



HERUG 2013

Global SAP Higher-Ed and Research User Group Annual Meeting

Switzerland: 22– 25 April 2013

23.04.2013, Lausanne, EPFL

HANA and Cloud strategy, Thomas Holst, SAP

- SAP provides SaaS and PaaS but not infrastructure services
- TUM University Alliance Center has moved all SAP systems to the cloud
- SAP provides APIs to integrate cloud components to on premise applications eg for talent management by success factors to interface on premise HCM
- Ariba data centers are in the US but SAP develops a global data center strategy that would imply EU 27 based centers
- SAP interfaces would integrate on premise identity management and SSO into cloud based applications
- The success factors solution would need additional licensing

- **HANA** is a preconfigured hardware with preconfigured database and data model design studio
- ERP, BI SRM (in the making) are adopted to run on HANA
- **HANA accelerators** make existing business suite transactions faster by automatic replication mechanisms that transfer the content of specific tables to HANA and report from there as list reporting (available as rapid deployment solution). Solution for PSM financials out since Q1/2013
- **SAP HANA Live**: Exploring data loaded from Business Suite into pre-loaded data models (n. a. for HER) with analysis and publication through BO for instance

- **BW on HANA:** putting HANA underneath conventional BW. For very complex data modeling with lots of external sources BW is still the way to go. But if BW is not in place it might be better to go native HANA.
- **HANA Apps** enable forms of self learning predictive analysis
- **Business Suite on HANA** is currently being deployed in waves. SLcM will be ready in Q3/2013. A number of scenarios will be released after SAPHIRE (Q2). 15% of license spend goes to HANA (like for the other databases)
- For side by side scenario HANA is being sold by "blades", meaning slices of amounts of compressed data in GBytes of RAM.

Michael Mallach, HANA at Charité

- 3000 beds, 4 main sites, 200 small additional sites
- 1,3 Billion Euro turnover, 750 000 annual cases
- 30% physician workload is documentation related
- 10 TByte per patient for full screening (incl genom etc), stored for 30 years
- BI was moved to HANA after before in memory had been done with BWA (BW Acceleration) in 3 month project
- HANA compressed BI database from 4;5 TB to 1 TB
- HANA Oncolyzer together with SAP and Hasso Plattner Institute
- Charité has SAP based grants system

Martin Deckert, University of Zurich, Release-based SLcM delivery

- 26000 Students, 5000 degrees p.a.
- 30 internal staff business applications
- ERP since 1998, SLcM since 2005
- Functional enhancements were planned driven by imideat customer demand, no long term planning perspective
- Release based delivery: bundle implementation and operation driven system changes to coordinate testing and enable overall testing phases
- Enable (long term) planning
- Releases pertain to SLcM systems only
- 2 major and 2 minor releases in accordance with academic calendar
- Development period 3,5 months, 2 month testing, rebuild development system 2 weeks
- Test documentation in SolMan with overview in STWB_INFO
- Deadlines have been fixed as non-negotiable, if something is not ready it must be postponed to next release

James Al Ling, University of Mississippi, Self-Services for Employees

- Founded in 1848, 18 000 Students, 2 Mrd \$ operating budget
- SAP since 1999, SLcM since 2003
- Online pay stub in portal 2007 (non SAP)
- 2010 change of address and bank information as SAP based self service with enhanced webdynpro based UI

- There is an opt-in process to receive certain forms online with notification by mail or SMS (enhancements by Ole Miss)
- HR-E-Forms customer developed, no SAP workflow but klick options for where the form should go next
- Archiving to digital image system
- CATS-based time approval in place as workflow based self service

Ong Yoon Ping, NUS, Income Collection System

- Income of NUS comes from grants, tuition fees and donations
- Problem: Lots of duplication of effort, insufficient control and accountability
- Solution was built by NUS into the SAP system based on webdynpro dynamic as to access rights of user

Long Yuet Mei, NUS, HCM at NUS

- 10 000 staff
- HR reporting through BI with monthly data updates and publication into HR cockpit eg
- HR data triggers door access control system after onboarding and upon leaving of employees
- A lot of energy goes to adjusting screens to a user friendly interface

Visit of EPFL Campus with tour of Rolex Center



24.04.2013

SAP Innovation

Success Factors with SAP Jam

- Consider Jam as collaboration tool with DMS functionality as more comprehensive alternative to BSCW
- Goal alignment for performance management (very American way of increasing workforce output)
- The system is a whole universe in itself with benefits for the case where all available information in an organization runs through Jam
- Jam is planned to be connected to SLcM but currently it is focused on HR

SAP RDS Solutions

- SAP.com/Rapid-deployment for Test drive with or without company data on cloud (currently only available for few solutions)
- SAP has 150+ rapid deployment solutions, many of which come from the scope of the new cloud based acquisitions. There seems to be a solution for Real Estate and SRM. There is a solution for public sector financials acceleration in a side by side HANA scenario.
- There is a SLcM RDS by SAP which is developed together with itelligence but which is not used by itelligence for actual implementations but as demo environment for blueprint phases
- Check for Mobility RDS on website for availability and license quote

HANA cloud portal, Ohad Yassin

- New Portal platform leveraging HANA and runs on iPads
- The cloud portal is a PaaS offering of SAP from the European data center
- HANA cloud is a runtime container and integrates to the ERP SAP backend
- It could publish legacy Webdynpro applications but they would feel awkward when consumed on a device they were not built for
- Certified ISO27001, ISO9001, PDP, SSL
- supports SAML2, HTML5, SAP UI5
- Higher Education Scenario realized for (fictitious) University of Danning
- Multi channel delivery to different devices
- There is a connectivity component that tunnels a secure connection to on premise applications and to the local identity provider
- A Netweaver Gateway connector allows concentration on UI while data would be supplied via Gateway
- 2013 adoption benefit: First HER customer gets implementation support by SAP for free
- There is a Gartner report on HANA cloud, very positive

There is a free trial account available without time limit but limited to max 5 sites

- SAP Enterprise Portal in newest version comes with mobility option out of the box and runs on iPads

SLcM at Newcastle

The Student Information Gateway, Karen Wilson, Mark Young

- Academic Advisor Workbench published through SAP Portal is delivered as standard by SAP
- New task at Newcastle University: Undergraduate admissions without paper forms
- Selectors take from 7 seconds to decide who to admit and who to reject, based on a double sided A4 paper
- The admission process has been designed into portal using guided activities filtered by program, status etc to sort into virtual "piles"
- There is a custom built customizing table to determine which tabs a user wants to see
- Application goes to national system and is then sent to Newcastle, applicants are stored in SLcM

EHS at EPFL, France Hammel, Michel Graffenried

- 807 incidents reported in 2012, among them 91 fires
- Module occupational health, industrial hygiene in classical EHS
- New EHSM for incident management with workflow and action triggers
- There is no integration between EHS and new module EHSM even though not all functionality of old module is available in new module
- EHSM needs Ehp5 and newer versions run on Ehp6 only
- The new solution is a very detailed incident reporting system

Attendance Tracking at University of Mississippi, Christopher Reichley

- There is an attendance policy for lower level courses
- Barcode scanners were implemented to scan codes from student ID
- SAP has an attendance tracking system that is used against the scanned barcodes
- There is a Freshman Attendance Based Initiative (FABI) at the retention office that regulates what actions are taken when a student shows a lack of attendance. This initiative was in place before scanning started (since 2001) Scanning was introduced because classes got too big for manual attendance tracking (threshold being upped from 3 to 4 after scanning was introduced)
- There is one scanner for every 100 attendants, costs of 800\$ per device
- "Attendance is a predictor of academic success"
- Students comments on the scanner use are thoroughly negative: "Instead of Ole Miss spending money on attendance scanners, how about they worry about the horrible parking situation first"

Conference Dinner at the Beau Rivage Restaurant



25.04.2013

Implementation and Governance, Henny Claessens

- With SAP having acquired all those new companies and solutions "everything is changing"
- Reaching a market audience of 50 Mio is getting ever faster -> it took 38 years for the radio, 2 years for Facebook
- Challenge for the CCoE to accommodate to that change between the necessity for support and stability on one side and innovation on the other
- CCoE needs to control costs and drive agile innovative value
- There is an agile version of ASAP out
- Problem: ICT departments incur more costs and need to make visible against those cost the added value and maybe even the lowered costs in other areas that flow from better ICT

David Cowling, Hosted e-procurement solution, Warwick

- SAP since 1999 with over 20 companies associated with the university
- Concentrate the project to purchase orders (leaving out contracts etc)
- SRM was in 2010 not part of the SAP business suite
- Main criteria was end user experience
- Chosen was SciQuest, which was difficult as to data privacy being an American company
- The implementation was done by SciQuest from America
- Vendor Master Data needed to be synced with SciQuest through iDocs
- The whole purchase order history including documents is imported back into SAP
- 17 catalogs are hosted in the system, 5 punch out suppliers
- Non catalogue materials can be ordered but provoke entrance of a reason why this way of ordering has been chosen
- It is easy to configure workflow steps for approval
- System comes with good reporting facilities

Nicola Vuilleme, 8 years of SRM at EPFL

- Budget EPFL 803 Mio CHF
- Chemicals don't go through SRM currently because stock management and dangerous goods make it complicated -> will be integrated in near future
- Up to 2004 there was decentralized purchasing with 800 purchasers and no central purchasing team. No figures on what was purchased in which numbers.
- IT material was heterogenous so no central management
- No standard printers make consumables (ink) by expensive
- Catalogs integrated with presentation through portal
- Stock management was started with furniture for 11000 goods movements
- With one pilot supplier there is an e-invoicing process in place
- There was a big upgrade Projekt to SRM 7.0, stability and reliability not so good (basically migration problems)
- Deployment of a market place is in question (SciQuest, Hubwoo or other)
- Supplier Lifecycle Management is in planning

*Claudia Lipp-Peters, EPFL, Workflow and UIs
with
Michael Falk, SAP on UIs*

- The EPFL portal SESAME presents ECC and SRM functionality
- Goal: Support all browsers and devices for portal
- Portal only accessible from EPFL intranet
- Workflow-Users can opt in for mail notification concerning work items for them and approval/rejection can then be communicated back by mail (regardless of browsers used)
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- SAPGUI is still most widely used UI (80%)
- SAP-Personas is tool to redesign GUI screens
- RE-NEWed Applications refactor existing applications
- SAP UI5 HTML5 technology for mobile devices
- Conditional Support NW 7.1 for Webdynpro on iOS (works but is no fun)

