OpenText™ Output Manager

Reliable delivery and management of business documents and reports

The effective and assured delivery of SAP® Business Suite output is a critical component of a successful SAP implementation. Unfortunately, organizations often aren't aware of the limitations of an enterprise resource planning (ERP) system with respect to output management and distribution—until after the system has been deployed. Something as simple as a printer that is out of paper or a fax machine out of toner can halt an important SAP business process, creating frustration for business users, suppliers, and customers.

Output management is a major shortcoming of ERP systems, according to industry experts, who caution against relying on an ERP vendor to address this requirement. Fortunately, there is a solution. Organizations can implement OpenText™ Output Manager with its Interface to SAP module, an output management solution that provides a centralized view of the print environment. It offers job tracking and failover, with proactive notification of printer state and job completion status. With Output Manager, users and administrators can ensure that important SAP documents reach their final destination, including invoices, purchase orders, pick lists, and so on.

Reliable Management and Delivery of SAP Business Suite Output

Output Manager provides a fundamental component of the SAP business workflow: reliable delivery and management of business documents and reports. Output Manager is certified to SAP's X-OMS (eXtended Output Management System) interface, and it enhances the native output capabilities of SAP by providing a bidirectional link between the SAP Business Suite application and the target destination devices. Output Manager ensures delivery of output and proactively notifies users and administrators of any errors.

SAP Business Suite output is passed through SAP's X-OMS Spooler to the OpenText Output Manager's centralized routing server. Output Manager applies any necessary processing logic to the job and delivers it to its destination, while tracking the job's status to ensure delivery. The feedback on a successful, rerouted, or erred job is then directed back into the SAP system, as well as the Output Manager Administrator console.

KEY BENEFITS

- *Ensures delivery of business-critical SAP documents for a smooth execution of business processes*
- *Shows status and availability of output jobs and resources in real time*
- *Proactively alerts administrators of critical job and device status*
- *Notifies job owners when a print job fails or is rerouted*
- *Reduces CPU usage in your SAP environment by offloading queue space and processing cycles*
- *Supports ad-hoc users, background processes, and reports*
- *Allows job owners to resubmit "failed" jobs without having to re-create the job from the application*
- *Is SAP X-OMS certified*

TECHNICAL SPECIFICATIONS

OpenText™ Output Manager and its Interface for SAP module, supports the two most recent versions of SAP Business Suite, running on the operating systems supported by SAP

In addition, device and job status can be forwarded to other higher-level console and monitoring applications, like HP OpenView®. Output Manager supports all types of SAP Business Suite output, including ad-hoc, background processes and reports.
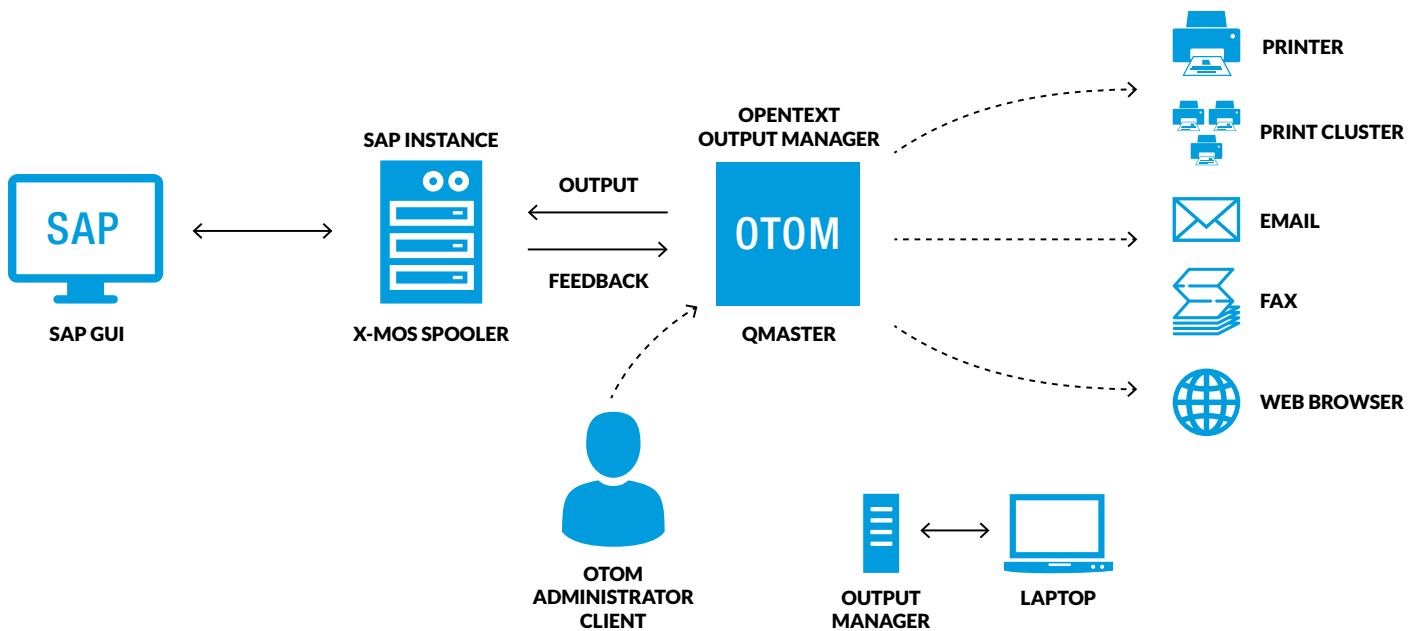
Output Manager enables real-time status feedback for end-to-end tracking and monitoring of SAP Business Suite document and report deliveries. Real-time information allows SAP users and administrative personnel to proactively ensure the successful delivery of all jobs, even those that have "failed." Erred jobs can be resubmitted from Output Manager from the point of failure, without having to go back to the application and re-create the job. Output Manager is a certified solution that gives full control over the delivery processes from a unified thick or thin interface—providing the reliability, manageability, and control necessary to ensure document delivery for SAP Business Suite.

Complete Enterprise Information Management

The OpenText™ Report & Output Management family of products provides centralized administration for the entire output cycle to ensure document delivery, reduces help desk calls, and lowers costs for report handling and delivery.

To address the online viewing and archiving needs of organizations, Output Manager, with its Interface for SAP module, is an integrated component of the Report & Output Management family. Together, the products comprise a complete solution that can manage both physical printing and the electronic viewing and archiving of reports and documents. With the Report & Output Management solution, reports are captured from SAP and other ERP or enterprise applications and made available online to all users through a secure repository.

Output Manager also seamlessly integrates with OpenText™ StreamServe to generate fully formatted and customer-consumable content. Output Manager orchestrates and automates the StreamServe output process by ensuring device readiness, providing job status, and offering failover with automatic rerouting and notification. This provides assurance of delivery to the right device in the right format at the right time.

OpenText Output Manager and its Interface for SAP module ensure delivery of critical SAP Business Suite documents to multiple destinations