Printing from SAP: Create an intelligent SAP output management system with sysHUB

Customer background

ERP systems are at the core of an organization's most critical business processes. SAP is a leading global supplier of these solutions supporting small to multinational companies. In the world of digital transformation, we see an increasing demand to process information and documents originating from ERP environments in both digital and paper form. This requires a secure method of handling SAP document processes, both in the input and output areas.

This applies to processing of transactional documents such as invoices, legal or logistical documents, as well as documents' storage in an SAP-DMS (document management) system such as technical drawings or product manuals.

Customers' challenge

There is an increasing demand for more control of output processes:

- Individualization of documents
- Compliance on process
- Process efficiency

Within SAP, there are limits as to what the platform can offer to meet these challenges which often results in expensive projects to modify the platform to meet an organization's specific needs.

SAP® Certified
Integration with SAP S/4HANA®

Certified SAP integration

uniFLOW sysHUB offers an SAP certified ABAP Add-On integration linking SAP to your chosen output management system e.g. PRISMA, uniFLOW, Quadient, ObjectifLune. uniFLOW sysHUB can accept, analyze and transfer output data from SAP and provide advanced back channel communication to SAP. It can also enrich the SAP data using external sources e.g. CRM environments, data archives or composition applications, and store digital documents back into SAP or an external document archive.

SAP DMS	SAP-certified connector	Output Management System	Print

Technical architecture

The process automation tool sysHUB oversees the collection of data files within SAP and their preparation into one print (or digital) ready file.

The process follows these steps:

1. uniFLOW sysHUB is seen by SAP as a generic printer and can receive, analyze and process all SAP print data including XML, ASCII, RDI, XSF. In contrast to standard SAP spooling processes, sysHUB enables feedback of notifications into DAP so the user can actually see if the job has been printed or processed successfully.
2. External composition tooling, such as Quadient Inspire or ObjectifLune Connect, can be integrated to ensure documents are prepared correctly for the right output channel. Additionally, external systems can be called to collect data, which is not available in SAP, that needs to be integrated into the documents. Examples of this include CRM or other Content-Management systems. uniFLOW sysHUB can also archive the enriched documents back into SAP.
3. The documents are made print-ready to be processed by the output system of choice e.g. PRISMAsatellite, PRISMAproduction or uniFLOW. Alternatively, the documents are distributed via digital channels such as email or web portals.
4. For all processes, feedback on job status is handled by sysHUB. Process steps are monitored and operators are informed of any errors such as documents that are not ready. They have the tools to hand to intervene when necessary by, for example, reprinting jobs.

The solution is also flexible with respect to the communication protocols used; these can be changed independently of the actual formats that are converted and transferred.

The diagram gives an outline of the solution architecture: