



myCommsCentre Web Forms™ - automate processes and reduce costs

The capture and transfer of information through the end-to-end sequence of a business process, can be costly and difficult to control. The drive to automate and reduce process costs through self-service and shared-service models, mean that many organizations need to harness automated web-based processes to align with business strategy.

myCommsCentre Web Forms™ provides the essential building blocks for highly effective data capture and facilitates process automation and cost reduction strategies. The following key features constitute the myCommsCentre Web Forms™ unique selling point:

- SAP certified, SAP centric solution
- Seamless SAP integration
- Software only solution
- Comprehensive, flexible solution
- Low TCO, leveraging your existing:
 - Skill-sets
 - Infrastructure
 - SAP data
 - Change management process controls
 - Support model
- Low cost of implementation – existing project and support teams operational in a few days
- Single Enterprise License for “unlimited” Web Forms
- No additional SAP Licenses required
- Build in audit, tracking and reporting
- Full integration with the myCommsCentre™ targeting engine for targeted Web Form delivery
- SAP Workflow and UWL integration

This document provides an introduction to myCommsCentre Web Forms in addition to a comparative table of evaluation criteria.

myCommsCentre Web Forms™

myCommsCentre Web Forms™ is a simple to use solution which presents SAP customers with a powerful cost-effective way to build Interactive Web Forms.

The solution enables some Web Forms to be created without any technical coding at all. In the case of Interactive Webforms 80% of the work is done for you. The final 20% of the process which handles you own custom process requirements leverages your existing, mature in-house skill sets (ABAP). No other technologies are required to produce a web form.

The solution is fully internationalised and includes automatic security and authorisations checks.

“SAP certified... single Enterprise License for unlimited Web Forms”

Full flexibility exists on how data is captured and processed. For example, Web Forms can be used to gel together SAP Business Workflow processes, update SAP data repositories or update product tables which form part of the myCommsCentre Web Forms™ solution.

The solution comes complete with a comprehensive suite of administration and reporting tools.

Web Form Triggering, Accessibility and Delivery

Web Forms can be targeted to relevant users through a number of different channels, including the SAP Portal, Intranet, Email, PDA, or any other web-based system of your choice.

myCommsCentre’s powerful information targeting engine is unique in the market, in terms of the



granularity, real-time accuracy and audit capability that it delivers. Web Forms can be targeted and audited to any niche group of users of your choice.

Business support teams can use any combination of the following employee and user related groupings for targeting purposes, delivered as part of the standard solution:

- SAP HR data
- SAP R/3 security roles
- SAP Portal roles and groups
- SAP TEM courses
- Active Directory Server
- Any built in custom data source

Web Forms can be made available on any standard SAP Portal or intranet page and can also be dynamically triggered by 'data events' on your SAP ERP system. Full integration with SAP Business Workflow is also delivered as standard:

- Workflow events can trigger Webforms
- Webforms can trigger workflows
- Webforms can access workflow data (container)
- Workflow can access webforms data
- All of your user tasks delivered through the UWL can be realised using webforms

Web Form Data Capture and Processing

Users can view historical forms and can save "in process" forms for completion at a later date. All form data is stored securely on your SAP ERP system. Full built in end-to-end audit is in place so that the delivery and status of each Web Form can be tracked and reported to the individual user level.

The flexibility of the solution makes it possible to enhance data storage and processing to meet with custom processes and requirements. For example:

- Update or maintain data in your SAP system directly without the need for interfacing solutions
- Link to external systems via standard SAP technologies – e.g. Idoc/ALE, RFC etc
- Send emails using standard SAP technologies
- Interact automatically with SAP Business Workflow – Universal Work List

User Activity & Form Status

myCommsCentre delivers full auditing and reporting on all Web Forms that have been targeted to relevant groups of users. When a user has saved or submitted a specific web form an audit is recorded which is reportable at all stages of the process.

Business support teams can easily view who is accessing specific web forms that have been targeted at niche segments of the user base. The users and business support teams can track and report on current status such as saved, submitted or in progress.

100% flexible User Interface

Each customer will have their own corporate branding and user interface requirements when using web forms. This is why the solution uses a standard 'drag and drop' HTML template approach as the basis for user interface presentation.

Creating Templates

The solution was designed to be easy to use and maintain. Your existing web teams will already have the skills to use myCommsCentre Web Forms™.

However, if you need assistance due to competing project timelines, resource bottle-necks and imminent deadlines, we can assist with training and ongoing support.

Alternatively, we can build and deliver specific form requirements on an out-sourced basis. Our consultants, by definition, have the most solution knowledge, but they also have years of experience in the SAP application and technical environment (e.g. Workflow, ABAP, Portal, Java etc).

Licenses

myCommsCentre offers an Enterprise License covering all users and enabling the creation of unlimited forms without affecting your existing SAP licenses.





Evaluation Template

Evaluation Criteria	myCommsCentre Web Forms	Competitor Solution
SAP Certified	✓	
Enterprise license: unlimited forms and users	✓	
Forms with full business logic flexibility	✓	
Integration with SAP Workflow	✓	
Integration with SAP Universal Work List	✓	
Auto Form delivery based on ERP data events	✓	
Save forms for completion later	✓	
Data storage on ERP system	✓	
Origin and status tracking	✓	
Custom Web Form packages available	✓	
SAP integrated user targeting engine	✓	



About Promenta

Promenta develop and market specialist business communication software for the global market. In addition to myCommsCentre Web Forms, we provide myCommsCentre Targeted Communications, a software only, SAP certified, targeting and audit solution.

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