HOVITAGA

Hovitaga Notification System

Messaging framework for SAP systems

Main features

- Send SMS/Email notifications, alerts from SAP
- Send reports, queries and forms in PDF or Excel format as email attachments
- Broad integration (Workflow, CCMS, BI, SapOffice)
- Simple content management wizard
- Handling of incoming messages, send notifications as a response
- Flexible error handling and logging
- Easy implenentation
- Additional communication channels (fax, SAPOffice), can be customer defined
- Attaching SAP Shortcuts to emails

Introduction

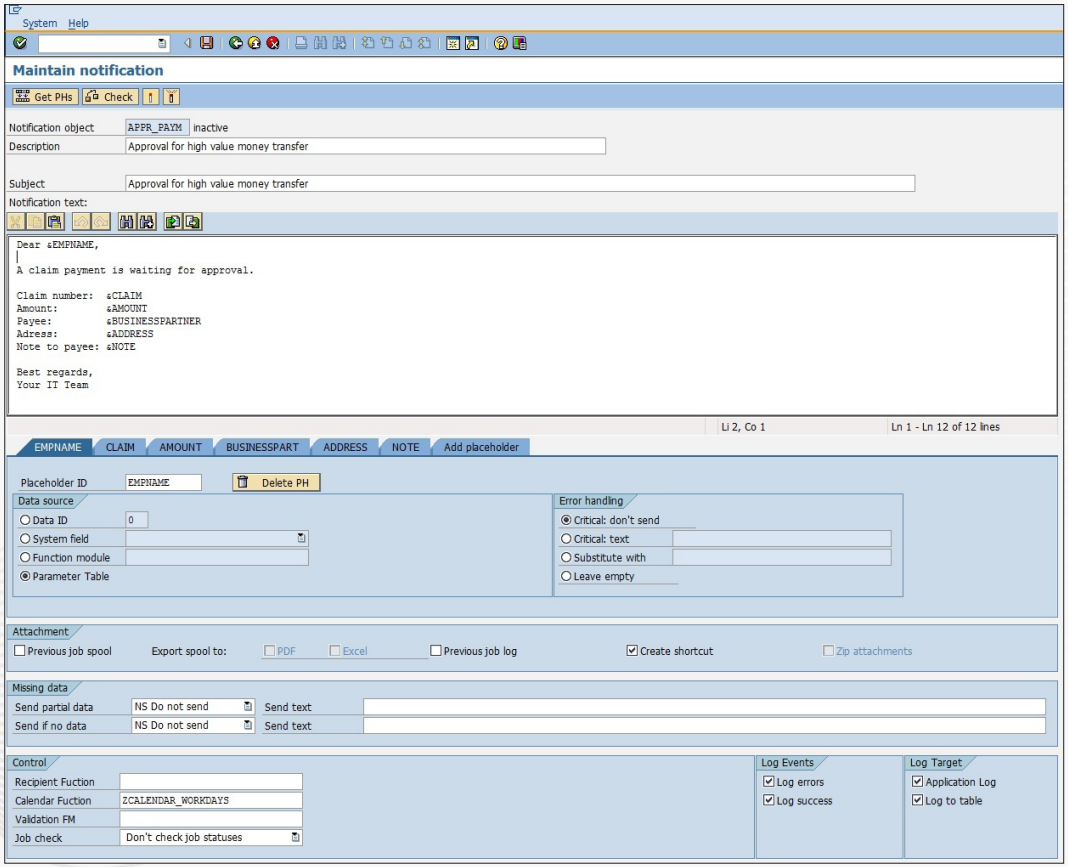
There are plenty of information at a company which loses its value drastically as time goes on. This means that it's possible to spare a lot of money if this information is sent to the respective people. This is why it's critical for an ERP system to notify the employees about critical business and IT operational events as soon as possible. It is also important that the decision makers work with up-to-date data, so receiving key business data on mobile devices can help making good business decisions.

What is it good for?

- Sending business data in regular periods or as a reply of an incoming email or sms
- Sending alerts to the IT staff when scheduleds jobs fail
- Communication with clients, for ex. dunning, notifications or confirmations
- Upon any important or irregular business transaction the person responsible can be notified
- Sending messages as a workflow step
- Assign to any Business Object event for notification, confirmation or alerts
- Any report, SAP Query or form (SapScript, SmartForm, Adobe Form) can be sent as attachment in PDF or Excel format
- Alerts when a KPI, resource or stock drop below a certain level

What are the benefits?

- Communication becomes quicker which implies more efficient work
- System availability increases, faster correction of errors
- Enhanced correspondence with clients
- Simple decision support
- Reduction of costs



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How does it work?

Only a few steps are required to create a notification. First the text of the notification has to be defined, in which the user can place any number of placeholders. The second step is to define the data source of the placeholders, which will be filled when constructing the notification. There are three options for this:

- Actual values of a data container: so called data containers can be defined (like "amount" or "exchange rate"), which supply the value to be placed in the notification at the time of construction of the notification. Data has to be collected into a table which is the taskof the customer. This central table will be used to supply the data for the notifications.
- Function Module: the function module defined for the placeholder will be executed and that will supply the data to replace the placeholder in the notification.
- Runtime information: like current date and time, user name or system identifier.

Optionally the user can define what should happen if not all data is available:

- The notification should be sent partially filled (missing data can be substituted with any text like "N/A", "None" or "-")
- The notification should not be sent
- An error message should be sent (freely defined text)

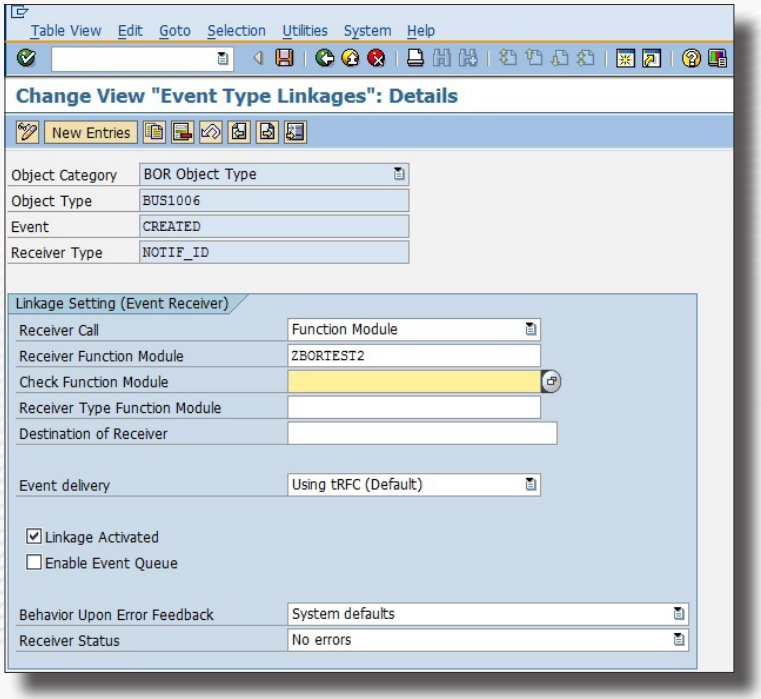
The last step of creating a notificaion is to define the list of recipients and define which communication channels should be used (SMS/Email etc.). This is tightly integrated with SAPOffice which is part of the Netweaver platform, so it's included in every SAP system. Standard distribution lists and SAPOffice recipients can be assigned to the notification.

It is possible to send SMS messages either by using a webservice or an email2sms gateway. Fax messages can be also sent with an email2fax gateway, or notifications can be sent to SAP users (to the SAP Business Workplace).

Multiple files can be attached to emails. Results of reports, SAP Queries or form printouts (Sapscript, SmartForm or Adobe Form) can be attached as PDF or Excel files. Even the job log of a previous job can be attached, which makes troubleshooting quicker. All the attachments can be compressed to reduce network traffic.

When the notification is complete, it has to be scheduled, which has many options:

- Job scheduling (SM36): one special report has to be scheduled with the identifier of the notification as parameter. This makes scheduling a notification periodically very easy. It is possible to make the job dependant on previous jobs, so it is easy to create alerts on failed jobs.
- Sending from ABAP code: it's easy to send a notification from a user exit. This is a very simple way to send notifications when certain business events happen (for ex.. an order is placed, goods are received, maintenance order is created etc..). The same can be implemented in any report. Programmers don't have to program this manually, since only one function module call is needed to send a notification.
- Business Object event: simply assign a notification to an event of a business object to notify the people responsible. An example could be if a high-value order (business object) is cancelled (event).



- CCMS alert: the Hovitaga Notification System can be easily connected to the standard SAP monitoring tool (CCMS). Any CCMS event can trigger sending a notification. For example the IT staff can be notified if a resource is low (disk, memory etc.) or a job has aborted. If connectied with CCMS BI monitors, notifications can be sent if a BI process chain fails or if a certain KPI falls below a limit.
- Workflow: any workflow step can trigger a notification, like an approval step . One advantage compared to the built in email sending feture of workflow is that the notification contents can be dynamic
- Response to an incoming message: users can send emails (or sms in case of using an sms2email gateway) to a specified address (or number) containing the notification identifier and the system will send the notification back as a reply. This way it's easy to request data from SAP systems in an ad-hoc manner.

Typical customer requirements

- Plant Maintenance: automatic alert for the technician, if a PM Notification or PM order is created on
- PI: alert if a high priority file process fails
- Alert if a job fails
- Notification for the customer if a Purchase Order is created
- Notification email to the Sold-to-party and SMS to the Ship-to-party when a Sales Order is created
- SMS alert to the Vendor (even to multiple phone numbers) if a Purchase Order is created and released
- SMS alert if the status of a Solution Manager message changes
- Alert if a BI Process chain fails
- Alert if a file is not created (payment media or interface file etc.)
- Sending SMS as part of an escalation workflow process
- Payment alert system: notify the vendor in email or SMS if a payment is released
- Email and sms notification inside the company and to the vendor, if a Quality Notification is created, attaching the Smartform printout of the Quality Notification
- Notification to people assigned to a certain equipment, if a break down slip with notification type M2 is created
- SMS to the vendor if goods arrive

To learn more about Hovitaga Notification System, visit www.hovitaga.com or send a mail to info@hovitaga.com.