

HP Output Manager for SAP

Get reliable delivery of business-critical SAP documents



Enable business process continuity and reliable delivery of SAP documents to multiple destinations across the enterprise.



HP Output Manager for SAP is a software module that integrates the SAP R/3 application with HP Output Server, the core software platform of any HP Output Management solution. An HP Output Management solution is the intelligent link that gets critical documents to virtually any destination reliably and efficiently while saving your company money.

Reliable document delivery

- **Enhance the native output capabilities of SAP applications.** HP Output Manager for SAP provides a seamless link from SAP applications to the HP Output Server for reliable document delivery across the enterprise. The interface requires no customization of the SAP environment.
- **Implement a robust output management infrastructure.** Make sure that business-critical documents generated from your enterprise applications (e.g. enterprise resource planning or supply chain management systems) are delivered to their appropriate destinations inside and outside the company. HP Output Manager for SAP can help ensure that each of the thousands of documents generated monthly from these systems—such as invoices, purchase orders, and human resource documents—reliably reach their intended destination while maximizing system efficiency.
- **Do things once.** When you have to send the same documents to different recipients with multiple types of output destinations, one interface and one tool can do it all.
- **Accelerate the realization of revenue.** Reduce the time from document creation to document delivery and eliminate costly process breakdowns that occur with manual distribution. A delay in document delivery can delay a company's 'time-to-money.' Any breakdowns in shipment, freight, packing, or invoicing delay the payments you are expecting. Stop unnecessary delays with reliable and efficient information delivery.

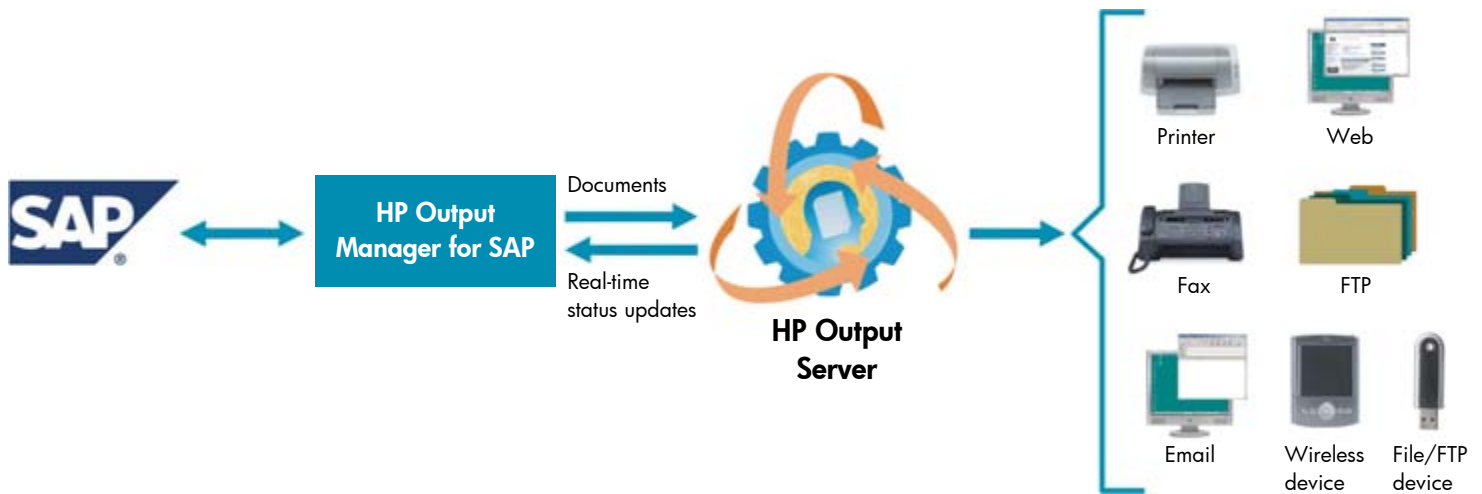
Flexible output integration

- **Easily put the application to work in your environment.** HP Output Manager for SAP is certified for the SAPconnect messaging server (BC CON) and External Output Management Systems (BC XOM) interfaces. For releases of SAP prior to 4.0, HP Output Manager for SAP can be integrated with the SAP spool system.

Delivery and device status

- **Reduce the number of helpdesk calls.** Verify the delivery of business-critical documents to destinations across the enterprise with end-to-end tracking and proactive management. Helpdesk and operations personnel can use the job tracker application to track and manage output deliveries by both job owner and SAP spool ID.
- **Quickly resolve output-related problems.** The application automatically retries and retains jobs and provides real-time status feedback on each output delivery, including notification of job interruptions, via the SAPGUI Output Controller.
- **Safeguard your print queues.** If there is a computing system failure, your queues will be automatically recovered using the job history the software has retained. This makes it easier to return to an operational state with minimal work by users or administrators.
- **Receive a single-system view of all enterprise jobs.** View status and events and get centralized control and configuration of all your output resources.
- **Monitor the status of output devices.** Real-time notifications of device malfunctions are routed to HP Output Explorer, a built-in feature of HP Output Server, or can be integrated into enterprise systems management applications like HP Software (formerly HP OpenView), reducing delivery interruptions.

Easily capture documents from the SAP Business Suite, automatically transform them to the proper format, and deliver them to the destination of your choice, whether it's print, fax, email, web, FTP, or wireless device.



To initiate output delivery, the SAP user or a background process within SAP generates an output request or SAP office message assigned to a specific output destination. The output request or message is transferred from SAP to HP Output Server via the HP Output Manager for SAP integration software. HP Output Manager for SAP also provides real-time status feedback on each output delivery.



HP Output Management solutions

End-to-end solutions

HP Output Management solutions make it easy for you to deliver business-critical documents from virtually any business application to nearly any destination reliably and efficiently while saving money. Our solutions combine enterprise information delivery software with expert implementation, integration, software support, and customer training services. We make sure you have everything you need to provide a complete end-to-end business solution for your company.

Software products

HP Output Server is the core software platform of any HP Output Management solution. It enables reliable, efficient, and cost-effective document delivery to enterprise output destinations virtually anywhere in the world via print, fax, email, FTP, web, wireless devices, file, and other formats. Add-on software modules are available for enhanced capabilities such as report distribution, web publishing, and multi-language printing, as well as integrations with SAP, Oracle® Applications, HP Software, and others.

HP Output Management software products run on a large variety of operating systems and platforms including UNIX®, Linux, or Microsoft® Windows®.

Implementation and integration services

You can choose from an extensive portfolio of enterprise implementation and integration services specifically designed to assist you in smoothly bringing your HP Output Management solution into your IT environment. Our services team provides planning, implementation, integration, and other customization assistance required to meet your business needs.

This team is available to provide end-to-end enterprise integration, combining HP products and services with software from leading enterprise application providers such as Oracle Corporation (Siebel, PeopleSoft, JD Edwards), EMC Corporation (Documentum), Monotype (Andale), and others.

We can also integrate output management capabilities with forms applications and archiving or content management software, as well as with leading high-availability solutions—including HP Serviceguard and IBM High Availability Cluster Management. This prevents network and equipment failures from disrupting your ability to access critical information.

Support services

When it comes to software support and maintenance services, HP offers a wide range of options so you can rely on the precise level of assistance your company needs.

Our support options include 9x5, 13x5, or 24x7 service hours. As part of your maintenance contract, you get regular defect repair, access to expert personnel to answer any questions you may have, and ongoing software updates—everything you need to maintain an optimally running HP Output Management solution. Your account team also takes requests you may have to enhance the HP Output Management software products or services and feeds them into HP's product enhancement process for continual improvement.

Besides the basic support offerings, we offer advanced implementation and operations enhancement services that include your choice of services such as a system health check, upgrade or migration assistance, performance optimization and tuning, and more.

Customer training services

Training helps you get the most from your solution. HP offers an HP Output Management training curriculum for delivery at HP facilities, on-site at your company, or as self-paced instruction available on a DVD. Training is essential to keeping your employees equipped with the right knowledge to optimally manage and tune your HP Output Management implementation.

A flexible purchase program for your training needs is available to help you plan and budget.

Financing services

To assist with the adoption of the HP Output Management solution, HP Financial Services offers a complete array of leasing and financing options to enable you to work within your budget and ease your cash flow. We make it easy and economical for you to deploy world-class technology complete with hardware, software, and services, on terms tailored to your unique needs.

For more information

For more information about HP Output Management solutions, please send an email to: outputmanagement@hp.com or visit: www.hp.com/go/outputmanagement

HP Output Management solution offerings

Product or service	Description	Number
Software		
HP Output Server	Core software platform of each HP Output Management solution with powerful new features for enhanced management of all document delivery.	T2358AA
HP Output Distributor	Automatic report delivery with advanced bursting and bundling capabilities.	T2361AA
HP Web Delivery	Customized content delivery from HP Output Server to the web.	T2362AA
HP International Printing for HP Output Server	Enables printing of a single language or multiple languages in one document using the Unicode™ Standard.	BA495AA
HP Output Manager for SAP	Integration module linking HP Output Server software with SAP applications.	C8043AA
HP Output Manager for Oracle Applications	Integration module linking HP Output Server with Oracle Applications/E-Business Suite.	Q1308AA
HP Output Manager for HP Software	Integration module linking HP Output Server with HP Software (formerly HP OpenView).	C8040AA
Other interfaces	HP can also integrate with custom or proprietary enterprise applications.	Quote on request
Implementation and integration services		
HP Output Management Assessment and Planning	A thorough, step-by-step process to capture all aspects of your information delivery environment and design just the right solution for your business' unique needs.	Quote on request
HP Output Management Implementation and Integration Services	HP experts integrate the HP solution to your legacy, proprietary and/or standard applications such as SAP or Oracle as well as any needed forms, archiving, or content management systems.	Quote on request
HP Output Management Implementation Services for SAP	Comprehensive services using proven methodologies specifically designed for SAP output environments to simplify your implementation.	Quote on request
HP Output Management Implementation Services for Oracle Applications	Comprehensive services using proven methodologies specifically designed for Oracle output environments to simplify your implementation.	Quote on request
Software support services		
HP Output Management Software Support	HP Standard Support Services provide a choice of support 9 or 13 hours a day 5 days per week. The HP Extended Support Services provide support 24 hours a day, 7 days a week.	Quote on request
HP Output Management Implementation and Operations Enhancement	Additional account-specific services are designed for businesses that run mission-critical applications and cannot tolerate downtime without significant business impact. Services include a system health check, upgrade or migration assistance, performance optimization, and more.	Quote based on individual service modules selected
Customer training services		
	HP has a complete portfolio of training classes as well as self-learning materials available on DVD. Topics include: basic system operator and system administration, advanced system administration, and usage training for add-on software.	

HP Output Manager for SAP technical specifications

Supported server platforms	For HP Output Server 3.5 and HP Output Distributor Server and Client platforms: HP-UX 11.11; 64-bit kernel; HP-US 11.23: 64-bit kernel on PA RISK and Itanium IBM AIX 5.2, 5.3; 64-bit kernel; Sun Solaris 9,10; 64-bit kernel Microsoft Windows Server 2003, Standard Edition and Enterprise Edition; 32-bit Microsoft Windows Server 2003 R2, Standard Edition and Enterprise Edition; 32-bit Red Hat Enterprise Linux ES 4.0 and AS 4.0; 32-bit kernel on x86 Red Hat Enterprise Linux ES 4.0 and AS 4.0; 64-bit kernel on x64 SUSE Linux Enterprise Server 9; 32-bit kernel on x86 and 64-bit kernel on x64 SUSE Linux Enterprise Server 10; 64-bit kernel on x64	
Supported SAP interfaces	External Output Management Systems (BC-XOM); SAPconnect (BC-CON); Standard SAP supported versions; For releases of SAP prior to 4.0, HP Output Manager for SAP can be integrated with the SAP spool system	
Supported destination types	Printers (PS, PCL, ASCII text, AFP), fax, email, web, FTP, pager, HP Output Distributor	
Warranty	One-year limited warranty	

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