



## SAP® COMMUNITY NETWORK

ACCELERATING TIME TO VALUE WITH THE  
SAP BUSINESSOBJECTS™ COMMUNITY

### QUICK FACTS

#### Community Breadth

SAP® Community Network includes the SAP Developer Network (SDN), Business Process Expert (BPX), and SAP BusinessObjects™ communities

#### Members Active in SAP Community Network

Over 1.5 million in more than 200 countries and territories

#### Community Resources

Blogs, forums, SAP Mentor initiative, wikis, articles, Webinars, and how-to guides

#### Story Focus

SAP BusinessObjects community

#### Web Site

<http://boc.sap.com>

#### Key Challenges

- Solve complex technical challenges
- Determine optimal software configurations for specific software implementations
- Envision solutions and help customers understand what's possible with SAP® BusinessObjects™ software
- Implement projects on time and within budget
- Help customers make informed, low-risk decisions regarding product choices

#### Ecosystem Engagement Highlights

- Connections to peers with real-world experience with business intelligence solutions from SAP
- Timely responses to questions – often in minutes
- Trusted, third-party perspectives on SAP BusinessObjects solutions
- Guides, tips, and samples for deployment and use of business intelligence solutions

#### Ecosystem Components Engaged

- SAP experts available through the SAP BusinessObjects community
- SAP Mentor initiative
- Community blogs, wikis, forums, and articles

#### Benefits

- Faster, more efficient execution
- Reduced total cost of ownership
- Delivery of more projects on time and within budget
- Ability to solve technical problems in hours rather than weeks
- Accelerated innovation through timely information sharing
- Large professional network

#### Lessons Learned

- Reach out early to the SAP ecosystem; don't waste time and resources trying to solve problems that already have documented solutions
- Use SAP customer and partner stories to help others quickly understand the potential business value of SAP BusinessObjects solutions
- Use the SAP BusinessObjects community to prepare for customer meetings, see what's possible, and find solutions ahead of time

The SAP® BusinessObjects™ community is a thriving network of customers, partners, and SAP internal experts who share their experiences, best practices, technical insights, and innovations to help each other accelerate time to value with SAP BusinessObjects business intelligence solutions. Learn how customers are making informed decisions, reducing costs, and meeting project deadlines by leveraging the information and timely answers offered on forums, blogs, wikis, articles, Webinars, and more.

With more than 1.5 million members and roughly 25,000 new participants each month, SAP® Community Network is growing rapidly. These insiders – who include SAP customers and partners – know that one of the best ways to learn about using SAP BusinessObjects™ software and getting the most from their investment is to tap into the minds and experiences of other community members through forums, blogs, wikis, articles, Webinars, and how-to guides. For example, the SAP BusinessObjects community connects developers, report and dashboard designers, and IT professionals with the resources, expertise, and collaborative tools to succeed with business intelligence and information management solutions, including Crystal Reports® and Xcelsius® software.

The power of the SAP BusinessObjects community lies in the hands of the individuals at their keyboards – the people who contribute approximately 10,000 online posts per month. It's their responsiveness to each other, the quality of their feedback and articles, and the best practices

they document that keep the community strong, vibrant, and dynamic. Many of these resources are enriched with content provided by SAP mentors, who are hands-on SAP experts and community opinion leaders with great communication skills. They share their industry experience and special knowledge gathered through special access to SAP executives and thought leaders to benefit all community members.

### **Instant Access to Expert Insight and Objective Perspectives**

Companies across all industries are benefiting from the resources available through the SAP BusinessObjects community – often through SAP partners who are active participants. Eric Le Du, managing partner at Odaxys Consulting in Lyon, France, has years of experience with SAP solutions. He has leveraged the SAP BusinessObjects community to help educate his customers about how they can use SAP BusinessObjects solutions to get more value from SAP applications and enterprise data, as well as to solve specific technical challenges. "There's a great deal of

information available through the SAP BusinessObjects community on how companies can solve just about any kind of problem they face," he says. "It's amazing that it's all available for free."

For example, Le Du used the communities to help clients such as Hamelin Group, Acome Group, and Klépierre Group. Acome, a cable manufacturer based in Mortain, France, had deployed the SAP NetWeaver® Business Warehouse component, but the company needed a way to create more powerful visualizations. Le Du shared what other community members had written about solving similar problems using SAP BusinessObjects solutions. "Reading what other customers said about these products gave me confidence that the products would work as promised," explains Michel Poupon, studies manager at Hamelin. "It's uncensored, so we could trust the information and move ahead with confidence."

Hamelin, an office and educational supplies firm based in Caen, France, had deployed the SAP ERP application, but the IT department wasn't sure how to use SAP BusinessObjects software with SAP ERP. "We wanted technical information, step-by-step instructions on how to get them to work together, and objective information about what works and what doesn't," explains Jean-Marc Viallatte, managing director at Hamelin. "Our partner pointed us to trusted resources on the SAP BusinessObjects community that give us just what we need to make informed decisions and implement the software successfully."



“Before using the SAP BusinessObjects community, it took us about two weeks to solve a typical customer problem – which added up, given that on average, we’d run into two or three issues per project. Now, we often get instant solutions by searching on forums or by reaching out to SAP mentors.”

**Freddy Guerrero**, Principal Partner, Penitus Global Solutions, LLC (PGS)

And for Klépierre, a management services provider for shopping centers and leisure facilities located in Paris, France, Le Du used the SAP BusinessObjects community resources to help management explore how SAP BusinessObjects software and SAP ERP could work together before they decided to invest in them. Notes Louis Truong, projects director at Klépierre, “Our partner quickly pulled up screen cams posted on the SAP BusinessObjects community, and they helped us understand the power of layering SAP BusinessObjects reporting software on top of other SAP products. For us, it was like a presales demo – but even better because many of them were created by satisfied SAP customers.”

### **Solving Technical Challenges Faster Than Ever Before**

As illustrated in the previous examples, the information provided through the SAP BusinessObjects community helps customers make more informed decisions to choose the right software for their business. But it’s also a tremendous resource for professional services companies engaged in complex implementations of SAP BusinessObjects software.

Penitus Global Solutions, LLC (PGS) – an SAP services partner since 2006 and active member in SAP Community Network – knows firsthand the value of the SAP BusinessObjects community. “Our staff both contributes to the community resources on a weekly basis – for example, by answering questions posed on forums – and uses what’s

available to help us resolve technical challenges more quickly,” explains Freddy Guerrero, a consultant with PGS, which specializes in implementing SAP solutions. “Before using the SAP BusinessObjects community, it took us two weeks to solve a typical problem. On average, we’d run into two or three issues per project. Now, we get instant solutions by searching forums or reaching out to SAP mentors and other experts. There’s no doubt that these resources help us consistently deliver projects on time and within budget.”

For example, PGS recently worked with a client, Renewable Energy Corporation (REC), on a project involving the deployment of the SAP Portfolio and Project Management application. Headquartered in Oslo, Norway, REC is one of the leading players in the solar energy industry, producing polysilicon and wafers for solar applications, as well as high-performance solar cells and modules. To facilitate better reporting and analysis on projects, REC decided to run SAP BusinessObjects Web Intelligence® software, Xcelsius software, and Crystal Reports software on top of its new project management application.

But PGS ran into a few technical challenges that could have delayed the project. For example, Xcelsius was designed to make just one call to the system containing the data to be rendered in executive dashboards. But to produce the dashboards that REC needed, Xcelsius had to make multiple data calls. This would allow executives to perform multiple drill-downs into costs

and budgets for projects, and to view projects by initiative, project, portfolio, or department. “We also needed to figure out which version of Adobe Flash could be run independently through an HTML file,” notes Guerrero.

To address these challenges, PGS reached out to an SAP mentor: Ingo Hilgeford from the SAP BusinessObjects community. He provided configuration tweaks that enabled Xcelsius to make multiple data calls and handle more records. He also suggested that REC provide users with filters, or parameters, so they can zero in on exactly what they need. “We also did a quick search on the forums and blogs to find out which version of Adobe Flash would meet our customer’s needs,” explains Paulina Villacis, a consultant at PGS. “This task, which took just minutes using the SAP BusinessObjects community, would otherwise have taken us over a week to resolve through trial and error.”

These recommendations and resources solved the technical challenges – and enabled PGS to deliver a solution that meets all of REC’s needs. Notes Kevin Smith, head of the project management office at REC, “The folks at PGS explained that when they ran into complex technical challenges regarding Xcelsius software, they quickly overcame them by reaching out to the SAP BusinessObjects community. This helped ensure that our project was delivered on time and within budget.”

50 097 439 (09/10)

©2009 by SAP AG.

All rights reserved. SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP Business ByDesign, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects S.A. in the United States and in other countries. Business Objects is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.