

R/3® System

Maximize Your Corporate Knowledge

Optimize and extend your organization's Knowledge Management strategy with selected SAP Human Resources application components!

SAP Human Resources components contain a broad spectrum of integrated knowledge transfer processes and best business practices to enable you to take maximum advantage of your Knowledge Management Solution.

SAP Knowledge Management

Integration with SAP Human Resources (SAP HR)

Human Resources and Knowledge Management

With the right hardware and software, organizations worldwide can be linked in a network of knowledge transfer. Business today is not just a question of information acquisition, but of filtering massive volumes of information and data, converting it into knowledge, and making it accessible as the right knowledge in the right context.

SAP® Human Resources (HR) offers an extensive range of options that let you manage existing corporate knowledge using the application components:

- SAP HR Training and Event Management
- SAP HR Personnel Development
- SAP HR Organizational Management
- SAP Employee Self-Service

Integration between SAP Human Resources and the SAP Knowledge Warehouse gives you direct access to the data in your organization from a human resources perspective. SAP Human Resources includes a variety of distribution options for disseminating information, including the ability to automatically send targeted information to individual employees. In addition, the SAP Employee Self-Service (ESS) application provides powerful search functionality for those employees who actively seek information. Together, these mechanisms can optimize communication within your organization while enhancing global collaboration.

Targeting Information

The SAP HR application components SAP HR Training and Event Management, SAP HR Personnel Development, and SAP HR Organizational Management make it possible to use Human Resources data to filter the flow of information to employees. For example, you can filter information relevant to an employee's organizational assignment, position, or role. In addition, data such as an employee's qualifications or training history can be used to tailor information to that employee's requirements.

The advantages of using the filter function are twofold. First, employees don't have to search through and analyze huge amounts of information. In addition, the use of filters makes it possible to create an individual knowledge focus for each employee.



Employee Workplace

The Employee Workplace gives employees direct access to all of the applications, services, and information required to perform their jobs. SAP delivers the Employee Workplace with preconfigured content which can be customized to suit the roles in your specific enterprise. What's more, the Employee Workplace can be personalized by each individual user as required.

Global networking functions of the Employee Workplace enable users to identify and contact experts worldwide. In addition, the Employee Workplace gives employees access to both internal and external learning information and content.

Integration with the SAP Knowledge Warehouse

The integration between the SAP Knowledge Warehouse and SAP HR Training and Event Management provides optimum support for multiple learning methods. Employees can access both classroom and self-study materials stored in the SAP Knowledge Warehouse. In the case of classroom materials, they can take pre-tests to determine their knowledge level before taking the class, review the materials to prepare for the class, and review the training contents once they return to their jobs.

In addition, employees can use the SAP HR Training and Event Management ESS services to register for scheduled events, prebook courses that are not yet scheduled, or access a virtual learning environment. Once an employee has successfully completed a test, the employee's qualifications profile is updated accordingly. The employee also has the opportunity to evaluate the course online.

The benefits of an integrated Knowledge Management Solution

- Using existing corporate and personnel data effectively
- Optimizing knowledge transfer internally and externally
- Enhancing global cooperation
- Making the corporate and communication structure more transparent and accessible
- Facilitating global knowledge transfer
- Eliminating duplicate knowledge maintenance
- Accelerating business processes
- Providing instant access to required knowledge
- Promoting individual career development

Connection People with Information

SAP Human Resources distinguishes between two knowledge distribution methods within the enterprise:

- Push mechanism
- Pull mechanism

Push technology makes it possible to automatically send information and resources to employees according to predefined personnel filter functions. The employee has to do nothing to get the information. The SAP Business Workflow® application contributes to this functionality. For example, an employee who takes on a new role in the organization can be sent all of the documents and information required to perform the tasks associated with the new role. Through the same workflow process, the employee can be informed of available learning events to close any skills gaps or notified of licenses and qualifications that require renewal.

The pull mechanism, on the other hand, is technology that enables the employee to actively search for information. For example, employees can subscribe to important information sites on the

Internet or the corporate Intranet. Such searches are supported by search engines that locate specified corporate knowledge or find and communicate with experts worldwide. For example, a user could locate an engineer with expertise in a specific area, experience working in Africa, competence in one of three African languages, and a truck driver's license.

"Convert personal knowledge to organizational knowledge"

Connecting People with People

The 'Who's Who' service of the SAP Employee Self-Service application offers employees a convenient and highly efficient communication tool. Its powerful search engines give users global access to an infinite variety of information, keeping employees informed, in touch, and connected worldwide. SAP ESS supports global communication and cooperation by making the organizational and communications structure of your enterprise more transparent and more accessible for your employees.

Efficiently connect
"those who know" with
"those who need to know"

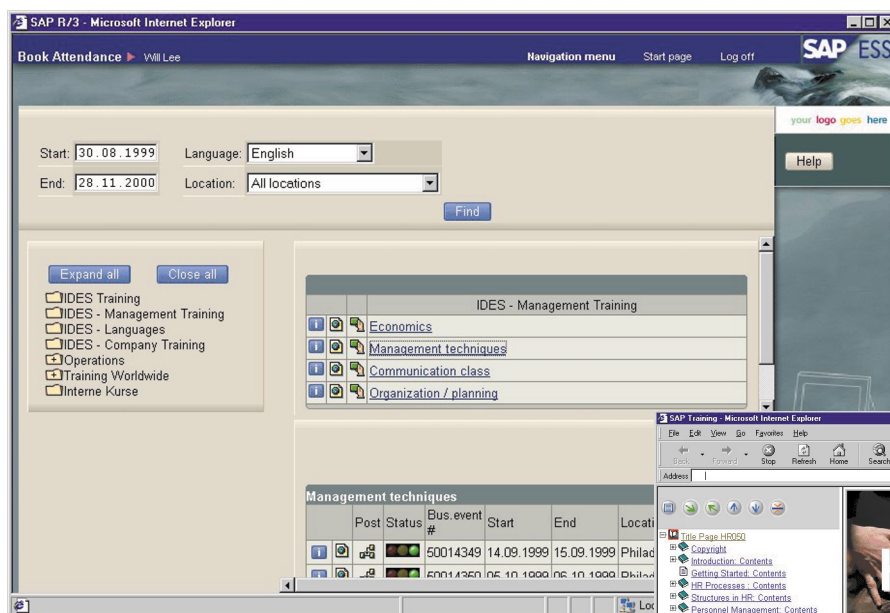
Community Networking – Imagine Michelle . . .

. . . from the Sales department who, like her colleagues, spends more of her time on the road than in the office or at home. Following an international conference in Europe, she is now in her hotel and logs on to her Australian company's intranet using her laptop. A screen comes up with her personalized Employee Workplace from which she has direct access to her calendar, company-specific and general news tailored to her role and interests. Of course, she can also access her e-mails and any interesting Internet and intranet links. In her inbox, she finds an invitation to an online training course on Sales. After checking her calendar, she confirms her attendance. The SAP HR Training and Event Management component records her registration. The SAP HR Personnel Development component updates her qualifications profile on successful completion of the course.

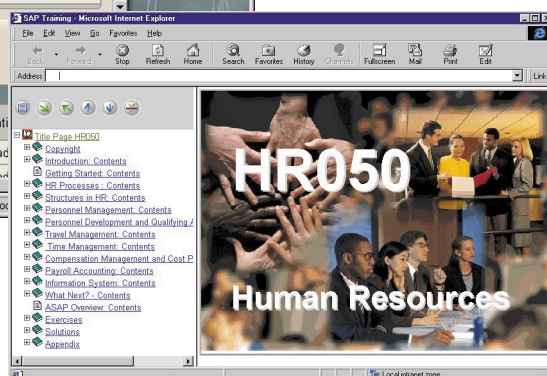


Her main concern today is finding the answer to a technical problem that arose during the day. In SAP Knowledge Warehouse she finds a description of a product that answers the customer's needs, as well as a link to some introductory training material.

Noticing that the training materials are not available in English, which the customer requires, she searches in the 'Who's Who' service for a translator in her company who can translate the materials. With the help of the sophisticated search engines, she manages to identify a translator experienced in this particular area and contacts the relevant department with her request. Before logging off from the system, she uses the SAP Employee Self-Service function to register vacation for the following week, accesses her travel agent's site on the Internet, browses through the brochure, and books a beach house on the Mediterranean.



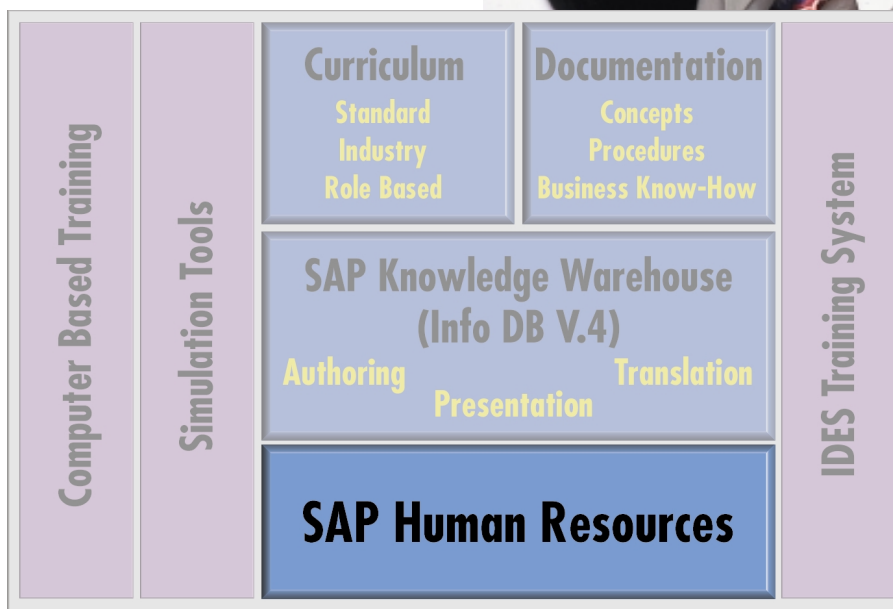
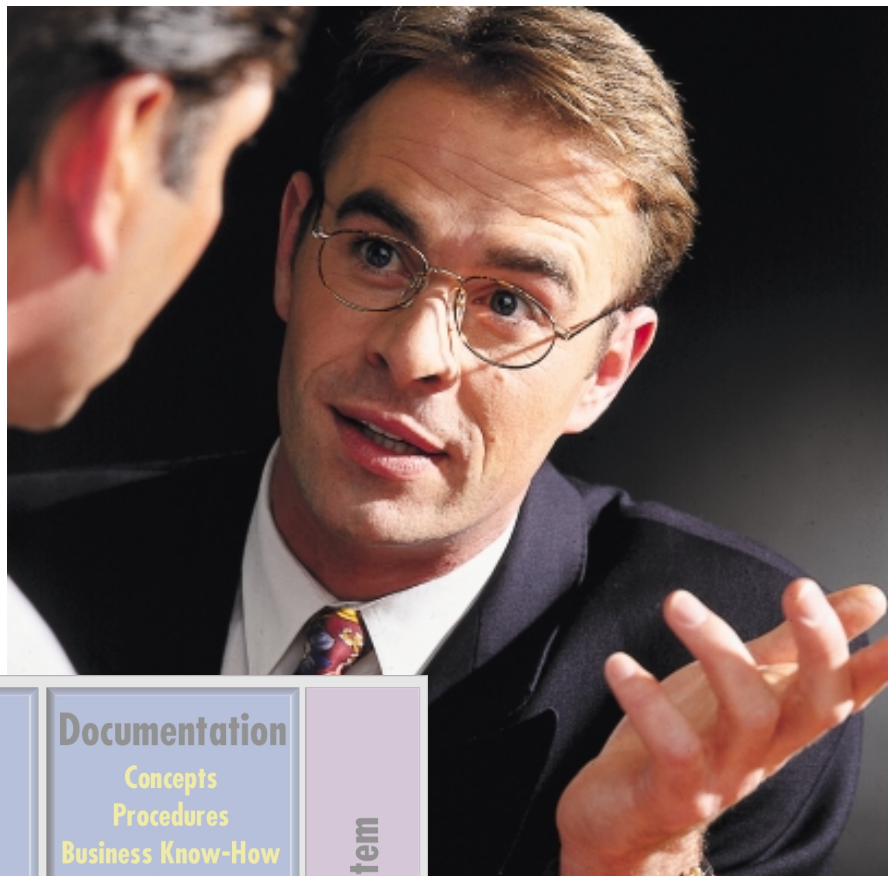
Integration between SAP HR Training and Event Management and
SAP Knowledge Warehouse



Put It All Together

In SAP's Knowledge Management Solution, we captured the best business practices related to Knowledge Management and provided the strategy, tools, and content to support those practices. The consulting services offered by SAP and our partners can help you efficiently define and realize those practices in your own organization.

For further information, availability, current prices, conditions, and purchasing information, please contact your SAP Local Support.



includes preventive system checks, data conversions, remote archiving and system upgrades. We provide expert organizational and technical consulting, from the planning phase of your project right through to its execution, as well as in-depth training, and 24-hour support.

SAP Development, SAP Consulting and SAP-Services are certified in accordance with the ISO 9001 international quality standard. SAP software is also the first packaged enterprise application software to receive "Ergonomics approved" certification for the international standards ISO 9241 and ISO 13407.

Interested? Then call or write us.

Technology and Service

The R/3 software is based on client/server architecture. It is designed as an open system that can be run on operating systems marketed by various vendors. However, SAP is not only a software provider: We also offer an extensive range of services and support centering around AcceleratedSAP (ASAP) — SAP's all-in-one solution for rapid implementation and ongoing optimization of R/3. The R/3 Service & Support program

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