Document Imaging and the SAP Content Server 101

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Learning Points

- A basic understanding of ArchiveLink functionality and what the business can do with it.

- An understanding of what the SAP Content Server can do and how it can be used with ArchiveLink and document Imaging.

- An understanding of the Generic Object Services and how it is integrated into SAP software.
Today’s Agenda

- Why we image, and the cost involved in not imaging
- Background and typical configuration
- SAP Content Server
- Archiving Scenarios
- Printlist and Outgoing documents
- Generic Object Services
- ROI, Best Practices, and Common Mistakes around an imaging project.
Advantages to a Paperless Office

- Simultaneous multiple user access to documents
- Lower costs
  - Virtually no floor storage costs
  - No personnel costs involved in filing and retrieving documents
- Electronic documents can be cross-referenced when they’re filed
  - Not limited to two-dimensional filing
Advantages to a Paperless Office (cont.)

- Disaster recovery
  - Documents are automatically backed up (best practice — different locations)
- Electronic documents can be used in SAP Workflows
- Electronic documents are easier to produce for audits
  - They automatically adhere to system-configured retention policies

Real Experience. Real Advantage.
Today’s Agenda

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- **Background and typical configuration**
- SAP Content Server
- Archiving Scenarios
- Printlist and Outgoing documents
- Generic Object Services
- ROI, Best Practices, and Common Mistakes around an imaging project.
Common Terms

- **ArchiveLink**
  - A service integrated in the SAP Web Application Server to link archived documents with the business object entered in the SAP system

- **Knowledge Provider (KPro)**
  - A cross-application and media-neutral information technology infrastructure within the SAP R/3 Basis (SAP middleware)
  - Provides the general infrastructure for storing and administrating documents in the SAP Content Server

- **Content Server**
  - Server at the core of SAP’s document storage and management concept
  - Provides the technical infrastructure for all document-centric applications
Common Terms (cont.)

Content Repository (means logical archive)

- A way to logically manage content, usually by retention period or by storage media

Document types

- Backbone of ArchiveLink customizing
- Are 10 characters in length
- Have several functions:
  - Used to describe the actual image
  - Security can be base on document type
  - Act as pointers to different logical archives
  - Workitems are routed to the appropriate processor via document types in the early archiving scenario
  - In some cases, it specifies the SAP t-code to launch
The End Results — Displaying a Document from FB03
Go to the Generic Object Services — Attachment List
Attachment List Shows All the Available Documents
Machine Shop Inc.  
418 West Oxford Street  
Vineland, NJ 08360  
P-856-682-1182

BILL TO  
Tel-Cap Industries  
1109 Debra's Way  
West Chester, PA 19382

SHIP TO  
Tel-Cap Industries  
1109 Debra’s Way  
West Chester, PA 19382

PO NUMBER  
1609

TERMS  
1% 10 Net 30

DUE DATE  
9/23/2012

SHIPPED  
8/25/2012

VIA  
FedEx-Ground

Package Ship #  
522427

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Item No.</th>
<th>Description</th>
<th>Price</th>
<th>Line Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>HP100</td>
<td>Misc. Machined Parts</td>
<td>225.00</td>
<td>900.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Copper coil, 5/8” tube, 12&quot; effective height</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>HP100</td>
<td>Misc. Machined Parts</td>
<td>275.00</td>
<td>1,100.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>24&quot; effective height</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>HP504</td>
<td>Tapping, inserts, holders, etc</td>
<td>155.00</td>
<td>155.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 time tapping charge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>S&amp;H</td>
<td>Shipping And Handling Charges,</td>
<td>45.91</td>
<td>91.82</td>
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<td></td>
<td></td>
<td>Overnight</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>S&amp;H</td>
<td>Shipping And Handling Charges,</td>
<td>11.21</td>
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<tr>
<td></td>
<td></td>
<td>Ground</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Out-of-state sale, exempt from sales tax</td>
<td>0.00%</td>
<td>0.00</td>
</tr>
</tbody>
</table>
SAP Process that could have documentation

- Inquiry
- Quotation
- Sales Contracts
- Sales Orders
- Picking
- Packing
- Deliveries
- Production Orders
- Shipment
- Group Deliveries
- Purchase Order
- Good Receipt

Real Experience. Real Advantage.
Typical Configuration

HP Jukebox

Content Server
OnBase, IXOS, IBM, Documentum, etc.

CAS Storage Centera

SAP R/3

Server

Clients

Scanning Clients

Processing

Retrieval

Real Experience. Real Advantage.
Greater Storage space can be reclaimed with HDWO

HDWO = Hard Disk Write Once

Self healing
Self configuring
Self administering

Net Apps
CAS Storage Centera EMC
IBM DR550
Today’s Agenda

- Why we image, and the cost involved in not imaging
- Background and typical configuration
- **SAP Content Server**
- Archiving Scenarios
- Printlist and Outgoing documents
- Generic Object Services
- ROI, Best Practices, and Common Mistakes around an imaging project.
SAP Content Server –

SAP Content Server
File system or database
(No optical Media support)

HTTP

No Scanner Interface for SAP Content Server
Third party document capture vendors like Kofax would be necessary.

HTTP

SAP R/3

HTTP

SAP Cache Server

HTTP

Retrieval of documents through the SAP GUI using the ECL Viewer

Real Experience. Real Advantage.
SAP Content Server – What is it?

- Software for storing structured data (ADK files) and unstructured documents in repositories.
- Product of SAP Web Application Server
- Administration from within SAP, Using the following T-codes CSADMIN, & OACO
- Communication through the ArchiveLink HTTP protocol.
- Multi-OS support including
  - Windows
  - Various Unix systems (New as of Content Server 6.30)
- Does not support optical Media no direct scanning interface
Create the Content Repository

Content Repository Details:
- Content Rep.: D1
- Description: Test Logical Archive
- Document Area: ArchiveLink
- Storage Type: HTTP content server
- Protocol:
- Version no.: 0046
- HTTP server: corpscs0b
- Port Number: 1090
- HTTP Script: ContentServer/ContentServer.dll
- Basic Path: dummy
- Phys. basic Path: dummy/
- Archive Path: dummy
- Phys. arch. path: dummy/
- OutputDevice:
- No signature

Real Experience. Real Advantage.
## Content Server Administration Overview

### Server Information

<table>
<thead>
<tr>
<th>Status</th>
<th>Status description</th>
<th>Manufacturer</th>
<th>Version</th>
<th>Build</th>
<th>oVersion</th>
<th>oServer date</th>
<th>Server time</th>
<th>Start Date</th>
<th>Start Time</th>
<th>serv</th>
<th>InstA</th>
<th>InstB</th>
<th>instA</th>
<th>instB</th>
</tr>
</thead>
</table>

### Information on repositories

<table>
<thead>
<tr>
<th>Repository</th>
<th>Cust</th>
<th>Description</th>
<th>Status</th>
<th>Status description</th>
<th>oVersion</th>
<th>Storage</th>
<th>Storage</th>
<th>Storage</th>
<th>contents</th>
<th>contents</th>
</tr>
</thead>
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<tr>
<td>D1</td>
<td></td>
<td>Content repository (Test) running</td>
<td>0046</td>
<td>ContentStore 015</td>
<td>191</td>
<td>localhost</td>
<td>SDB</td>
<td>r</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D2</td>
<td></td>
<td>Test - Content Repository running</td>
<td>0046</td>
<td>ContentStore 015</td>
<td>191</td>
<td>localhost</td>
<td>SDB</td>
<td>r</td>
<td></td>
<td></td>
</tr>
<tr>
<td>D3</td>
<td></td>
<td>Content Repository for Test running</td>
<td>0046</td>
<td>ContentStore 015</td>
<td>191</td>
<td>localhost</td>
<td>SDB</td>
<td>r</td>
<td></td>
<td></td>
</tr>
<tr>
<td>F1</td>
<td></td>
<td>Financial Document Test defined</td>
<td>0046</td>
<td>ContentStore 015</td>
<td>191</td>
<td>localhost</td>
<td>SDB</td>
<td>r</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M1</td>
<td></td>
<td>Test - Content Repository running</td>
<td>0046</td>
<td>ContentStore 015</td>
<td>191</td>
<td>localhost</td>
<td>SDB</td>
<td>r</td>
<td></td>
<td></td>
</tr>
<tr>
<td>P2</td>
<td></td>
<td>Content Repository for Test defined</td>
<td>0046</td>
<td>ContentStore 015</td>
<td>191</td>
<td>localhost</td>
<td>SDB</td>
<td>r</td>
<td></td>
<td></td>
</tr>
<tr>
<td>T1</td>
<td></td>
<td>Test Content Repository running</td>
<td>0046</td>
<td>ContentStore 015</td>
<td>191</td>
<td>localhost</td>
<td>SDB</td>
<td>r</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Z1</td>
<td></td>
<td>Test Case solution Test running</td>
<td>0046</td>
<td>ContentStore 015</td>
<td>191</td>
<td>localhost</td>
<td>SDB</td>
<td>r</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Today’s Agenda

- Why we image, and the cost involved in not imaging
- Background and typical configuration
- SAP Content Server
- **Archiving Scenarios**
- Printlist and Outgoing documents
- Generic Object Services
- ROI, Best Practices, and Common Mistakes around an imaging project.
How Do We Get Documents Archived?

Two most common ways to get information to the archive server:

- **Paper documents**
  - Can be scanned or faxed into the scan client
  - The scan client interfaces with SAP, and is used to archive the documents into SAP

- **Electronic documents**
  - Such as emails and desktop documents
  - Can be kept in their native format and archived from the desktop without using the scan client
Three Most Common SAP Archiving Scenarios

Early archiving
- Uses workflow to route images to processors
- Once processed the image is linked to the newly created SAP R/3 document

Late archiving
- Uses indexing fields to link image to existing document

Late archiving with barcode
- Uses barcodes to link image to previously created SAP R/3 document

Real Experience. Real Advantage.
### Old, New, and Newest — Scenario Naming Schemes

<table>
<thead>
<tr>
<th>SAP R/3 4.6C and Above</th>
<th>SAP R/3 4.5 - 4.6B</th>
<th>SAP R/3 4.0 and Older</th>
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</thead>
<tbody>
<tr>
<td>Storing for subsequent entry</td>
<td>Store for entry later</td>
<td>Early archiving with workflow</td>
</tr>
<tr>
<td>Storing for subsequent assignment</td>
<td>Store for assignment at a later time</td>
<td>N/A</td>
</tr>
<tr>
<td>Store and enter (storing and entering)</td>
<td>Store and enter</td>
<td>Simultaneous archiving</td>
</tr>
<tr>
<td>Store and assign (storing and assigning)</td>
<td>Store and assign</td>
<td>N/A</td>
</tr>
<tr>
<td>Assign then store (assigning then storing)</td>
<td>Assign and store</td>
<td>Late archiving</td>
</tr>
</tbody>
</table>

Real Experience. Real Advantage.
Early Archiving
Early Archiving Scenario

Proposed Solution

Remote Location 1 → Remote Location 2 → Vendor 1 → Right Fax Server → Network Directory → SAP Server → SAP Content Server → Kofax Ascent Capture and Release Script to SAP

SAP

Document Image

Workflow Workflow Created FB60/MIRO

A/P Position 1 → A/P Position 2 → A/P Position 3

**Optional Back up Scenario** Barcode added to Document or back up document
Real Experience. Real Advantage.
Kofax Ascent Capture

Real Experience. Real Advantage.
Automatic Release to SAP

Released to SAP
Process Workitem
Early Archiving Summary

Advantages
- Distribute work to others and eliminates paper
- Allows for ad hoc approval process
- Standard reporting on end-user processing

Drawbacks
- Most complicated of the standard supplied archive scenarios
- Processing faster with dual monitors
- Uses SAP’s workflow
  - Workflow needs to be initialized and an organization structure may have to be used
Late Archiving
Late Archiving with 3rd-Party Solutions
Late Archiving with 3rd-Party Solutions
Late Archiving – Content Server (cont.)
Late Archiving – Content Server (cont.)

Real Experience. Real Advantage.
Late Archiving – Content Server (cont.)

Store documents

Default settings

Employee Document

Personnel Number 10003663
Infotype 0218
Subtype
Object ID
Date of Origin 013106

Document stored successfully
Barcode
External 3\textsuperscript{rd} Party REQUIRED for Barcode Archiving

Requires an External Scanning Client

- If 3rd Party Content Management solutions are being used, their Scan Clients will be able to handle barcode archiving, if they are ArchiveLink Certified.
  - Example of this include
    - OnBase, IXOS, IBM, FileNet, Documentum, etc.*

- If the SAP Content Server is being used. Since there is no Scanning interface supplied a stand alone imaging software application that has an Archivelink Certified interface is required.
  - Example of this include
    - Kofax Ascent Capture with AR4ERP**

* Partial List
** There may be other vendors, unknown to speaker. Please do your own research.
Barcode Scenario - Explained

1. Barcode is entered with SAP transaction.
2. Barcode Number and SAP Key fields are added to BDS_BAR_IN Table.
3. Matching barcode entries are deleted and an entry in the Link Table TOA01 is made.
4. Image is stored on Content Server.
5. Doc and ID and Barcode are sent to SAP BDS_BAR_EX Table.

Real Experience. Real Advantage.
Enter Barcode
Manual Bar Code Entry
Processing Solution Steps

- **Scan**
- **Recognition**
- **Validate**
- **Release**

Barcode is read

Barcode and image are released to SAP

Images

SAP Content Server
Kofax Ascent Capture
Classification and Extraction of Index Fields

Recognition
Kofax Ascent Capture
Automatic Release to SAP — AR4ERP

Released to SAP
Late Archiving with Barcode Summary

Advantages

- Does not change the existing A/P process
- Requires very little training
- Scanning is much more efficient
  - No indexing
  - No scanning separator sheets
- Identifies documents that have not been scanned
- Multiple SAP objects can be linked to a scanned document
- Individual document indexing/categorizing is eliminated

Drawback

- Need to manage and print/buy barcodes
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Outgoing Documents – Customer Invoices

- Snap shot in time.
- Saves on Processing time.
- Pull up the exact copy of the invoice that was sent to the customer.
- Used heavily in Data Archiving.
  - (Retrieval Strategy)
- It is very difficult to re-print outgoing documents if they have been archived.
- Once stored, they can be accessed through a customer self-service portal.
GOS – Attachment List

Intercompany Billing 90748351 (IV) Change: Overview of Billing Items

- Create...
- Attachment list
- Private note
- Send
- Relationships
  - Workflow
  - My Objects
  - Help for object services

Billed Quantity | SU | Net value | Material | Cost
---|---|---|---|---
60 PR | 124.20 | 1043842 | 124.20
24 EA | 17.48 | 1624868 | 17.48
Select the attached PDF Invoice
<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Billed Quantity</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>GLOVE LINER SUMMER KNIT</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>BATTERY ALKALINE D NEDA 1...</td>
<td></td>
</tr>
</tbody>
</table>

Invoice

IDBO US Inc., 1234 Lincoln Avenue,
10019 New York

Candid International Technology
345 Candid St
444 Candid Rd

Terms of payment: Up to 01/14/1999 you receive 3.000 % discount Up to 01/31/1999 you receive 2.000 % discount Up to 02/14/1999 without deduction

Terms of delivery: CIF Cost, insurance & freight

Weights (Gross/Net) - Volumes - Selection

<table>
<thead>
<tr>
<th>Item</th>
<th>Material</th>
<th>Description</th>
<th>Price</th>
<th>Price unit</th>
<th>Value</th>
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</thead>
<tbody>
<tr>
<td>0000.0</td>
<td>PC_SERVICE_CONF</td>
<td>1 AU</td>
<td>100.00 USD</td>
<td>1 AU</td>
<td>400.00</td>
</tr>
<tr>
<td></td>
<td>PC Service (Configurable)</td>
<td>1 AU</td>
<td>100.00 USD</td>
<td>1 AU</td>
<td>400.00</td>
</tr>
<tr>
<td></td>
<td>With the following configuration:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Response Profile</td>
<td></td>
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<td></td>
</tr>
<tr>
<td></td>
<td>Service window</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Travel Zone</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Regular Location</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Standard Service (Omni/Phone)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Every Day (8-12, 13-17)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Real Experience. Real Advantage.
Printlists - Reports

- Snap shot in time
- Saves on Processing time, the report is run once and archived. Printlist report is viewed instead of online version.
- Saves paper and toner
- Used as a report distribution tool
- Used heavily as a Data Archiving Retrieval Strategy.
- Can be used with Hyperlinks- Links to other archived documents
Printlist with HyperLinks
Results of the HyperLink
Today’s Agenda

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- Printlist and Outgoing documents
- **Generic Object Services**
- ROI, Best Practices, and Common Mistakes around an imaging project.
Overview

- Create Attachment
- Create Note & Private Notes
- Create External Document (URL)
- Store Business Documents
- Enter Barcode
- Attachment List
- Send
- Relationships
- Workflow
- Subscribe To Object

Real Experience. Real Advantage.
**Generic Object Services (GOS)**

What is it?

The generic Object Services offer functions that are available in various SAP applications. The functions are always called and used in the same way in order to keep the learning burden for end users low.
Displaying an Attachment

Change Rush Order 5045: Overview
Create Notes

Replen.Cross-company 80000006 Change: Overview

```
<table>
<thead>
<tr>
<th>Item</th>
<th>Material</th>
<th>Delivery Quantity</th>
<th>SU</th>
<th>Description</th>
<th>BLC</th>
<th>P/Y Batch</th>
<th>Val. Type</th>
<th>Open Quantity</th>
<th>SU</th>
</tr>
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<tbody>
<tr>
<td>10</td>
<td>4018101</td>
<td>2</td>
<td>EA</td>
<td>test material test material</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

Real Experience. Real Advantage.
Create Notes

Title of note: Creation of Note for AR

This is what a Note looks like

Real Experience. Real Advantage.
Create Notes - Display

Replen.Cross-company 80000006 Change: Overview

Attachment ID: 0380000036

<table>
<thead>
<tr>
<th>Title</th>
<th>Creator Name</th>
<th>Created On</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creation of Note for A/R</td>
<td>Gary Hollis</td>
<td>01/08/2007</td>
</tr>
</tbody>
</table>

Batch split   Main items   All items

Real Experience. Real Advantage.
Create Private Notes

<table>
<thead>
<tr>
<th>Item</th>
<th>Material</th>
<th>Delivery quantity</th>
<th>SU</th>
<th>Description</th>
<th>B.</th>
<th>ItCa</th>
<th>PV Batch</th>
<th>Val. type</th>
<th>Open quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1010101</td>
<td>2</td>
<td>EA</td>
<td>test material test material</td>
<td>NLC</td>
<td>C/C</td>
<td></td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>
The personal note cannot be seen by other users.
You can call and change the note in the toolbox.
It is not possible to create several personal notes for an object.
Personal Notes do not appear in the Attachment list.
It only serves as a personal memo.
Storing a Business Document

Real Experience. Real Advantage.
Storing a Business Document
Subscription of an object – Delivery Note
Deleted
Subscription of an object – Delivery Note Deleted
Subscription of an object – Delivery Note
Deleted

Remove from subscription list

You are currently entered as a subscriber
Do you want to be removed?

Cancel subscription  Remained entered

Real Experience. Real Advantage.
SAP E-mail notification

Business Workplace of

Inbox

Deleted Delivery 008000011
01/01/2007
Workflow System

test
02/01/2005

aaa
01/31/2005

&DESCRIPTION &
01/27/2005

AP - Utilities - Non-EDI to EDI
01/26/2005

AP - Utilities - Non-EDI to EDI
01/26/2005

AP - Utilities - Non-EDI to EDI
01/26/2005

Class type 010 , receiving system 11...
02/28/2000

Class type 010 , receiving system 11...
02/28/2000

Class type 010 , receiving system 11...
02/28/2000

Class type 010 , receiving system 11...
02/28/2000

Class type 010 , receiving system 11...
02/28/2000

Class type 010 , receiving system 11...
02/28/2000

Class type 010 , receiving system 11...
02/28/2000

Deleted Delivery 008000011

The Delivery has been deleted, Please Notify Customer
Workflows

- You can call an overview of running or executed workflow, for which an object is or was involved.

- You can start a workflow that uses the object. The system automatically determines all suitable workflows and offers them for selection.
Workflows

Document Overview - Display

- Create...
- Attachment list
- Private note
- Send
- Relationships
- Workflow
  - Workflow overview
- My Objects
  - Archived workflows
- Help for object services
- StartWorkflow

<table>
<thead>
<tr>
<th>Item</th>
<th>PK</th>
<th>Account</th>
<th>Account short text</th>
<th>Assignment</th>
<th>TX</th>
<th>Amount</th>
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<td>1</td>
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<td>59997</td>
<td>test</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>40</td>
<td>40104300</td>
<td>A/P-Other</td>
<td>sadsA</td>
<td></td>
<td>45.00</td>
</tr>
</tbody>
</table>
Workflow Overview
Detail about the Workflow Container
### Workflow Log

**Workflow**
- Enter document for document type

**Workflow instance**
- Test Image for Livelink 9.5 123

**Instance number**
- 0000644369385

**Start date**
- 11/14/2006

**Start time**
- 16:36:31

**Started by**
- PENNY SCHWICH

**Current status**
- Completed

**View**
- Workflow chronicle

<table>
<thead>
<tr>
<th>Agent</th>
<th>Executed Action</th>
<th>Date</th>
<th>Time</th>
<th>Processing time</th>
</tr>
</thead>
<tbody>
<tr>
<td>PENNY SCHWICH</td>
<td>Dialog work item created</td>
<td>11/14/2006</td>
<td>16:36:31</td>
<td></td>
</tr>
<tr>
<td>PENNY SCHWICH</td>
<td>Execution started</td>
<td>11/14/2006</td>
<td>16:36:54</td>
<td></td>
</tr>
<tr>
<td>PENNY SCHWICH</td>
<td>Work Item Processing Complete</td>
<td>11/14/2006</td>
<td>16:41:19</td>
<td>ArchiveLink image Dlaaskjdxleekwrgnyab4upao3a..</td>
</tr>
<tr>
<td>PENNY SCHWICH</td>
<td>Terminating event received</td>
<td>11/14/2006</td>
<td>16:41:19</td>
<td>ArchiveLink image Dlaaskjdxleekwrgnyab4upao3a..</td>
</tr>
</tbody>
</table>
Today’s Agenda

- Why we image, and the cost involved in not imaging
- Background and typical configuration
- SAP Content Server
- Archiving Scenarios
- Printlist and Outgoing documents
- Generic Object Services
- **ROI, Best Practices, and Common Mistakes around an imaging project.**
Return on Investment

- Companies spend $20 in labor to file a document, $120 in labor to find a misfiled document, and $220 in labor to reproduce a lost document (does not include any legal penalties)
- The average document gets copied 19 times.
- Professionals spend 5-15% of their time reading information, but up to 50% looking for it.
- 7.5% of all documents are lost (1 in 20) 3% of the remainder get misfiled
- 90% of corporate information resides on paper
- There are over 4 trillion paper documents in the United States alone – growing at a rate of 22% per year.

Source: Coopers and Lybrand/Lawrence Livermore
Best Practices

- Single POC for producing and monitoring barcodes
- Choose the correct scanner for the volume and scanning scenario
- Stay with the same brand of scanner
- Use USB 2.0 over SCSI and ISIS drivers over TWAIN
- Know your retention periods,
- Inquire about document security, before Configuration
- Archive outgoing documents whenever possible
- Create a test Content Repository, or Content Server
Virtual Re-Scan (VRS) Eliminates Rescanning
Common Mistakes

- Not Monitoring the Open Barcode tables
- Too many desktop scanners in one location
- Multiple makes and models of Scanners
- Too many document types and inconsistency in naming
- Too many individuals with “Delete” access
- Allowing users to “Create Attachments” through the Generic Object Services using K-Pro and storing the attachments on the SAP database
Create Attachment
A Word About Using Attachments

- Technically speaking, notes, PC attachments, and URLs are treated as SAP office documents
  - They result in corresponding entries in the SOOD and SOFM tables
- Contents of the attachments are stored in the SOC3 table
- Contents of the PC attachments are written to the SOFFCONT1 table
- See Note 530792 for more information
- See Note 389366 if you need to move documents from the database to an external content server
Key Points to Take Home

- Electronic images are easier and cheaper to manage
- Document imaging can be implemented quickly and cost-effectively using standard SAP scenarios
- SAP Content Server can be used as a reliable document management system
- Third-party content servers have some features that provide advantages over the SAP Content Server
Reference Slide

- For More Information Please Contact:
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  - 484-888-2199
  - John.walls@verbellacmg.com
- http://www.verbellacmg.com
- http://help.sap.com
- http://www.kofax.com
Thank you for participating.

Please remember to complete and return your evaluation form following this session.

For ongoing education on this area of focus, visit the Year-Round Community page at www.asug.com/yc

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