Rail Executive Presentation

Global Rail Freight Conference GRFC

St. Petersburg, Russia July 7th, 2010



Hanna Gradzka, Solution Manager Railway Industry

Michael Diehl, Director Railway Industry



SAINT PETERSBURG 6-7 JULY 2010









Agenda



- > SAP & Rail Industry
- > SAP Rail Solutions & Value Propositions
- > SAP for Intelligent Container Management
- > Strategic Industry Innovation SAP closer to Rail



Facts Dec 31st 2009 and **Business Outlook 2010**



SAP starting 1972 arrived Dec 31st 2009 at:

SAP headquartered in Walldorf, Germany, listed on the Stock exchanges at Frankfurt + New York is today Europe's largest software company (no3 worldwide)

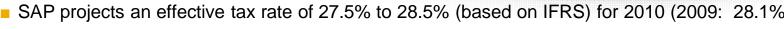
- SAP has 47.598 employees worldwide
- SAP 's Annual Revenues exceed € 10.7 BN
- Over 97.000 companies in over 120 countries run SAP software

SAP is providing the following outlook for the full-year 2010

SAP expects full-year 2010 Non-IFRS software + software related service re-venue to increase in a range of 4% to 8% at constant currencies (2009: €8.2 bn)

SAP expects its full-year 2010 Non-IFRS operating margin to be in a range of 30% to 31% at constant currencies (2009: 27.4%)

SAP projects an effective tax rate of 27.5% to 28.5% (based on IFRS) for 2010 (2009: 28.1%)





SAP Rail Industry customer examples (after acquiring Business Objects)



Asia / Pacific

North America:

6 of the top 7

run SAP

- JR East + JR West, J
- QR, AUS
- TranzRail, NZ

- India Railway, INDIA
- Kowloon Kanton Rail, CHINA
- Korail, KOREA





- Norfolk Southern, US
- Ferromex, MEX
- Canadian Pacific Railway, CA
- Canadian National Railway, CA
- Union Pacific, US

- Kansas City Southern
- AMTRAK, US
- Centro Atlantica. BR
- BNSF, US
- Watco Rail. US



CIS/Eastern Europe 8 of the top 10 run SAP

- Slovak Railway, SL
- MAV, HU
- Belarus Railway, BL
- Croatian Railway, HR
- Ceske Drahy, a.s., CZ

- Kazakhstan Railway, KZ
- Lithuanian Railway, LT
- RZD Russian Railways, RU
- PKP, PL
- Latvian Railway, LV













Western Europe

10 of the top 10

Run SAP

- Deutsche Bahn, D
- SBB/CFF, CH
- ÖBB, A
- Coras Iompair Eireann, IRL
- Ferrovie dello Stato., IT
- DSB. DK
- SJ Swedish Rail. S
- VR, Finnish Rail
- Nederlandse Spoorwegen, NL
- SNCF, F
- Veolia Transport, F

- **Green Cargo, SE**
- NMBS/SNCB, BE
- CFL, LU
- First Group, U.K.
- NSB, NO.
- Eurotunnel, U.K., F
- REFER, P
- Turkiye CDD, TR
- BLS, CH
- Prorail B.V., NL
- Refer, P













- Transnet, ZA
- ENR Egyptian Natl Railway, EG
- PRASA, ZA
- Israel Railway, IL





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SAP offering to Railway Industry





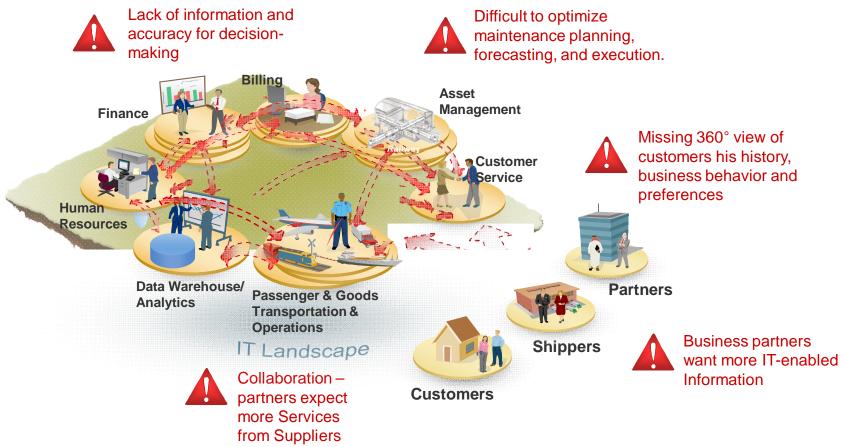
Typical CEO questions

- How do I provide seamless passenger services?
- How do I customize freight services?
- How do I provide integrated mass transit services?
- How do I reduce risk to compliance?
- How do I reduce cost and increase customer satisfaction?
- How do I reduce impact and heighten sustainability?
- How do I ensure value from IT?

Company xyz logo

Railway Industry's challenges





IT Landscape

Homegrown and Best of Breed, Many Custom Interfaces

The IT Landscape is the Challenge

Railway Industry's objectives uniquely enabled by SAP





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Solutions for Railway Operations **Example: Container Yards Management**









Distribution Center

Service Parts Management

Hub & Yard Operations

Production Supply

Operation: Location:

Dates:

Container Yard Management

Industry: Logistic Service Provider (Railway) **Product:** EWM 7.0.

> Nov. 16th, 2009: Go live of large Container Terminal Yard

Implementation time: 5 months (!)

Outlook:

- After the successful go-live, the project will continue with a phase 2, where additional functionality will be added to the solution, e.g. VAS, Quality Management (SCM-QIE) and enhancements to the reservation engine.
- The implemented system will be used as template for rollout into 30 other container terminals across Europe throughout the year 2010.

Scope / Achievements:

- Logistics service provider and the provided EWM solution manages the stock visibility, billing, reporting for the different customers
- The solution provides for the management of intermodal transport. This relates specifically to land traffic and train & rail-cart management
- Drag-and-drop planning of containers to rail-carts assignments
 - Owner specific put-away strategies, outbound train destination, unloading from a specific rail-track, etc.
 - Different put-away strategies for empty and full containers. Container Information, weight, length.
- Custom Train & Rail-cart Planning:
 - Reservation engine for multi-modal transport: Train & Road (using SAP PI) for receiving and sending electronic reservation data from and to the customers
 - Train information and status management
 - Use of SAP Calendar functionality for managing train appointments
- Reporting engine to send regular (daily) reports to the terminals customers (via PDF and email, FTP, Fax and Printouts)

Concepts for managing the Container Terminal



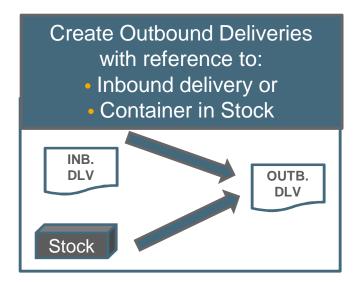
Containers are represented as Handling Unit with "dummy", serialized Material



Extra Characteristics for Containers are appended to the Handling Unit Header Table

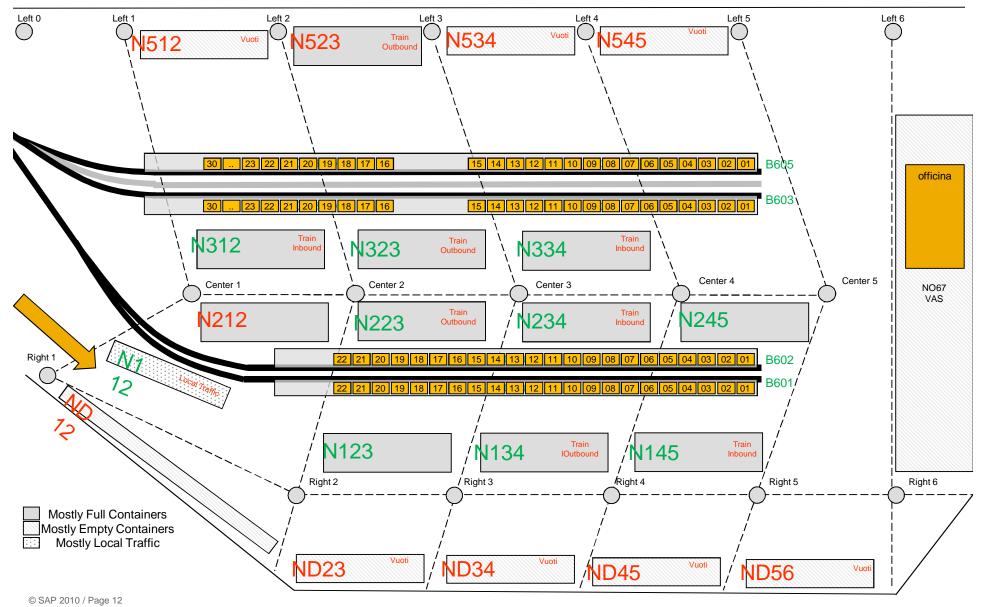






SAP Extended Warehouse Management - Warehouse Structure - Phase 1





SAP (SupplyChain) Event Mgmt at Green Cargo – Why SAP Event Manager?



SAP EM -Why & How

- Customer demand for an track and trace solution within all business lines of Green Cargo
- Green Cargo Logistics implemented a "control tower" solution for their business not taking the transport chain in consideration
- The former solution was not suitable for the rail business functionally or technically
- Internal and external demand as well as system landscape complexity required a powerful solution to handle various demands







SAP (SupplyChain) Event Mgmt at Green Cargo – Tracking objects (hierarchy) + events in SAP







Customer Order / Train





Container / Unit Load

Online

- Application System
- Internet (WCL)
- Phone (Voice Recognition)
- SMS
- Web enabled mobile devices (WAP/GPRS)
- Barcode Scanning via AS
- Manual input in EM
- Tracking Service Provider
- RFID

IDoc

XML

BAPI

EDI

Sales

Order

created

Event lanager

Manager

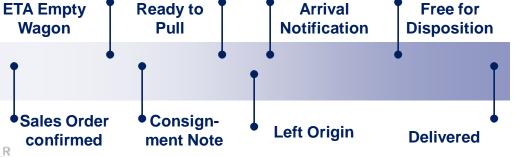
Offline

- Mobile Devices (PDA etc.)
- Application System (I.e.: Batchmode)
- Tracking Service Provider
- RF

Tracking Events (example)



leegistics



SAP (SupplyChain) Event Mgmt at Green Cargo – Increasing customer satisfaction + add value



Customer satisfaction and added value

- Interaction with the customer reduces work/time/costs...
- Customer can report status/actions like Free for Disposition or other
- Customer interaction can change objects in source system
- Effort reduction due to direct communication with customer instead of Mail,
 Fax or Phone
- SAP EM enables to survey SEQUENCING, TEMPORAL +
 QUANTITATIVE + QUALITATIVE CORRECTNESS of the overall Business
 Process Execution by controlling the expected process step and
 comparing it with the predefined process step
- SAP EM reacts automatically according to predefined "what-ifs" in case of non-occurance and overdue





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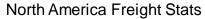


SAP Rail User Group - "SUGRail"







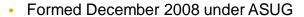


- Operate approximately 170,000/273,600 miles/KM of track
- Cars/wagons 700,000 / 1,600,000 (railway/all)
- Carloads 40,000,000 (~waybills)
- Revenue \$75b

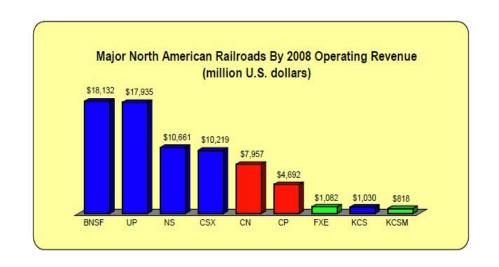








- Bi-annual in-person meetings
- Working Groups
 - Car repair billing
 - > Linear Asset Management
 - Lead to Cash (L2C)
- Future Expand Globally



Why SAP?



Enable business strategy

 SAP is platform of choice of most commercial users of rail - share an IT strategy with your customers and partners

Best in Class

 Most widely adopted railways solution, with largest rail customer base SAP sets the industry standard

Lowest risk

- SAP's financial applications and core ERP offering are proven to work well, matching the industry specific needs of railways
- Continuous solution enhancements with largest R&D, you will never outgrow SAP

Lower TCO

- Strength of integration across the broadest of product offerings SAP provides a true business process platform for railways
- Open platform leverages use of legacy systems while providing IT strategy for the future

SAP's Railway Industry Events 2010 Preview



- Sep 19+20, SAP EMEA+India Railway Industry conference in Berlin
- Sep 21 24, Innotrans Railway Fair, Berlin
- **CONTACT:** Michael Diehl m.diehl@sap.com +491708555751











Thank You!







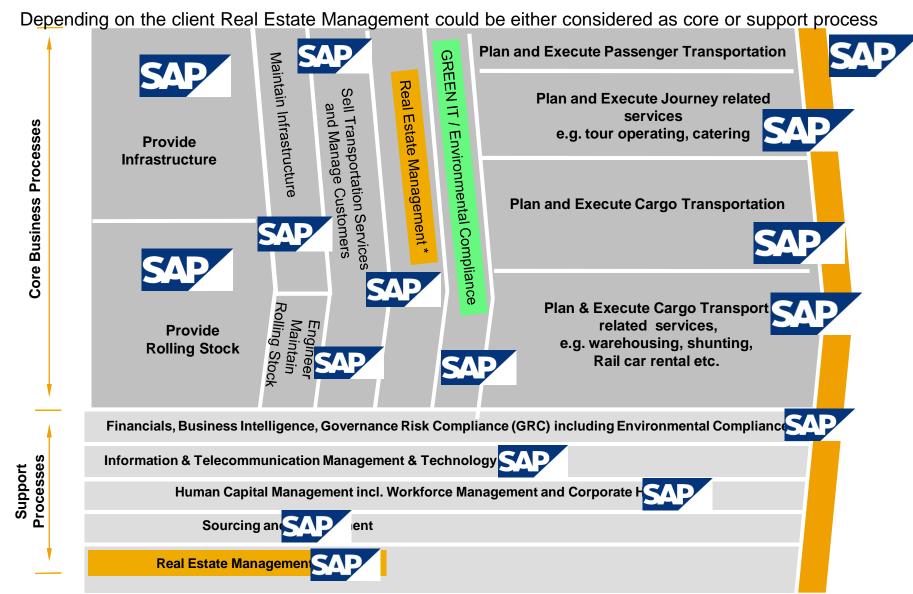
APPENDIX!





Impact – Railway Industry - Core and support processes





Railway Industry Business Solutions -Key focus areas













RollingStock mgmt (Maintenance + Refurbishment)

Logistic **Operations** Infrastructure Services

Real Estate Management

Passenger Management

Work

- Maintenance Event planning
- Refurbishment
- Vendor managmt.
 - Spare parts management
- Reliability Centered Maintenance



- Billing & Invoicing
- Global Service offering
- Warehousing and distribution serv.
- ShuntingYard mgmt
- Supplychain visibility

force

- Diagnostic integr
- Master schedule plan
 - Construction & project managmt.
 - Vendor managmt.
 - Maintenance & Warehousing

Manage

- Land Use mgmt
- Management and operation of national stations
- Sales and service activities in stations
- **Partner Management**

ment

- CRM
- Loyalty Program
- **Redirection Service**
- **Call Center mgmt**
- Seat reservation
- Fare collection (Convergent Charge)































SAP – A partner of choice for Railways in their transformation process





What is SAP's Specific Commitment to Railway & Metropolitan Transportation Industry?

SAP - Industry Value Network to increase the value SAP and partners bring to Railways through specific solution development e.g. CDP-Customer Development Project.







accenture



SAP participation at annual, Railway industry gatherings like Innotrans - Fair.

Innovation with Railways to develop pilots and test use of new technologies
Initiating and Driving SAP User Group Railways - SUGRAIL

DB – Deutsche Bahn Rolling Stock Asset Maintenance with SAP



Company:

- Name: Deutsche Bahn AG
- Headquarter: Berlin, Germany
- Project Location: Frankfurt, Germany
- Industry: Transportation & Logistics
- Formed in 1994 from the merger of the two German railways, DB is Europe's largest railway company
- Products & Services: Mobility, Logistics, Network
- Turnover: 33.5 Billion EUR (2010)
- Employees: 240,200 (2010)
- Web Site www.db.de



Challenges and Opportunities

- Maintain 450,000 rail cars, busses and vehicles for 230 plants and 2.2 million maintenance orders each year
- Compliance to a variety of ever changing technical and legal requirements
- Coordinating the complex train, plant, part and personnel maintenance requirements in one system

Implementation Highlights

- Set up of a universal data gateway to receive measurement data from trains
- Normal maintenance requirements are integrated with damage notifications, so advanced scheduled maintenance can be preformed during damage repairs
- Complex maintenance is able to be performed in several smaller steps, reducing holding times

"We are quite satisfied with SAP in daily operations. Availability is very high"

Christian Markowitz
Dir of IT Request Management
Deutsche Bahn Fernverkehr AG

Why SAP

- Lays the foundation for decommissioning legacy systems built in-house
- Standardizing with central SAP systems across DB

Benefits

- Lower operating costs
- High-availability system that works with time critical tasks further reducing maintenance costs
- 6,600 daily users on one system coordinating their activities
- Exceeds legal requirements which call for 10 years of maintenance documentation
- All plants know what maintenance work lies ahead and how much time is available.



SAP Customer Relationship Management for Rail Cargo Operators - Transnet Freight Rail



QUICK FACTS

Transnet Freight Rail Limited

- Location: Johannesburg, South Africa
- Industry: Cargo Railways Turnover: €1,3 bn
- Employees 24.577
- Web Site www.transnet.net
- Implementation Partners SAP Consulting

Transnet Ltd.

Location: Johannesburg, South Africa Industry: Railways, service providers Turnover €2,589 bn Web Site www.transnet.net Implementation Partners SAP. Accenture, HCL-Axon

Transnet is responsible for

- Rail Cargo Operations
- Rail Infrastructure
- Pipelines
- Port Management
- Terminal Management
- Port Authority
- Rail Engineering

Challenges and Opportunities

- Create a standardized system across all work streams related to Customer Relationship Management (CRM)
- Improve sales and opportunity-related analytics for sales & financial management,
- Implement standardized business processes same time with implementing IT-solution

•Implementation Highlights

- Developed a change management and communication strategy detailing the approach to the work stream
- Functional gaps were identified and resolved with a future state business 'blueprint' created.
- Smart system configuration
- Employees from various locations involved in the project
- Senior management sponsorship
- Building up strategic Roadmap e.g. To integrate Call Centers
- Frequent CRM refresh trainings

Why SAP

- Comprehensive functionality
- SAP focus on process excellence and innovation
- Several options could be configured, possibility to adapt to future requirements easily
- Future functional innovation for rail
- Robust platform

Benefits

- Reduced total cost of ownership of the system landscape and infrastructure
- Improved accuracy of information for regulatory requirements
- Seamless integration of sales & opportunity information within the organization and with external partners
- Improved management of sales, and financials, across all areas of operation
- Single view on customer across the Group



SAP Customer Relationship Management for Rail Cargo Operators - Transnet Freight Rail



Transnet Freight Rail Ltd. - operational details

Moves 17% of South Africa's freight annually

100% of export Coal

100% of export Iron Ore

Annual revenues of over R14 billion

R35 billion capital investment over the next 5 years

Other Statistics

Employees - 24 577

Rail Network - 22 241 km

Fleet - 77 849

Locomotives - 2106



COALlink

Specialist business unit that provides world-class transport for South Africa's export coal from the Mpumalanga coalfields to the Richards Bay coal terminal. It is one of the world's most efficient bulk export logistic supply chains. 2010/2010 Budget – 72 million tons

Orex

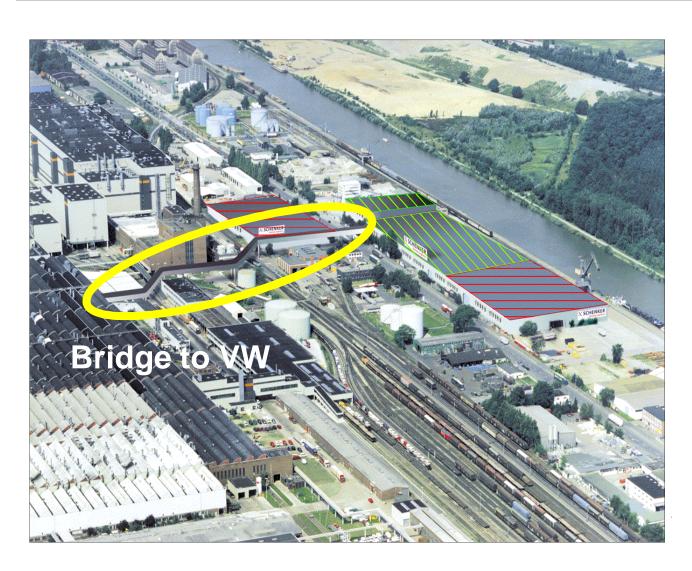
Orex is a specialist business unit dealing with the transport of iron ore over a 861km railway line. In Oct 2010 they railed 844.388 tons of coal in a single week. Train length 4 km, 342 100-ton wagons, 10 locos

TRANSNET



DB Schenker Contract Logistics using SAP at VW's Supplier Park in Hannover





The logistics center is divided into two areas:

A. VW warehouse for assembly parts

⊏ca. 19.000 m²

B. Supplier park

<mark>-</mark>ca. 17.000 m²

DB Schenker Contract Logistics using SAP at VW's Supplier Park – Services and functions



Goods receipt processes

- Material requirements planning
- Shipping notification
- Incoming inspection
- HU labelling
- Goods receipt posting
- Goods receipt confirmation

Goods issue processes

- JIT calls
- Sequencing
- Withdrawal
- Subassembly
- Printing and labelling
- JIS rack check
- Goods issue posting
- JIS delivery
- Convoy management
- Daily collective delivery note

Internal warehouse processes

- Storage bins, strategies
- Stock transfer
- Automatic replenishment
- Automatic storage bin assignment
- Inventory management
- Physical inventory
- Daily stock information
- Empties management

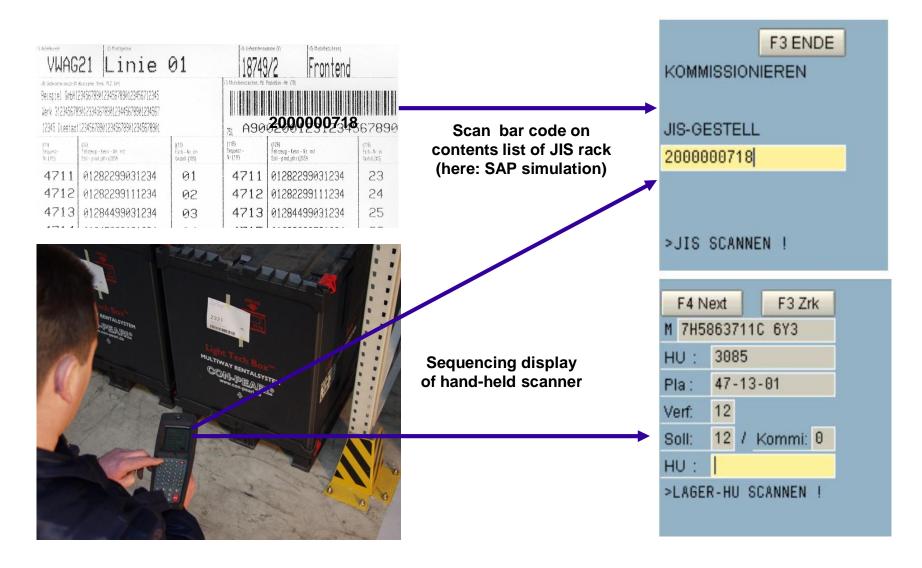


Functions

- RF functions for the complete process
- Forklift truck monitoring system

DB Schenker Contract Logistics using SAP at VW's Supplier Park - Picking and sequencing



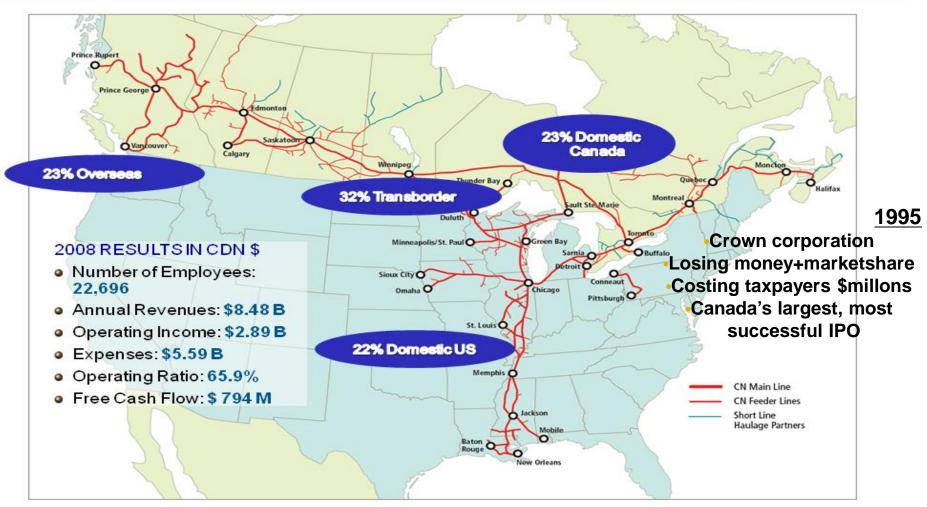


SAP Customer Case - Canadian National Rail CN's turn around between 1995 and 2010



A GREAT NORTH AMERICAN FRANCHISE





SAP Customer Case - Canadian National Rail CN eliminated <u>150</u> legacy systems



EVOLUTION OF SAP AT CN



October 1999	January 2001	A pril 2002	2003 - 2006	2007 - 2009	
	Illinois Central		Wisconsin Central Great Lakes, BC Rail, Mackenzie Northern & Lakeland	Savage Alberta Athabasca Northern Chemin de Fer de Quebec EJ&E	Railway Integrations
CN/GT Inventory Requisitioning Bar Coding Purchasing	Intranet Requisitioning IC Field Inventory	Procurement Cards Expense & Travel Field /Rail Shop Inventory	Fuel Management MyCN Vouchers SRM	Ore Dock Warehouses Aggregate Warehouses Vendor Portal	Supply Management
General Ledger Financial Reporting Accounts Payable	Projects System Asset Accounting Recoverable Billing	Business Warehouse (FI) Budget Planning	Budget Planning Functional Location Int. Payroll Consolidations	Mobile Asset Accounting Real Estate Treasury	BPS/BW Finance
Mgmt. Employee Info Compensation & Succession Time / Gross Payroll	US Rollout All Unionized Employees Time Reporting	Qualifications Employee Self-Service Net Payroll CDN. & US Benefits	Voice/NLU (time) Compensation Mgmt. Pension/Benefit Int. Employee Performance	Employee Performance ePortal	Human Resources
SAP 4.0	SAP 4.5	Employee Health & Safety Incident/Accident Log Medical Solution	Law Pack Replacement Police Optimization U.S. Medical Solution	Freight Claims Safety BW Cost of Drailment	Safety/ RiskMgmt.
 Elimination of 150 legacy systems 12,000 current SAP users 		Network Assets S&C Config. Mgmt.	Bridge Condition Bridge Management	Track Inspection System	Engineering
		Mobile Assets (Loco/Car) Work Equipment	Facility Maintenance Locomotive Optimization	Wheel Wear Mgmt. Archiving	Mechanical
		Main Shops (TRABCANS)	SAP 4.7	Locomotive Mgmt. Crew IVR iCrew	Transportation

SAPECC 6.0

SAP Visual Solutions and EWM for Rail Cargo Shunting Yard Managers



Prototype for a Rail subsidary managing a shunting yard at a large european industry site



Project started end of 2009



Project is managed by SAP Consulting

SAP's Locomotive Management System Workflow



Select Display Options

- Drilldown capability to see Regional Corridors
- Pick lists within views for:
 - Corridor Views and Stations
 - Filtering capability by locomotive and train type



Planning

- Characteristics and Condition of locomotives (including inspection dates)
- Direction of locomotives
- Offline and Foreign locomotive information
- Assign a repositioning (deadhead) order to a specific train
- Plan lifts and setouts of locomotives on-line
- Ability to assign locomotives to yard trains
- Mark locomotives as usable/not usable
- Locomotive availability ex-shops
- Track, Audit, Report all actions

Assign Locomotives

- 2-click assign / un-assign locomotives
- Color coding for trains early, on time, late
- Status box for assignment of repositioning (deadhead) order
- Coupling / Locomotives ready at shop
- Assigned locomotives easily identified

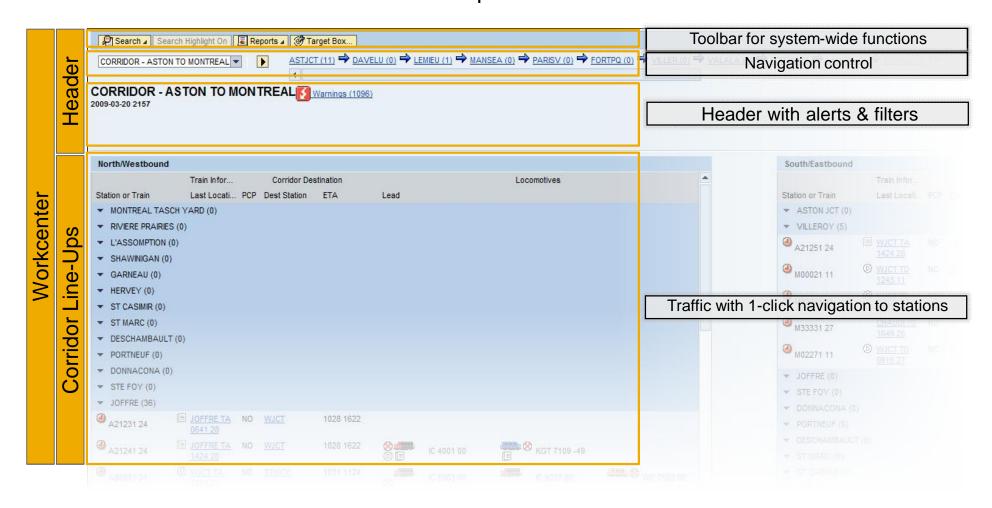
Calculate Supply/Demand (Line-up)

- From Service Scheduling
 - Outbound train ID and plan including HPT
 - Real-time ETD and ETA with adjustments
 - Inbound train ID / locomotives assigned
 - Tonnage forecast or plan
 - Real-time updates

LMS User Experience At a glance - Workcenter & Corridor



- Workcenter is a consistent shell among all views (corridor and station)
- Corridor enables visualization of line-up / train flow in real time

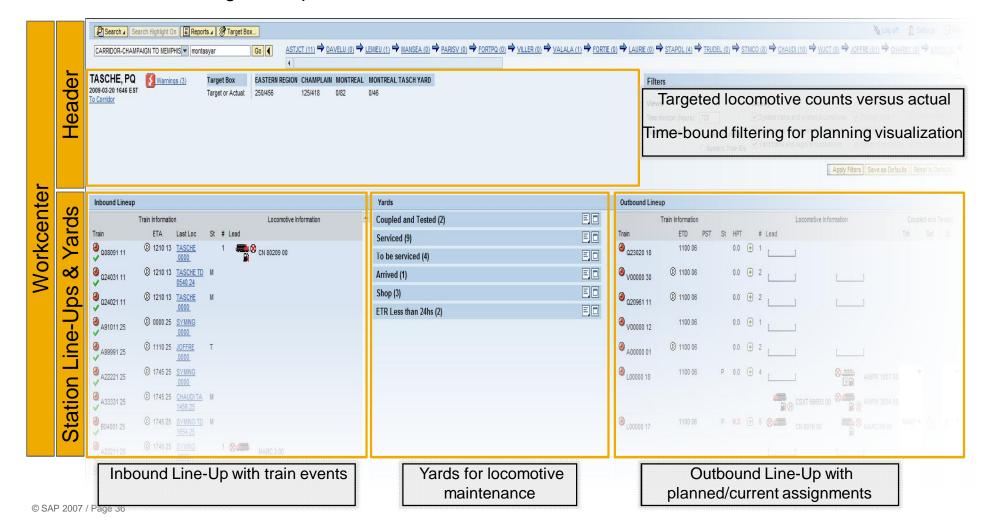


LMS User Experience At a glance - Station Overview



 Station line-ups displays train and assigned locomotive lcons used to visualize train and locomotive status 2-click assignment procedure

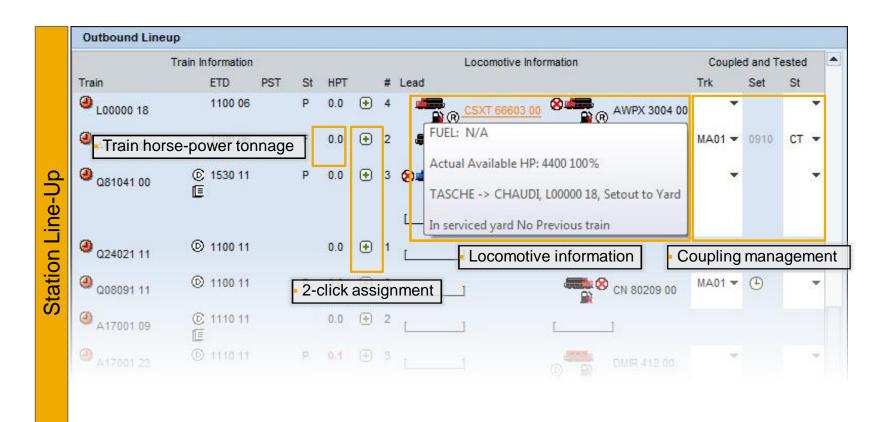




LMS User Experience At a glance – Station Outbound Line-up



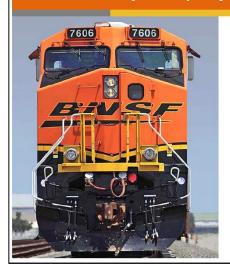
 Train scheduling status icon / last station on schedule flag / distributed-power flag Locomotive status and condition / assignments



Rail Industry Linear Assets Working Group



BNSF Railway Company



Enterprise Asset Management Linear Asset Management

> Thursday, May 20, 2010 Asim Ghanchi





Sub-Group Charter

- Develop and maintain a Linear Reference Model to determine gaps within SAP's current linear capability and influence SAP to address these gaps through future enhancements
- Define best practices for railroads to get started with SAP to manage linear assets
 - Modeling railroad Linear Assets leveraging SAP's LAM capability



Developments since the Fall SUGRAIL meeting LAM Testing Group



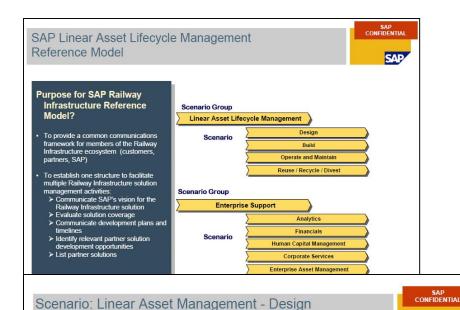
Developments since the Fall SUGRAIL meeting March 2010 Meeting

- . Common scenarios in managing linear assets
 - · Creation of new mainline & renaming assets
 - Dynamic segmentation
 - Defining relationships (intersects, under/over passes, etc)
- Linear Reference Model (LRM)
- Next Step was to develop a draft of the LRM for Railroads



Linear Reference Model





Clearly defined the scope of the project. This would include the physical beginning and ending points of the project, a

general description of the roadway including any supporting structures, signal and communications requirements and other important features of the project.

The project schedule lists the lowest level elements that cannot be further sub-divided. These elements provide the

The resource requirements plan matches the skills necessary to complete the deliverables identified. Resources

The costs of each element in the project schedule is estimated and forms the project budget. All required financial

Throughout all phases of the project ,budget authorization for each phase required. These authorizations would be incorporated as milestones in the project schedule.

Develop a plan for risk mitigation. The plan outlines the mitigation steps to be taken and potential risks to project

planned include materials, worker skills and hours and required equipment or other assets. Adheres to standards and

resources (manpower, materials and equipment/assets) are extended by time or quantity and cost to establish a budget for each element in the schedule.

basis for both budget and resource planning. Each element is defined by a start-complete date, a duration and is linked

Design Management

Process Define Project Scope

Identify Deliverables / Create Work Breakdown Structure

Develop Project Schedule

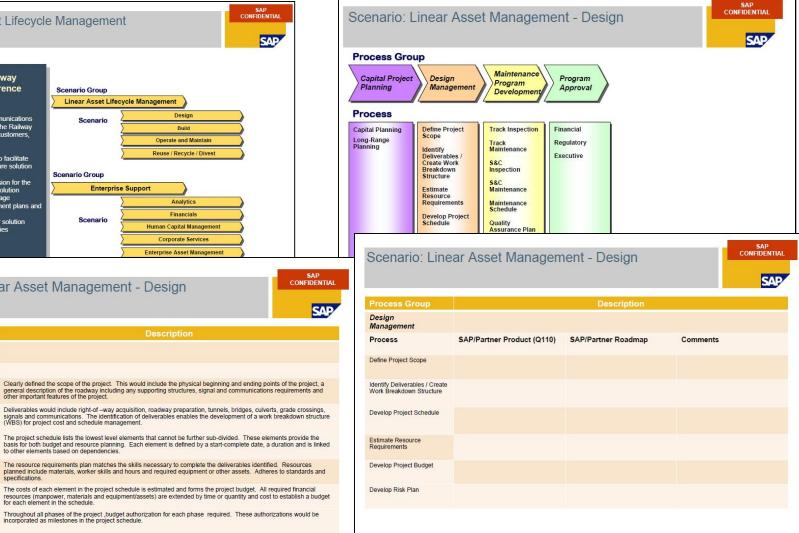
Estimate Resource

Develop Risk Plan

Develop Project Budget

Authorization for Expenditure

Requirements



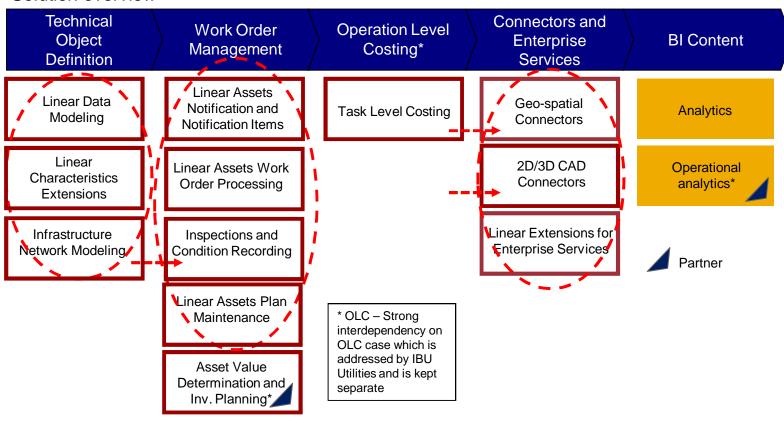
Solution Fit: < 50% 50-80% 80-90%

Linear Assets Management (LAM)

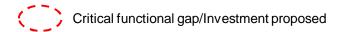
Initial Areas of Investments



Solution overview



Real-time information, role-based UI, industry data standards, process integration, optimization, simplification



Linear Asset Management - One Page Summary



Linear Asset Management

- Linear Asset Management is functionality within the Plant Maintenance (PM) module which is especially designed to meet the requirements of linear asset maintenance.
- In Asset Intensive Industries like Oil & Gas, Railways, Utilities and Public Sector the utilization of traditional hierarchical structure of assets to represent their production or infrastructure networks is a complex and difficult process.
- The need to represent and model assets which extend for several kilometers (or miles) with changing characteristics and conditions requires modeling and management tools to provide the specific capabilities to support and manage these complex assets.

Solution Enhancements

- Linear referencing functions e.g. schema for markers.
- Linear data modeling -Enhancement of technical objects functions (functional location and equipment) and classification system to support the definition of a linear asset.
- Linear asset work management -Enhancement of work order processing to support linear work definition including work orders, confirmations and maintenance plans.
- Inspection and condition monitoring - Enhancement of notifications, measurement points/Counters and measurement documents to support linear information. Reports for all of the above.

Key Benefits

- Manage continuous assets with dynamic segmentation.
- Identify maintenance locations (where to work), by linear attributes like start/end point, length and offsets.
- Increase assets capability and availability as low performance in any linear section can have big impact on overall throughput.
- Ability to report on order costs at operation level









The Railway Value Realization Chain Lead To Cash















Analytics

Fulfillment Visibility

Lead-to-Order

Sales

Order-to-Invoice

Contract Management Order Management Pricing / Re-price Interline Settlement Invoicing

Invoice-to-Cash

Credit Management Electr. Bill Presentment Collection & Dispute Mgt Cash & Liquidity Mgt Treasury & Risk Mgt

Customer Service

Rail Cargo & Logistics Production

Dispatching

Execution

Switch Ramp Transload

Rail Car Management **Locomotive Management**

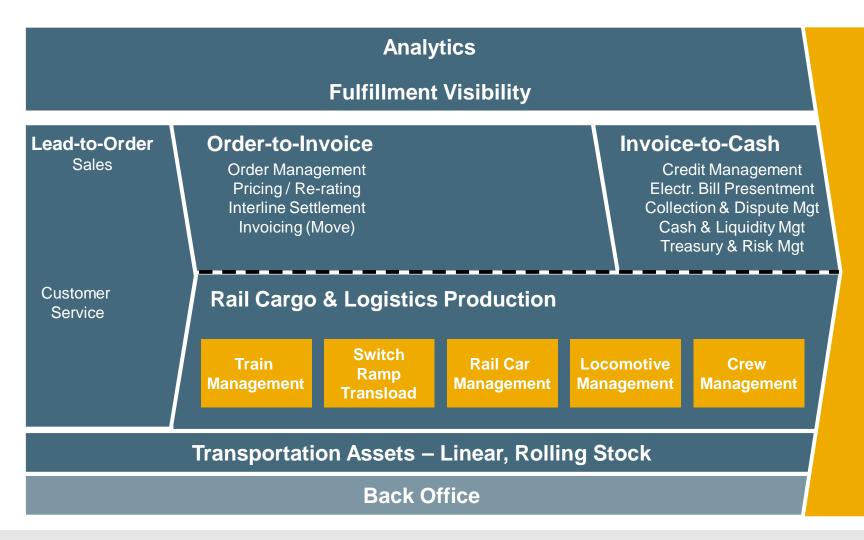
Crew Management

Integration

Back Office

The Railway Value Realization Chain

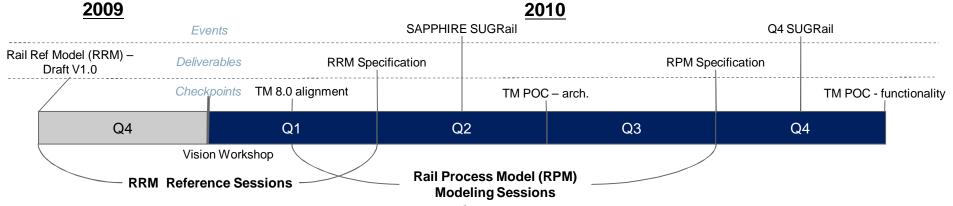




Railway operations is a dynamic environment with complex sets of process interdependencies

Project Outcome





- Reference Model for Rail Cargo business
- Definition of L2C scenarios
- Fit/Gap Analysis
- RoadMap for Sol4Rail
- High level specification for Prio 1 items
- Business Case creation

SAP Innovative Solutions Railcar Management



- Railcar Extension (RCX)
 - Track railcars in transit via railroad-provided sightings (Car Location Messages) or GPS
- "On-Site" Event Management (OSEM)
 - Track the locations and status of railcars and other equipment on-site at a plant, railyard, or other facility
- Freight Cost Extension (FCX)
 - Enhanced route/carrier selection and freight costing enhancements
- Distance Determination Services (DDS)
 - Road distances on shipment stages via interface to third-party distance providers



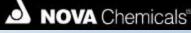














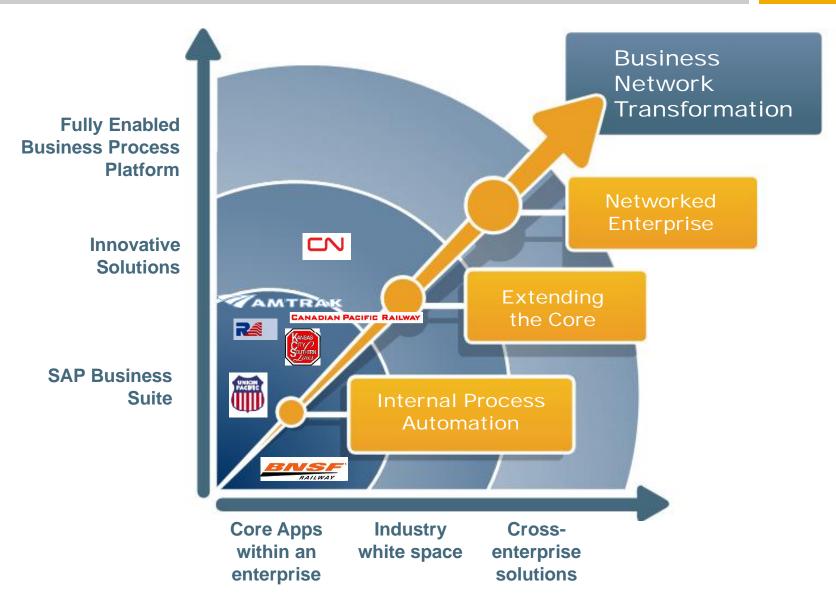






Leveraging Innovation for a Dynamic Business Environment





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