Management Information Systems, 15TH ED.
MANAGING THE DIGITAL FIRM
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Chapter 9: Achieving Operational Excellence and Customer Intimacy:
Enterprise Applications

Learning Track 1: SAP Business Process Map

A Process Map for Procuring New Equipment.

The process map shows how SAP enterprise software can integrate different enterprise areas into one smooth process flow for the procurement of a new piece of equipment for a maintenance engineer.

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Procurement of New Equipment

This C-Business Map illustrates the procurement process for a new piece of equipment. Through the high measure of integration between Plant Maintenance, Materials Management, and Asset Accounting, all process steps run with optimal system support and are largely automated. This guarantees a smooth process flow, as well as big time savings.

Value Potentials	Business Benefits
Up to 50% improvement in control over costs	Integration of cost-bearing department through integrated approval process
Up to 75% more effective workflows	Comprehensive workflow connections for optimization of process flows
Up to 60% decrease in maintenance expenditure	High degree of automation for data maintenance
Up to 50% reduction in bad purchases	Direct selection of material required in maintenance order through integration with Materials Management

Maintenance Engineer   Material Manager   Asset Accountant

- Inspect and process requirement modification
- Select material and create order
- Create purchase order
- Enter asset number in purchase order
- Automatic asset archiving
- Receive goods: serialization and equipment created
- Withdraw goods of serialized equipment
- Synchronization between equipment and asset
- Install and maintain equipment

Business Benefits	Value Potentials
Automatic data comparison between assets and equipment through serialization	Up to 100% reduction in workload
Linking of material and equipment data through serialization	Up to 100% higher transparency
Depreciation of assets right from goods receipt	Up to 100% prompter postings
Automatic distribution of relevant data to all involved	Up to 60% time savings