

Pega Process Extender for SAP® Business Suite

Extending your SAP Applications with Pega Dynamic Case Management

AT A GLANCE

KEY CHALLENGE: Customers recognize the value of using Pega's dynamic case management capability to leverage the data and logic stored in SAP's ERP system. But addressing customer requirements for system changes, one-off SAP ABAP/Java integrations can require significant resources and time.

THE SOLUTION: Pega Process Extender for SAP Business Suite makes it easy to deploy and maintain an integration between Pega's dynamic case management solutions and SAP. By bringing Pega and SAP together, this solution offers an agile and dynamic solution to help leading organizations get new products to market faster, market and sell more effectively and deliver excellent customer service.

Innovation in Just Nine Weeks

Warner Bros. needed to reduce the time required for new product releases across a vast global supply chain and improve the profitability.

Pega dynamic case management on the cloud matched Warner Bros.' stringent requirements. The solution quickly connected with their SAP systems and went live in nine weeks – just in time for the critical holiday rush.

Reap the Combined Value of Pega and SAP

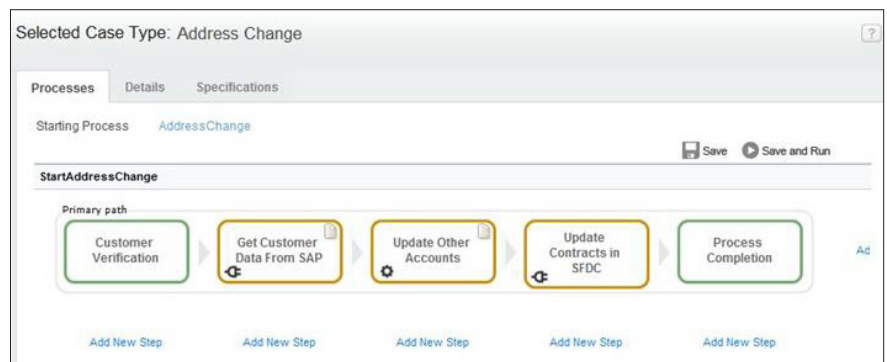
For businesses to effectively respond to change, they need to capture and execute changes in a dynamic case management layer as well as provide visibility across the entire spectrum of constituents and systems. Our customers use Pega's unique dynamic case management solutions to get work done across the enterprise, shorten time to market, sell more effectively and enhance the customer experience.

For many of our customers, the core processes, logic and data associated with key suppliers and customers, including accounts payable and receivable, inventory management and manufacturing planning, is well established in SAP ERP. Pega's dynamic case management can leverage SAP's data, logic and processes and automatically update relevant systems of record to optimize operational efficiency and effectiveness.

Now, with the Pega Process Extender for SAP Business Suite, you can rapidly reap the best of both worlds: a dynamic, responsive case management system that enables you to capture and execute customer-focused, innovative processes, working in concert with a standardized SAP ERP platform to ensure operational discipline.

Process Extender for SAP includes these components:

- ▶ Pega-SAP Connectors support calls from a Pega solution to read and update information in SAP using Web Services or the SAP Java Connector (JCo) toolkit.
- ▶ Pega-SAP Services let SAP call Pega's PRPC platform to create or advance a case. Calls can be to a Web Service or to a Java object via JCo.



THE PEGA DIFFERENCE

Streamline work from end-to-end

- ▶ Dynamic case management makes it easy to get work done across multiple constituents and systems
- ▶ Integrated social, mobile and cloud capabilities support smart and responsive customer service, enabling seamless service over and across every channel.
- ▶ Pega's Industry-leading BPM and CRM solutions increase business, optimize customer experience and automate operations.
- ▶ A comprehensive view of client interactions delivers a real-time, high definition view of customers for better service, growth and retention.

Integrate easily with SAP

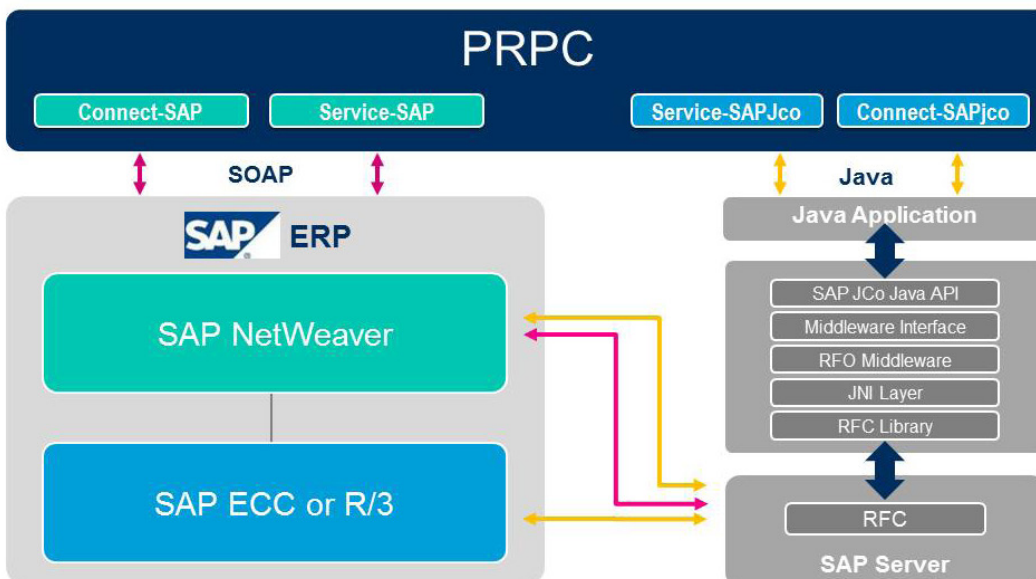
- ▶ Wizard-based integration helps users define the details for their SAP connectors and services.
- ▶ Robust no-code SOAP and Java connectors and services provide performance and ease-of-use.
- ▶ SAP-specific connections make ERP information immediately visible and actionable in Pega solutions.
- ▶ Direct and NetWeaver brokered connections fit enterprise SAP architectures.

Meet enterprise IT requirements

- ▶ High-performance data mapping and transformation.
- ▶ Secure (based on WS-Security) connectivity, including encryption, authentication, timestamps and digital signatures.
- ▶ Standards support for easy connection and control.

Gain outstanding performance and ease-of-use

- ▶ Standard ABAP functions and custom code can both be invoked from Pega.
- ▶ Java objects are cached for future invocation.
- ▶ SOAP connector/service communicates with SAP via a NetWeaver XI/PI or SOAP adapters using WSDL structures.
- ▶ Java connector/service supports communication with the SAP Server in both directions: inbound (Java calls ABAP) and outbound (ABAP calls Java).
- ▶ PRPC Data Transforms allow no-code mapping, calculations, and format changes, so SAP objects can be quickly exchanged with Pega PRPC.



Organizations can now leverage data and processes in SAP using Pega's market-leading BPM and case management solutions to speed new products to market and better serve internal and external customers.