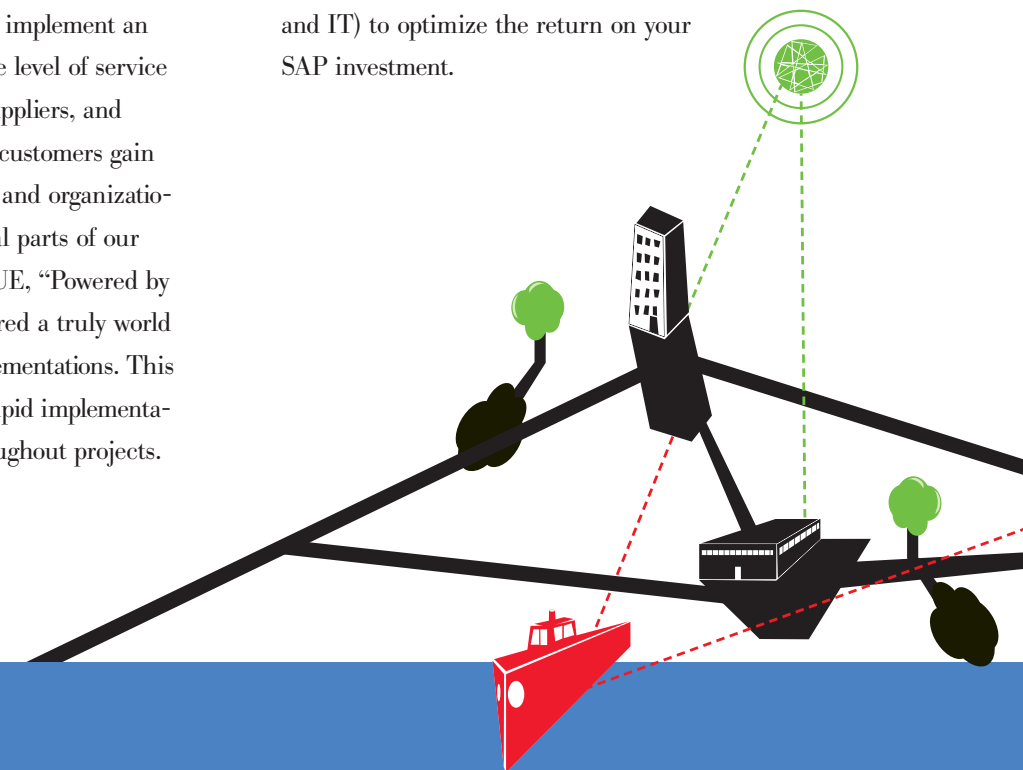
Lufthansa Systems GmbH operates Europe's biggest commercial data center, using the most state-of-the-art electronic data processing technology and once again enters new technical terrain with a 64-bit pilot customer project on RS/6000. Lufthansa Systems operates various SAP R/3 systems for various Lufthansa sections, both on RS/6000 and S/390. On many days transactions are processed in a volume similar to that of the IT divisions of medium-sized companies in an entire year – and still growing. "An intensive partnership with IBM forms the basis of our projects. Our cooperation has extended for more than 30 years, has stood the test of time and is a foundation for cooperative partnership with SAP. All optimal conditions for the implementation of innovative IT solutions."

Karlheinz Natt, Vice President, Data & Systems Management Lufthansa Systems GmbH

Our experienced e-business consultants have supported more projects worldwide than other vendors. Our support can be as comprehensive as you need, from business consulting and mySAP.com implementation to information technology architecture and strategic outsourcing. You can choose IBM to deliver the entire solution or we can work together with other partners you select.

Our consultants can assist you with:

Package Enabled Business Transformation – brings the value of IBM's experiences and industry best practices into the analysis and design of SAP solutions – with a strong focus on the changes it takes (people, processes, and IT) to optimize the return on your SAP investment.



Organizational Change Management – managing change and minimizing surprises for a smooth mySAP rollout.

mySAP Customization and Integration – redesigning your business processes and integrating e-business and other solutions with mySAP.com so your entire enterprise can prosper into day's competitive environment.

Supply Chain Management – utilizing new technologies and techniques to optimize your total supply chain and team with your trade partners.

Customer Relationship Management – providing customer relationship management (CRM) solutions that focus on building long-term customer loyalty, integrated with your mySAP solutions.

e-business Solutions – providing your company with new ways to develop relationships with customers and suppliers, extending the reach of your mySAP solutions to enable greater returns on your investment.

IT Infrastructure Consulting and Implementation – evaluating technology alternatives for your IT infrastructure design and providing full spectrum IT infrastructure implementation support.

Education and Training – ensuring that your people (both technical and business personnel) understand new processes and job roles, can manage the new solutions, as well as exploit the new competitive advantage opportunities raised by your SAP solutions.

Strategic Outsourcing – operating your systems environment for you, freeing you to focus on your core competencies. We can manage all or part of your business or technology operations, from selective to full-scope system and network outsourcing and data center management.

Application Management Services – IBM provides professional service for optimization of your application development and support.

Business Recovery – planning for disaster recovery, to safeguard your mySAP operations and minimize downtime.

2 Your second step to e-business: Run your SAP system in a sound environment

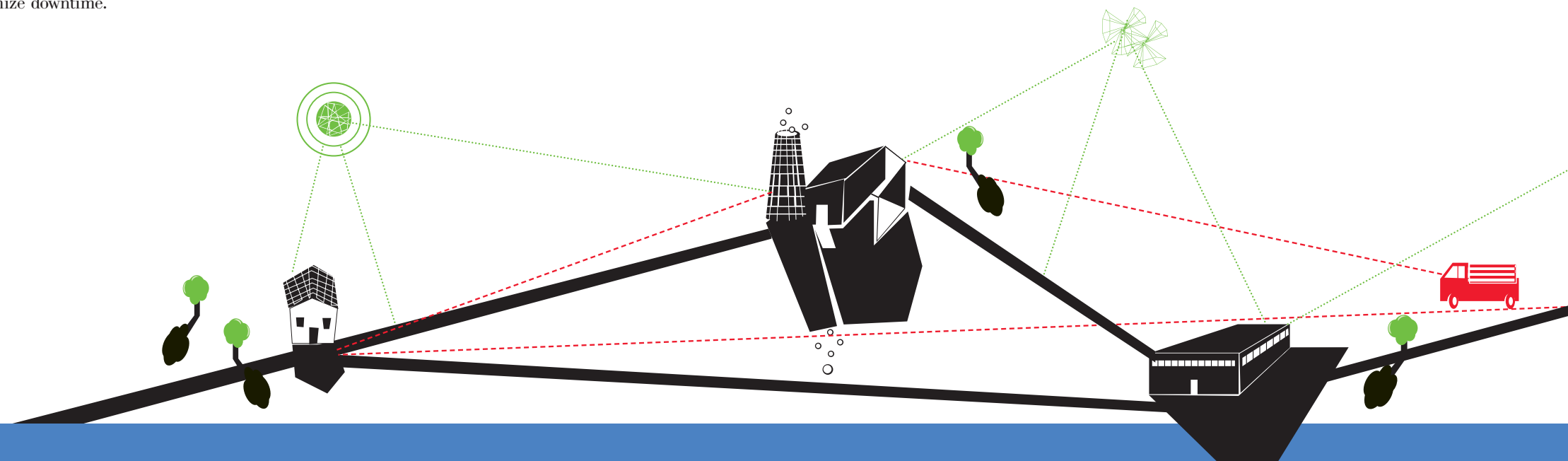
We have completed over 5,000 SAP implementations through our close relationship with SAP. We offer an unprecedented choice of servers, optimizing your flexibility to meet changing business requirements. Our server family provides you with maximum performance, reliability and data integrity. IBM @server offer unique strengths which you can optimize for mySAP application functions as well as database servers. In addition, IBM's global 24-hour premier maintenance support structure provides investment protection.

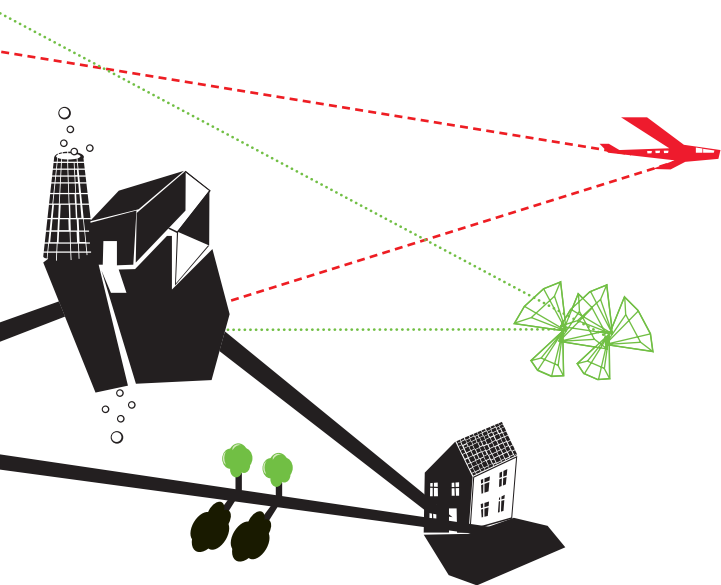
For even quicker and easier entry into the e-business world, SAP has launched the mySAP Starter Packs. These starter packs allow customers operating SAP R/3 Release 3.11 and higher to reap the benefits of mySAP.com quickly and easily. What's more, they create the ideal launch pad for the deployment of a full-fledged mySAP.com environment across the enterprise.



ThyssenKrupp Information Services

The ThyssenKrupp Information Services Group is one of the leading international system houses. Core business areas are: Outsourcing, speech-data communication, SAP services, application development and application services targeting specific industries and business processes. Currently, the group serves 60 clients with a total of 30,000 SAP R/3 users who process millions of transactions per day. The 400 SAP systems under its watch make it a leader among Europe's SAP R/3 service providers. "IBM is our partner of choice in many areas. Ranging from our mainframe area, and our mission critical applications, to systems management, we rely on the experience and the knowledge of IBM." Hermann-Josef Bienen, Supervisory Regional Manager for the C/S Systems Profit Center





Miele & Cie GmbH & Co.

The name "Miele" has been a synonym for high-quality electrical appliances, appliances for the professional user, fitted kitchens and for technical innovation for more than 100 years. Today, Miele & Cie. GmbH & Co. is partnering with IBM Global Services to face the challenges and exploit the possibilities that e-business unlocks. To take full advantage of the e-business potential, companies like Miele are faced with the challenge of integrating all business processes and applications which support this potential.

Together with Miele IBM developed a full e-business scenario, integrating customers, suppliers, resellers and the Miele infrastructure, combining mySAP.com with systems from other vendors, binding in customer relationship management, Business-to-Business solutions, an online shop, user portals, and mobile solutions.

Encouraged by our successful projects and good cooperation with IBM Global Services, we are now set to gain a competitive edge by integrating e-commerce, e-procurement, customer relationship management, supply chain management and mobile computing with our SAP back end systems. In developing this e-business scenario with IBM, the individual departments at Miele have had to cooperate very closely and effectively for the first time "e-business requires a new way of thinking, doing away with departmental boundaries and focussing on the entire value chain. The joint Miele/IBM project has brought us a long way towards our final goals."

Hans-Rolf Kunkowsky, Chief Information Officer, Miele & Cie. GmbH & Co.

IBM technologies available for SAP business solutions include:

IBM @server – the only server brand that integrates tools to manage e-business, new application freedom and new levels of server performance, all optimized for the full range of workloads customers need – and some they haven't yet encountered, but will.

All IBM @server products carry the IBM @server promise of value:

- New tools for managing an e-business, enabling customers to manage end-to-end growth, risks and costs;
- Application flexibility, which ensures choice in selecting, building and deploying applications;
- Innovative technology and leading server performance, combining unmatched scalability with IBM reliability and security.

IBM @server zSeries – database and application servers with unmatched availability, scalability, and security for the most demanding environments.

IBM @server pSeries SMP and SP – industrial strength servers for price/performance, high availability and scalability in a UNIX environment. With High-Availability Clustered Multi-Processor (HACMP/6000) to recover from sudden outages.

IBM @server iSeries – offering a fully scalable integrated platform of processor, database and systems management for faster implementations and cost-effective operations.

IBM @server xSeries – powerful, reliable and affordable servers with mainframe-inspired technologies for your Windows 2000 and Linux applications.

IBM Networking products – bring IBM's e-business solutions together providing network connectivity through routers, switches, ATM and LAN products.

IBM DB2® Universal Database™ – offering open, industrial-strength database management across UNIX, Windows 2000, OS/400®, z/OS and OS/390® operating systems.

IBM Network Station™ – an affordable alternative for client access to mySAP.com and the Internet.

IBM has over 75 years of experience in information technology. We understand that a successful implementation requires more than just choosing and installing hardware, software, and applications.

IBM's world-class tools support mySAP.com and your entire mission-critical operations:

Tivoli Solution for mySAP.com – the most comprehensive and consistent integration of large mySAP.com landscapes in the entire systems management processes. The component based approach provides a better control of today's complex application management. It supports all daily administrative management tasks, including availability and performance, storage, software distribution, security and service level management.

Tivoli Storage Manager (TSM) and Tivoli Data Protection for R/3 – provides a backup/archive solution that satisfies the major requirements in data management, combining automated network backup/restore and archiving issues with a disaster recovery solution. This certified interface is part of the entire

New Zealand Tourism Board

The New Zealand Tourism Board Act 1991 ensures that New Zealand is marketed as a visitor destination. This is to maximise long-term benefits to New Zealand with developing, implementing and promoting strategies for tourism and with advising the Government and the New Zealand tourism industry. NZTB is involved in a whole raft of tourism issues through its thirteen offices world-wide. These are strategically placed in New Zealand's most significant overseas markets, including Sydney, Los Angeles, Frankfurt, London, Tokyo, Hong Kong and Singapore. While it is a relatively small organisation, NZTB's reach and outlook are global, with 120 employees in thirteen offices around the world. NZTB undertakes marketing activities in so many different countries, so its foreign exchange requirements are complex. In addition, it needs to apply sophisticated cost/performance measurements to the projects it undertakes worldwide.

"In the past we've had trouble finding service providers who would touch us because we're so small. I would have found it hard to believe that we could be so well serviced by two world technology giants. But we are, and we're all over happy."

Shawn Brown, Information Service Manager, New Zealand Tourism Board





Tivoli Solution for mySAP.com and can be integrated in the Enterprise Systems Management process.

We have built a full range of performance offerings around SAP that ensure you receive your return on investment from your SAP solution.

IBM capabilities include:

SAP Capacity Planning – a premier and unique capability that allows customers to comprehensively measure current resource loads, model, and plan for future capacity and performance needs.

Performance Monitoring and Tuning Services – designed to isolate performance problems and help tune your mySAP system.

Worldwide Sizing Support – provides presales hardware configuration estimates for your mySAP application.

IBM Inside SAP Performance and Load Testing – gives customers the hardware, software and testing support personnel, expertise, and facilities to completely test new or planned mySAP production workloads.

Enterprise Processor Guarantees – designed to provide customers with the capacity guarantees, backed by hardware and service, to help reduce the financial risks associated with mySAP implementations.

3 Your third step to e-business: Build upon SAP with extended applications

IBM's application framework for e-business provides the secure, commercially proven underpinnings to expand the possibilities of mySAP.com and mySAP business products across your entire enterprise and beyond to your customers and suppliers. This framework integrates IBM's Internet technologies to reach beyond browsers and site-creation tools to provide comprehensive e-commerce solutions for significant business transactions far beyond electronic mail.

Your initial SAP implementation forms the core for your e-business. IBM e-business technologies are already integrated with SAP's products, so start today on your journey to become an e-business.

WebSphere Payment Server – payment technology provides a secure way to accept customer payment for products or services purchased on the Internet by using advanced SET™ technology.

SecureWay® – products and services help you protect confidential information, financial transactions and unauthorized access to your systems.

eNetwork™ Communications Server – runs mySAP TCP/IP communications transparently over an existing SNA network.

VisualAge® for Java™ Access Builder – provides powerful application development tools for building 100% pure Java applications, applets and Java Beans.

Lotus® Connection for R/3 – integrates SmartSuite® with R/3, allowing users to easily manipulate mySAP data in familiar workstation tools.

CommonStore – imaging solution manages archived image data with mySAP.com.

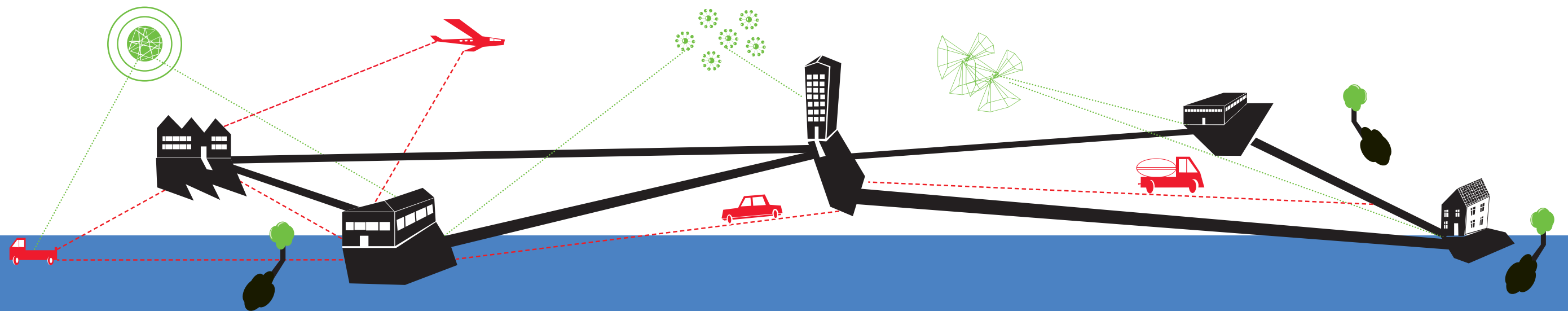
Jo Ann Stores

American fabric and crafts vendor, Jo-Ann Stores, is the largest retail store in the world to implement an SAP solution. Backed by IBM hardware, Jo-Ann stores expects to enjoy great product-supply management and a much improved financials system. With headquarters in Hudson, Ohio, Jo-Ann Stores operates in 49 states and is America's largest supplier of materials for crafts, including sewing, needlework and home decorating. "Jo-Ann Stores is extremely pleased with its strong business partnership with IBM, which has strengthened considerably during the SAP implementation. The largest challenge we faced during implementation was getting the software and the hardware to process our very large business lives which was larger than anything SAP had seen. The way that was resolved was a real partnership between IBM, SAP and ourselves." Les Duncan, Senior Vice President and Chief Information Officer, Jo-Ann Stores

4 Your fourth step to e-business – leverage your connections

You can increase your chances to receive greater ROI by leveraging the information that is everywhere in your organization. Organizational knowledge is the tangible by-product of everything you do at your company. Making use of that information, by implementing IBM Business Intelligence to analyze and share across your enterprise, is a key to e-business success.

Lotus Notes® and the Domino™ family raise the bar for messaging with integrated mail, calendaring and group scheduling, collaboration and the Web, all based on a common environment that brings your employees together, regardless of where they are, to collaborate and share their perspectives and experience.



Senwes Ltd

Senwes Ltd is an agri-business enterprise located in the North West Province of South Africa. It operates a full range of agricultural services, including storage, marketing and distribution of grains and processed food products. In 1999, Senwes became the first company in South Africa to start implementing the SAP R/3 system on the S/390 platform. A total of seven SAP R/3 modules have been installed, MQSeries is used to link SAP R/3 with the company's in-house retailing and human resources applications. "Thanks to SAP R/3, the DB2 database, and the S/390 and RS/6000 platforms, we now have a centralised, robust, manageable solution with a good upgrade path. The quality of IBM's technology is beyond question, and we have found IBM to be very responsive to customer needs for IT solutions. The company takes its responsibilities very seriously." Jurg van Eeden, IT Facilities Manager, Senwes Ltd

IBM can help you pull all of the pieces together with our leading edge products and services:

Lotus Domino – with Domino, Lotus is consequently pushing the limits of collaborative software technologies. Innovative products like Lotus Discovery Server and Lotus K-Station, bridge people and knowledge.

Domino Enterprise Integration – Lotus EI strategy incorporates integration tools such as LSX, LEI, DECS, ESB, MTA and Workflow Integration. These perfectly match with mySAP offerings.

WebSphere Commerce Suite Merchant Server – helps you build an electronic catalog and order entry solutions, using existing information from R/3 and other systems.

MQSeries® – messaging software provides reliable information transfer, high throughput, full data recovery and no loss or duplication to connect mySAP.com solutions with other enterprise applications.

IBM Intelligent Miner – as decision support and data warehousing solution helps you uncover new opportunities for customer service, cost reduction, or in other business fields – out of your existing business data in the mySap Business Information Warehouse.

R/3 Integration with Industry Solutions – through its industry focus, IBM is able to extend R/3 and mySAP.com with industry-specific solutions. IBM has expertise and solutions in the Manufacturing, Retail, Process, Petroleum, Chemical, Paper, HiTech, Healthcare, Pharmaceuticals, Travel, Transportation, Telecommunications, Media, Government,

Education and Utilities industries. Industry Centers of Excellence have been established by IBM worldwide to facilitate best of breed intellectual capital exploitation, enhancing mySAP solutions and ensuring faster, smarter implementations. As an example, for retail customers we offer IBM Retail Interchange which provides two-way information transfer between point of sale systems and SAP Retail. Manufacturing customers can benefit from the links IBM provides between R/3 and data collection systems with ERP Bridge™ for SAP R/3. Telecommunications customers implementing IBM's Integrated Customer Management System (ICMS) for Telco customer care and billing can link that system to R/3 or mySAP.com. Product Connection Service provides the link between process systems and mySAP. You can leverage IBM and these complementary industry solutions to provide greater value for your mySAP implementation.

SAP business solutions

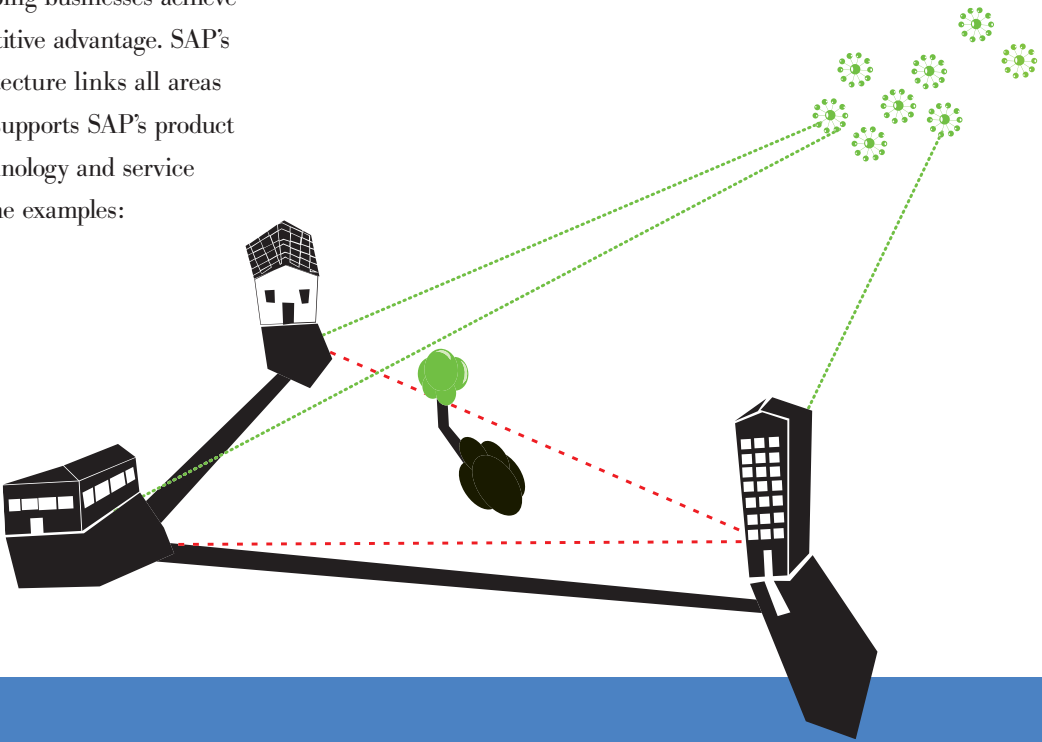
IBM and SAP solutions together empower companies of all sizes and all industry sectors to respond quickly and decisively to dynamic market conditions, helping businesses achieve and maintain a competitive advantage. SAP's strategic product architecture links all areas of an enterprise. IBM supports SAP's product architectures with technology and service offerings. Here are some examples:

Carmel Olefins

Carmel Olefins is a major supplier of polymers to the plastics industry, and one of Israel's leading companies. Formed in 1991 from a merger of facilities owned by Oil Refineries Ltd and Israel Petrochemical Enterprises Ltd, it supplies around two thirds of its products to the domestic market, with the rest being sold abroad. Faced with new challenges presented by a truly global industry, it decided to implement an enterprise resource planning (ERP) solution that would integrate processes and centralise information throughout the company. Meanwhile, the combination of SAP and IBM has transformed Carmel Olefins' approach to doing business in the 21st century. "We know for sure that we now have a very reliable and high-performance system which gives our middle and senior managers the tools and the information they need to make better decisions." Ariel Stanietski, CIO Carmel Olefins

The SAP Business Information Warehouse (BW) solution provides users with a comprehensive view of data across the organization, including SAP and non-SAP data. IBM offers a robust SAP BW environment, based on IBM @server, the DB2 database, plus all services needed to get the most out of this data warehouse.

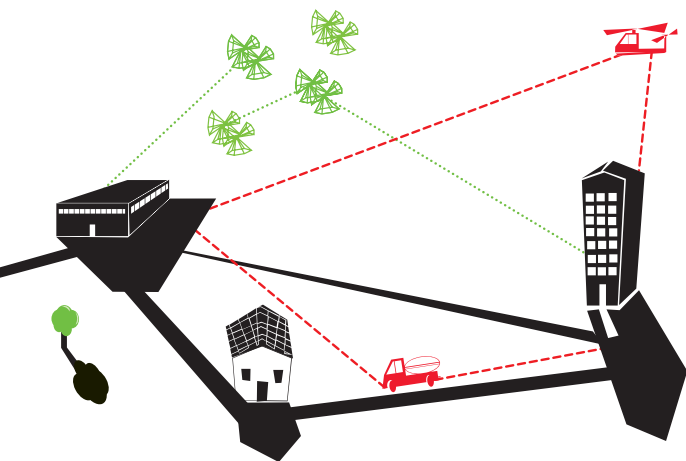
SAP Advanced Planner and Optimizer (APO) is at the heart of the mySAP Supply Chain Management initiative and provides synchronized planning and collaboration among supply





chain participants IBM offers all SAP APO implementation services and together with xSeries and the DB2 data base as a reliable and secure implementation platform.

mySAP Supply Chain Management (SCM) uses the power of the Internet to extend supply chain technology beyond the enterprise. It provides you, your partners, and your customers with visibility of business-critical data. So you have instant access to information about orders, forecasts, production plans, and other key performance indicators. IBM offers a complete implementation of mySAP SCM, with IBM @server, a broad range of IBM software and all implementation services needed to make a mySAP SCM project a success.



connections united – business solutions by IBM and SAP

IBM's breadth of technology and services offerings truly provides our customers the most comprehensive and flexible solutions available in the marketplace for SAP and value chain management.

Let IBM help you meet your business objectives today while building the foundation for the future.

Learn more about IBM technologies and expertise and hear how other companies have been successful by contacting one of our IBM SAP Competency Centers in major cities worldwide.

For more information:

from North America, call: 1-800-IBM-0222

from other countries call: +1-610-251-3969

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