

Duet | for Microsoft® Office
and SAP®

Microsoft + SAP: people-ready solutions
for real-world problems.

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Microsoft

MICROSOFT + SAP

>> **People-ready solutions** that bridge the gap
between structured business processes and your
users' familiar work environment

01. PARTNERS SINCE 1993

02. ENHANCE PRODUCTIVITY

03. BOOST PERFORMANCE

04. DRIVE INNOVATION

05. OPTIMIZE INFRASTRUCTURE

06. MICROSOFT + SAP

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“As much as any other company we work with, SAP has a strong influence on our product development, and we see that continuing in the future.”

— Bill Gates, Chairman, Microsoft



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Bill Gates, Chairman, Microsoft
Hasso Plattner, Chairman, Supervisory Board, SAP

PARTNERS SINCE 1993

Microsoft, the leader in business productivity solutions, and SAP, the leader in enterprise software applications, enjoy a strong partnership. The collaboration between our two companies has delivered significant value to customers for nearly 15 years—from SAP R/3 running on Windows® in 1993 to the introduction of Duet in 2006.

The Microsoft and SAP partnership is inspired by the desire to provide our joint customers with a more integrated, powerful, scalable, and available IT foundation for business solutions. It's a partnership designed to help enterprises achieve their business goals quickly and cost-effectively.



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ENHANCE PRODUCTIVITY

Microsoft brings together structured and unstructured data in a familiar work environment to increase employee productivity. For example, Duet™ for Microsoft® Office and SAP makes SAP business processes and information accessible to every employee through Microsoft Office applications.

With all of the tools available to them, today's companies should enjoy extremely high productivity. But not all of them do. The reasons are as numerous as the companies themselves: Collaborative workflows are more of an aspiration than a reality. Inconsistent views of enterprise data with dissimilar data formats exacerbate rework, redundancy, and data-entry errors. And the difficulty of integrating structured and unstructured data undermines productivity.

That's where Microsoft and SAP come in.

We have been committed to delivering productivity-enhancing interoperable, integrated solutions for many years. During that time, we have worked together to develop a range of technologies to help you bridge your Microsoft and SAP platforms and applications, so you can work more efficiently and effectively. Our strategic relationship, however, goes much deeper. Our investments in co-innovation have led to many new, important technologies that have brought significant value and flexibility to enterprises across the globe.

An example is our new Duet software. Jointly developed and supported by SAP and Microsoft, Duet makes SAP business processes and information accessible to every employee through their familiar

"We believe that Duet is going to increase knowledge worker productivity, drive better decision making, and increase accuracy in the SAP system."

— Kara Achtermann, Manager of Technical Development, Lyondell

Microsoft Office environment. This powerful combination enables information workers to improve decision making, increase process compliance, and decrease costs. And, because it can be used virtually instantly with no additional training, Duet can accelerate user adoption, helping to decrease the risk and increase the return on investment (ROI) of SAP implementations.

Lyondell Chemical Company is reporting excellent results from its Microsoft + SAP implementation. With 10,000 employees worldwide, \$18.6 billion in consolidated revenues, and operations on five continents, Lyondell is a leader in the manufacture of commodity chemicals and polymers. The company has standardized on a Microsoft infrastructure. It runs all of its servers and databases on Microsoft Windows Server 2003 Enterprise Edition, including its SAP platform, and has selected Microsoft SQL Server™ for its SAP implementations.

"We have used Microsoft products for over a decade for some database and other server-based applications, as well as front-end systems on the desktop," says David Chapman, director of business solutions. "For Lyondell employees, Microsoft is intuitive, it's what they use at work and at home, it's the way they are comfortable working."

By delivering information seamlessly and effortlessly to the people who need it, the company's Microsoft + SAP environment enables Lyondell employees to improve throughput, reduce inventories, and streamline raw material purchasing and allocation.

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BOOST PERFORMANCE

Microsoft's complete business intelligence (BI) solution helps employees make well-informed decisions by providing them with fast access to relevant business data. The solution provides everything from data extraction to reporting and analysis.

Boosting business performance means giving decision makers greater insight into business trends and performance by unlocking enterprise information trapped in independent silos and unlike databases. It means accommodating requests for custom and one-off reports without derailing IT from their core responsibilities. It means providing efficient data access for meaningful BI to all users who need it, not just SAP power users.

It means combining the powerful capabilities of Microsoft BI and SAP.

For example, Microsoft's full BI stack can be used in conjunction with SAP in a variety of ways. You can use the Microsoft SQL Server BI foundation with an enterprise-class extract, transfer, and load product to load data to and unload data from SAP. Or create a central data warehouse by using SQL Server 2005 Analysis Services as an OLAP-based analytic platform that can combine SAP data with other line-of-business data in a heterogeneous environment.

Microsoft SQL Server Reporting Services is another effective BI solution. It enables organizations to transform valuable enterprise data into shared information for insightful, timely decisions at a lower total cost of ownership (TCO). It's a comprehensive, server-based solution that enables the creation, management, and delivery of both traditional, paper-oriented reports and interactive, Web-based reports.

Your enterprise can take advantage of seamless insight into SAP business data through SAP-certified SQL Server Reporting Services and Microsoft Excel®. It's easy to implement and use, delivers scalable BI by putting critical, timely information in the hands of all employees at all levels, and helps extend the value of existing applications through comprehensive analytics, integration, and data migration capabilities.

SAP BI users can take advantage of the flexible yet easy-to-use reporting capabilities of Reporting Services without migrating their data to another platform.* Users can create reports in the familiar Business Intelligence Development Studio using a custom-built query designer, and deployment is a simple one-step process that targets the Web as the reporting platform. Report distribution is now as simple as distributing a hyperlink.

It has never been easier to get your important SAP business intelligence to the people who need it.

* *Using SQL Server 2005 Reporting Services with SAP NetWeaver Business Intelligence.* (SQL Server technical article—<http://technet.microsoft.com/en-us/library/bb508810.aspx>)



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DRIVE INNOVATION

Microsoft's application platform helps companies react quickly to business and competitive changes by accelerating delivery of custom solutions and leveraging Microsoft's rich interoperability with SAP.

SAP offers nearly unlimited customization to meet the needs of business users. But those same options can add complexity to a business environment and make it challenging to upgrade to newer versions.

Fortunately, Microsoft and SAP work extremely well together, enabling companies to innovate efficiently. Customers can leverage their .NET development skills and the strong value proposition of .NET as a custom development platform to build point solutions around SAP that are faster to build, easier to maintain, and easier to use.

Another example is using Microsoft SharePoint® Portal Server in conjunction with SAP as a portal application that teams can use to access, share, and manage a uniform set of SAP data across boundaries for better-informed business decisions. SharePoint also increases the value of enterprise data by managing content and business processes and by delivering an integrated view of both structured and unstructured information, adapted to the needs of users and teams.

Microsoft SharePoint Server supports XML, Web Services, and other standards for connecting systems and applications. It helps improve ROI by delivering interoperability and extensibility without the need for costly coding. It also allows developers and administrators to display SAP processes in a SharePoint portal and simplifies the task of building components for portals based on SAP's Enterprise Portal technology.

"SharePoint Portal Server 2003 enables greater collaboration across jurisdictions and time zones. This helps our lawyers to be more efficient and productive, improves our responsiveness, and overall offers a better service to our clients."

— David Bennett, Associate Director, Head of Development, Linklaters

Linklaters, a leading global law firm, uses SharePoint technologies to great success. The firm, which employs a team of 2,000 lawyers worldwide, wanted to make collaboration between lawyers easier with a central location for viewing and maintaining client data. Microsoft Services recommended Microsoft Windows SharePoint Services and Microsoft Office SharePoint Portal Server 2003. These solutions integrate easily with Linklaters' existing content management system and SAP business management technologies.

Linklaters rolled out its new collaborative solution to approximately 5,000 employees in 2006. By making it easier for lawyers to collaborate, Linklaters is maintaining its reputation for innovation and best practice. Employees are responding positively to the new tool and are already creating new communities of users through SharePoint Portal Server 2003.

And SharePoint is just one way Microsoft's application platform enhances interoperability. Microsoft BizTalk® Server 2006 is a business process management server that enables companies to automate and optimize business processes. It integrates heterogeneous environments and facilitates business process automation across multiple applications, automates the integration of transaction processes for partners and customers, and integrates SAP data in other systems by converting SAP's proprietary data-exchange formats and schema.

So if you're looking for an easier way to create custom solutions for your business, you've just found two of them.

OPTIMIZE INFRASTRUCTURE

The Microsoft Windows infrastructure provides a scalable and security-enhanced operating system with high availability, while SQL Server offers a scalable and enterprise-ready database. SQL Server can help deliver a better TCO database platform that can run SAP systems large or small at a fraction of the cost of other leading databases.

Today's IT departments are under constant pressure to reduce the number of people required to manage systems and drive down costs—all while being expected to support growth. Mergers and acquisitions, the speed of technology, and accumulation of legacy systems have created an unruly mix of inefficient processes, incompatible systems, and redundant capabilities that make it difficult for IT to invest in technologies that prepare the enterprise for long-term agility. Without an integrated set of technologies, it's difficult to improve processes for connecting employees, partners, and customers—both today and into the future.

At the same time, IT needs to maximize the value of every dollar spent when refreshing hardware and upgrading SAP, or implementing new SAP modules.

Many companies have discovered that combining Microsoft and SAP is the ideal way to optimize their computing infrastructure and reduce their TCO.

For example, SQL Server 2005 enables SAP customers to share data across multiple platforms, applications, and devices, while making it easier to connect to internal and external systems. The high-availability features of SQL Server 2005 can minimize downtime in SAP implementations while

"One of the most fascinating things was the success of migrating 2.2 million customers from a large mainframe billing application to a standard solution based on SAP and Microsoft SQL Server based on affordable commodity hardware."

— André Blumberg, Group IT Manager – Technology and Architecture, CLP Group Hong Kong

improving productivity by making it easier to create robust database extensions at a lower cost. That's one reason SQL Server can help deliver a better TCO for SAP deployments*—and one reason it's the most-used database for SAP deployments: 42 percent of all new SAP deployments use SQL Server**.

CLP Power Hong Kong Ltd., the largest electricity service provider in Hong Kong, is using the combination of SQL Server and SAP to improve productivity and control costs. Having outgrown its original mainframe systems, it chose a Microsoft + SAP solution to handle the future growth of its business operations.

CLP Power utilized the solution's strengths to develop its Customer Care and Marketing System, which provides highly efficient transaction processing for electricity billing, call center operation, Web-based customer self-service, and account management capabilities. Some benefits emerged immediately. CLP Power's Call Center System, which runs on the SAP customer relationship management application, enabled customer service agents to manage a single view of all customer relationships and streamline call center processes. The SAP Utilities industry application components helped cut the company's daily billing batch run processing time by 45 percent.

The solution has also increased customer satisfaction and improved operational efficiency: an upgrade of the database engine to SQL Server 2005 (64-bit) resulted in a greater than twofold performance improvement.

Windows Server 2003 is another way companies are cutting TCO in SAP and Microsoft technologies. It helps lower costs by reducing IT complexity, centralizing systems management, and providing a high level of administration automation. It also decreases costs by facilitating server consolidation, maximizing server capacity, and providing seamless out-of-the-box single sign-on capabilities with SAP solutions.

That's one reason 62 percent of new SAP installations are on Windows Server**.

* "Strategic Initiatives: Moving ERP to SQL Server Yields Substantial Savings," Wipro, 2004

** SAP Market Data

MICROSOFT + SAP: PEOPLE-READY SOLUTIONS FOR REAL-WORLD PROBLEMS

Together, Microsoft and SAP have developed powerful, innovative solutions that support a consistent user experience across applications, comprehensive information management, process integration, platform integration, and application development. The smooth flow of information between Microsoft and SAP products means that choosing our technologies will support your overall business goals and effectiveness. And the interoperability of SAP and Microsoft applications and platforms enables us to meet your business needs with an absolute minimum of complexity and at the lowest possible cost.

The experience of TÜV NORD Group, based in Hannover, Germany, is typical. With a workforce of more than 7,000 operating from 45 countries, TÜV NORD relies on SAP applications deployed on Microsoft SQL Server 2005 to help manage its worldwide business. After analyzing the efficiency of its SAP deployment, TÜV NORD discovered that its database administration costs were 56 percent lower than industry average and that it enjoyed a 37 percent lower TCO.

To read more about TÜV NORD Group's experience with Microsoft and SAP—or about any of the other customers referenced in this brochure—visit www.microsoft.com/sap. That's also where you can find out more about how your company can benefit from Microsoft + SAP. Or talk with your Microsoft or SAP representative and discover how our people-ready solutions can enhance productivity, boost performance, drive innovation, and optimize infrastructure for your enterprise.