SYNACTIVE

Improve Quality of SAP Master Data With A Simpler Interface

Marcus Mullins – Sr. Resource Business Specialist, Tyson Foods, Inc.
DeeDee Kato – Director of Marketing, Synactive, Inc.

GuiXT.com

LEARNING POINTS

- Tyson Foods Introduction and Overview
  - Tyson Foods Fleet Maintenance Business Process
  - SAP "Out-Of-Box" User Experience
  - New GuiXT Streamlined Business Process
  - GuiXT Streamlined and Simplified UI
  - Return on Investment
  - Best Practices
  - Summary
- How Synactive Can Help
  - Synactive Product Overview
  - Case Studies
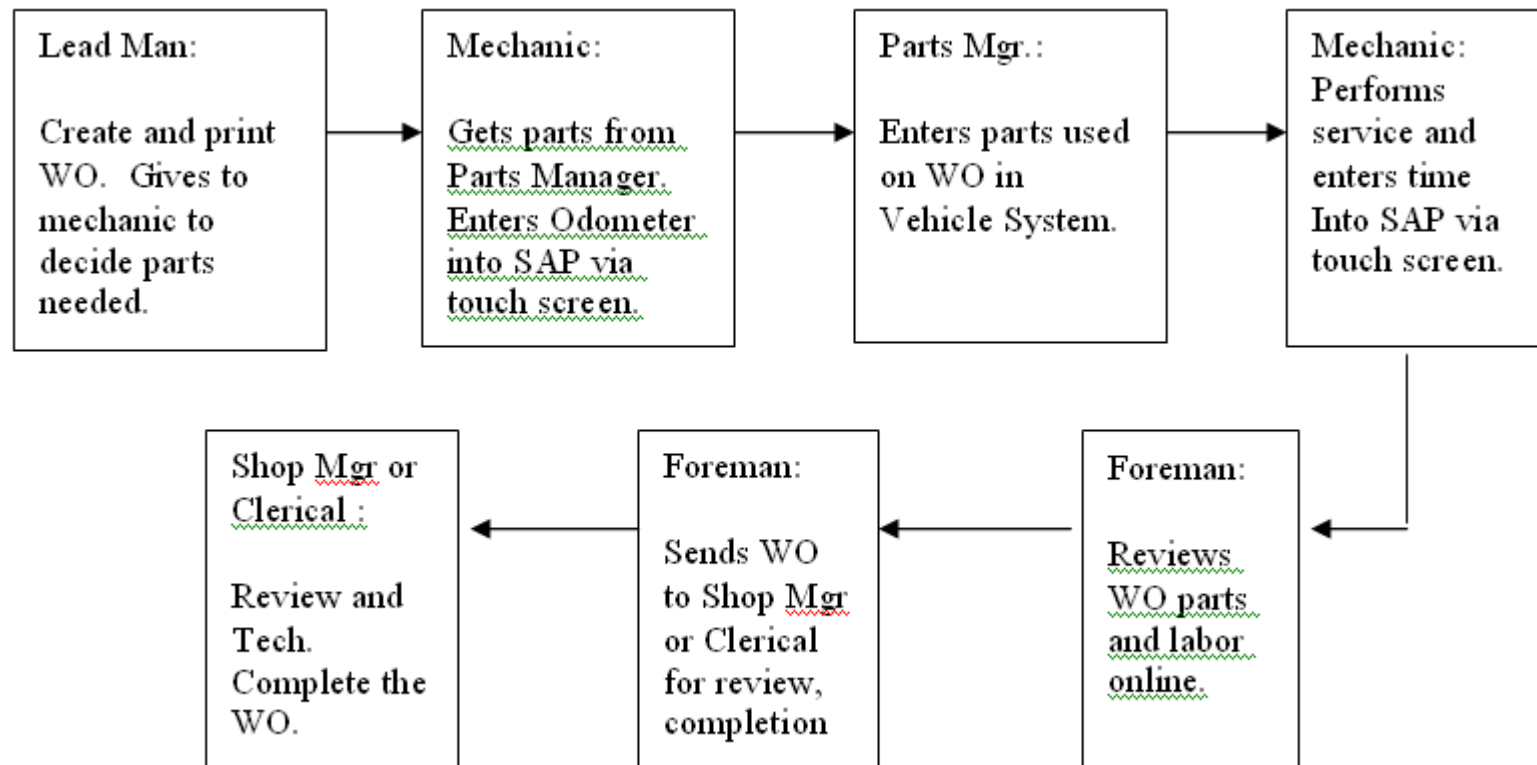- Q&A

Introduction and Overview

Tyson Foods, Inc. (NYSE: TSN), founded in 1935 with headquarters in Springdale, Arkansas, is one of the world's largest processors and marketers of chicken, beef and pork, the second-largest food production company in the Fortune 500 and a member of the S&P 500.

Challenges

- *Vehicle work orders are time consuming and confusing for mechanics*
- *Poor training results in poor data quality being submitted*
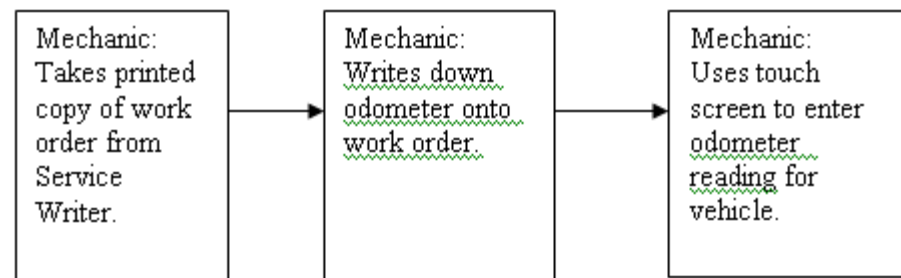- *Vehicle repairs are delayed causing delayed shipments to customers*
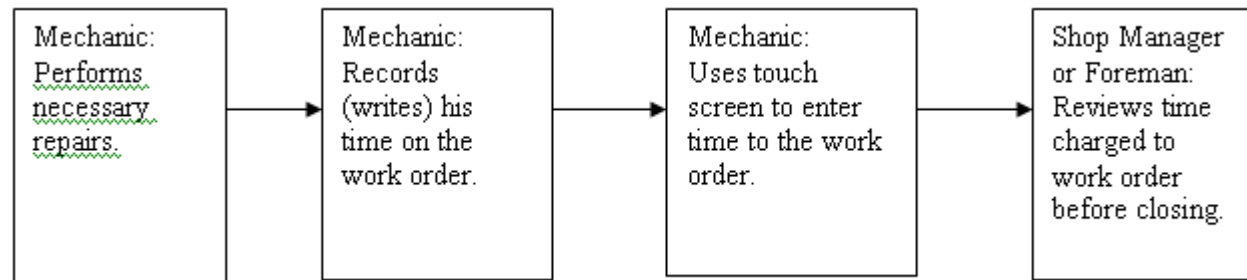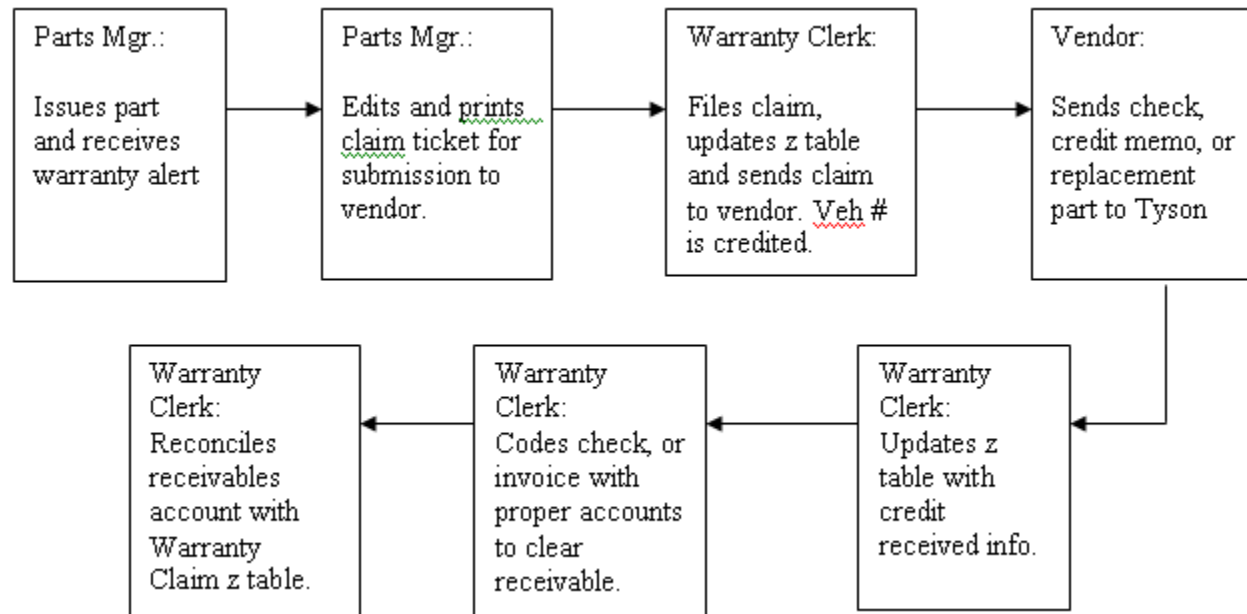
Vehicle Repair Process

Lead Man:

Create and print WO. Gives to mechanic to decide parts needed.

→

Mechanic:

Gets parts from Parts Manager. Enters Odometer into SAP via touch screen.

→

Parts Mgr.:

Enters parts used on WO in Vehicle System.

→

Mechanic:

Performs service and enters time Into SAP via touch screen.

Shop Mgr or Clerical :

Review and Tech. Complete the WO.

←

Foreman:

Sends WO to Shop Mgr or Clerical for review, completion

←

Foreman:

Reviews WO parts and labor online.

Odometer Entry Process

```
┌──────────────┐      ┌──────────────┐      ┌──────────────┐
│ Mechanic:    │      │ Mechanic:    │      │ Mechanic:    │
│ Takes printed│─────▶│ Writes down  │─────▶│ Uses touch   │
│ copy of work │      │ odometer onto│      │ screen to    │
│ order from   │      │ work order.  │      │ enter        │
│ Service      │      │              │      │ odometer     │
│ Writer.      │      │              │      │ reading for  │
│              │      │              │      │ vehicle.     │
└──────────────┘      └──────────────┘      └──────────────┘
```

Labor Entry Process

| Mechanic: Performs necessary repairs. | → | Mechanic: Records (writes) his time on the work order. | → | Mechanic: Uses touch screen to enter time to the work order. | → | Shop Manager or Foreman: Reviews time charged to work order before closing. |

Warranty Process

Out-Of-Box SAP User Experience

- Not really "User Friendly"

- Different views are required for different roles

- Shop Managers, Parts Managers, etc take time to understand the complex SAP screens and why they are inputting data

- Errors were being entered in because there were too many fields and options

- Categorizing free text was difficult compared to dropdown lists or radio buttons

Fleet Maintenance
Case Study: Global Food Processing Company

Processes optimized:

IW37	List Work Orders
IW21	Create PM Notification
IW22	Change PM Notification
IW31	Create Order Create Order
IW32	Change Order
ME21N	Create Purchase Order
MIGO	Goods Issue
IW41	Create Confirmation
IW44	Overall Completion Confirmation

Approach to Solving Business Needs

- Needed the ability to enter Notifications, work orders, issuance of parts, labor odometer readings, and time confirmation, all on the same screen with different interfaces based on different roles in the Fleet Department.

- Also needed parts warranty alerts prior to expiration.

- Needed an easier way to insure equipment was receiving the proper PM's at the proper time.

- Ability to Enter Wash Tickets

Streamlined, Simplified GuiXT screens

RETURN ON INVESTMENT

- With complete visibility of the entire fleets PM schedule Tyson was able to manage PM's more effectively, decreasing breakdowns and increasing miles run.

- The warranty process alone returned $4.3 Million over last 6 years.

- Over $75,000 saving in Decommissioning the Vehicle Legacy System.

Expanded Usage for Plant Maintenance and Materials Management

- After the great results and user acceptance of the Fleet Guixt screens it was decided to expand the footprint and create similar cockpits for Plant Maintenance and Materials Management
  - Cockpits were created for the maintenance planners, supervisors, and mechanics.
  - Along with a Cockpit for the store room personal to perform their daily tasks all from one screen.

Streamlined, Simplified GuiXT screens

Streamlined, Simplified GuiXT screens
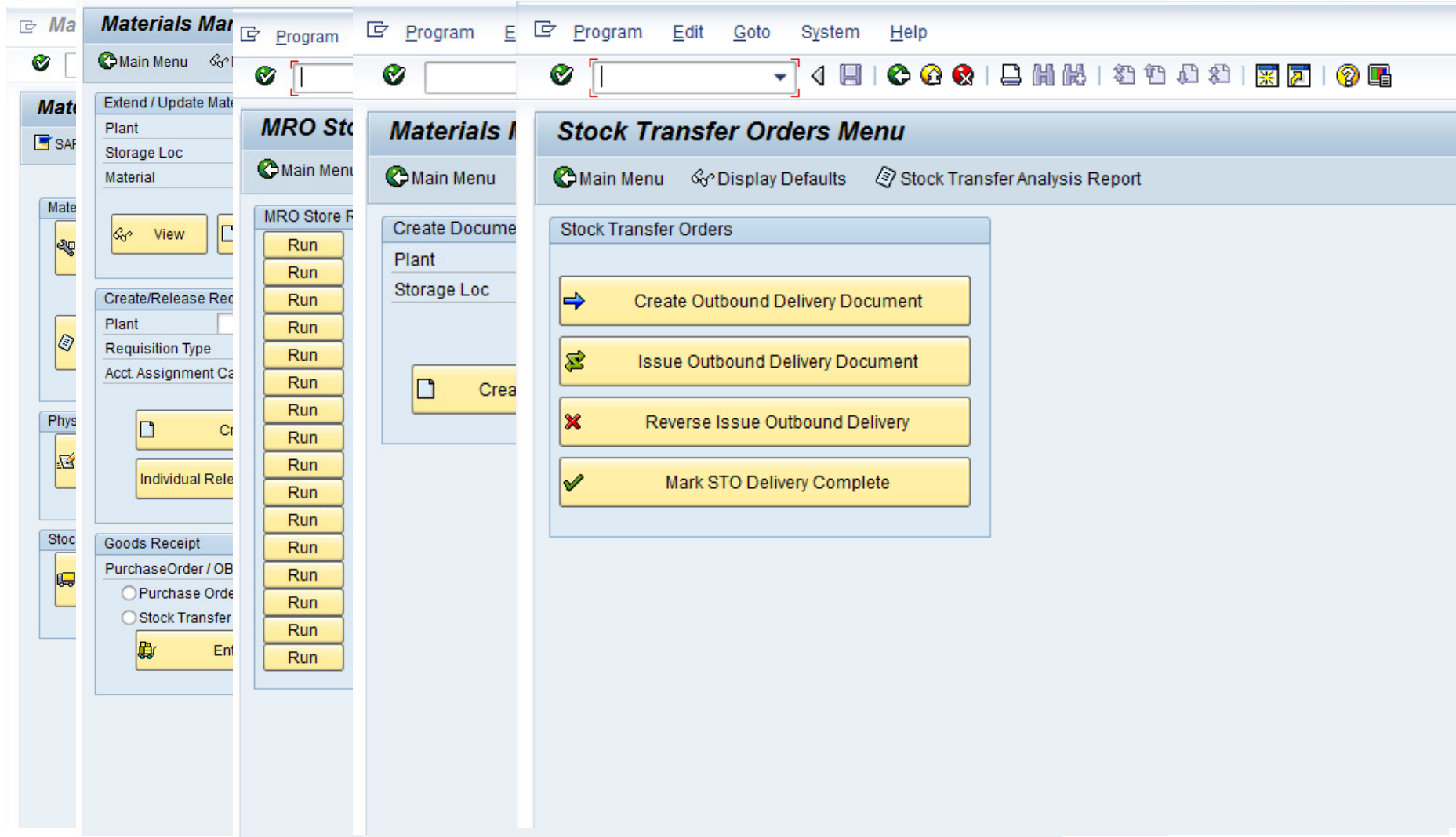
BEST PRACTICES

- Standardize anywhere you can. SAP's ability to execute tacks and reports in a variety of different ways and transactions (which is good for a super user) can be frustrating to a daily user.

  - Standard Variants 🗗 Standard Variants

- Drive Best Practices using the system not the user, take the guess work out. Users with options have the option to make more mistakes.

Summary

- Simple is always better

- Listen to your users

- Standardize using variants

- Don't hold GuiXT back – think outside the box

LEARNING POINTS

- Tyson Foods Introduction and Overview
  - Tyson Foods Fleet Maintenance Business Process
  - SAP "Out-Of-Box" User Experience
  - New GuiXT Streamlined Business Process
  - GuiXT Streamlined and Simplified UI
  - Return on Investment
  - Best Practices
  - Summary
- How Synactive Can Help
  - Synactive Overview
  - Case Studies
- Q&A

How Does GuiXT Work?

1. **User makes a request via SAPGUI (e.g. VA01)**

2. **SAP responds with VA01 screen**

3. **GuiXT screen modifications are applied and SAPGUI draws new screen for VA01**
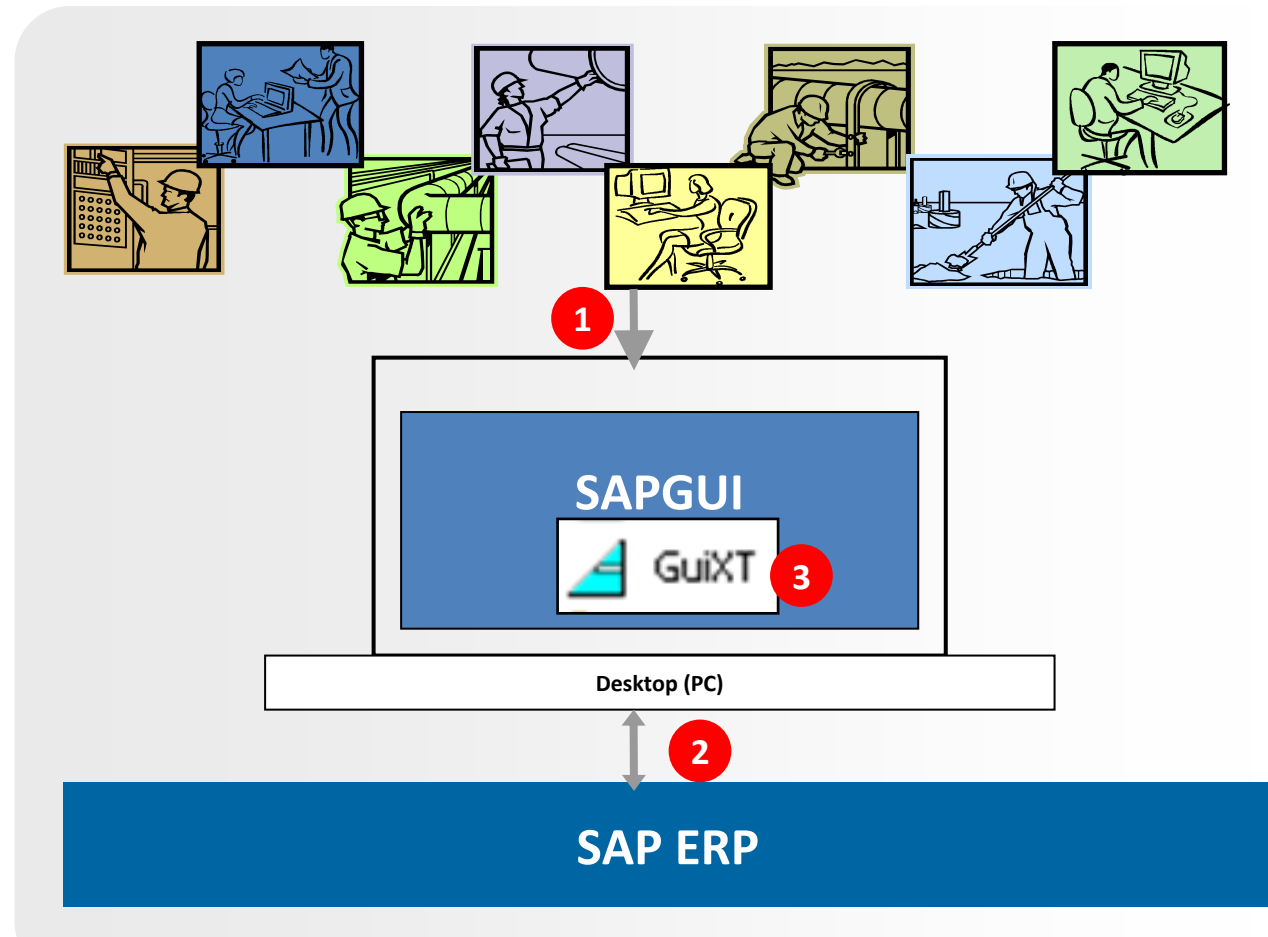
Use GuiXT Developer Toolkit to generate GuiXT screens

What is GuiXT?
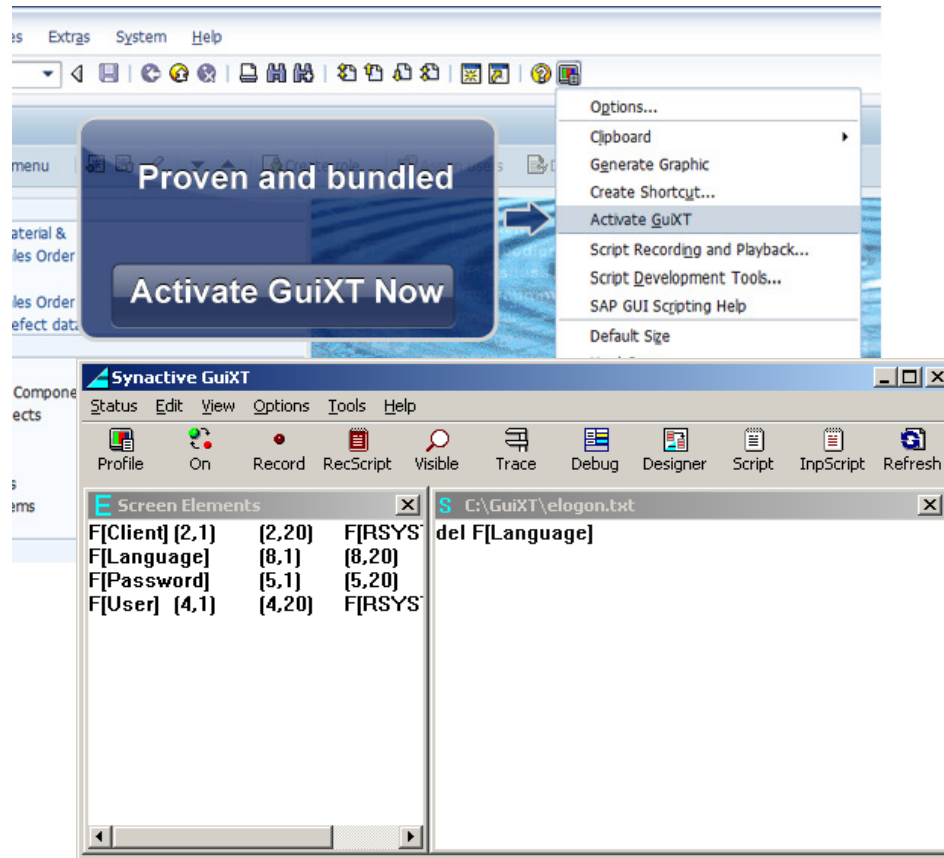
- **GuiXT is the core engine integrated with SAP ERP (SAP GUI) for screen customizations**
- **GuiXT enables screen changes through creation of scripts using GuiXT proprietary scripting language**
- **Single screen changes only, no multi-screen aggregation**
- **Limited extensions (e.g. no smartphone/tablet or PDF/Excel integration, etc.)**

What is Liquid UI?
Connects directly to SAP through <u>patented</u> connectivity technology

- Built on **proven** GuiXT technology

- **Extends** your SAP across both desktop and mobile devices

- **Collapse and aggregate** screens, tabs, and transactions

- **Start from SAP, Record Once and Deploy** everywhere

- **No Java, ABAP** programming; no **3rd party application server** required

- **Native** connectivity for iOS

- Continue SAP usage **without network** connectivity

- Enhanced JavaScript to empower a **responsive IT team**

Liquid UI Platform connects to: Local SAPGUI, Sharepoint, Web Browser, Central SAPGUI, ODBC, Barcode/RFID, Blackberry, iOS, Android, Offline, PDF, Excel

Lean, Agile, Non-Disruptive Business Solution

SYNACTIVE | GuiXT.com

Designer

- **WYSIWYG editor using Drag and Drop automation**
- **Generates GuiXT WS scripts**
- **Design screen layouts to be used with Liquid UI Desktop, Mobile, iOS, etc.**
- **Eliminates the need to know controls names, select control flow**
- **Preserves hand written script changes**
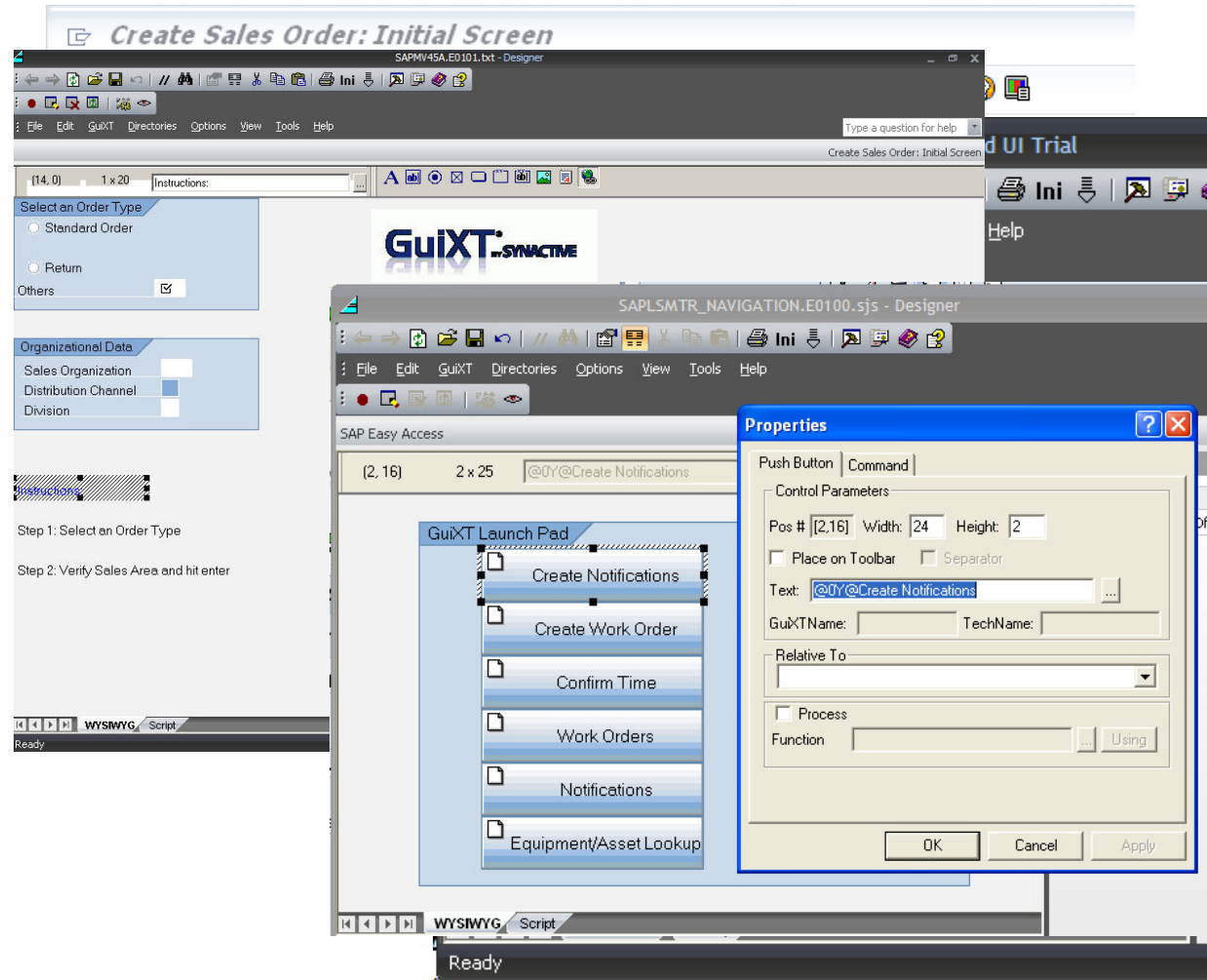
Workbench

Record And Deploy To All Touch Points

Start from SAP → **Record your process**

Developer Toolkit → **Deploy to SAP GUI**

Deploy to iOS, Blackberry, Android, Web, Excel, PDF

Extending SAP to Smartphone/Tablets

Extending SAP to Windows Handheld Barcode/RFID Scanners
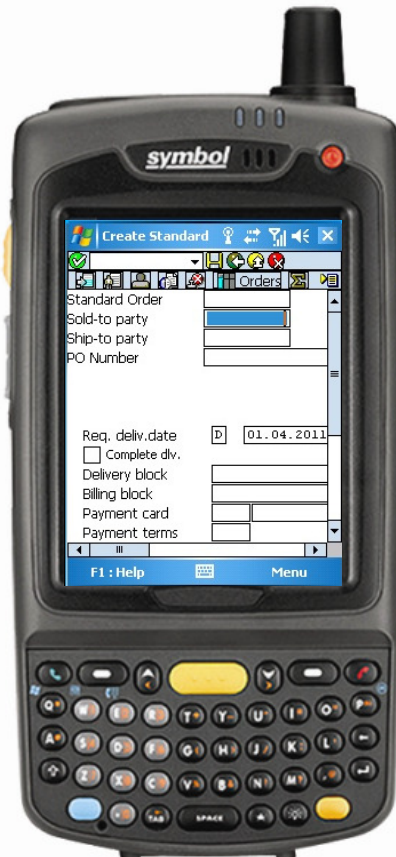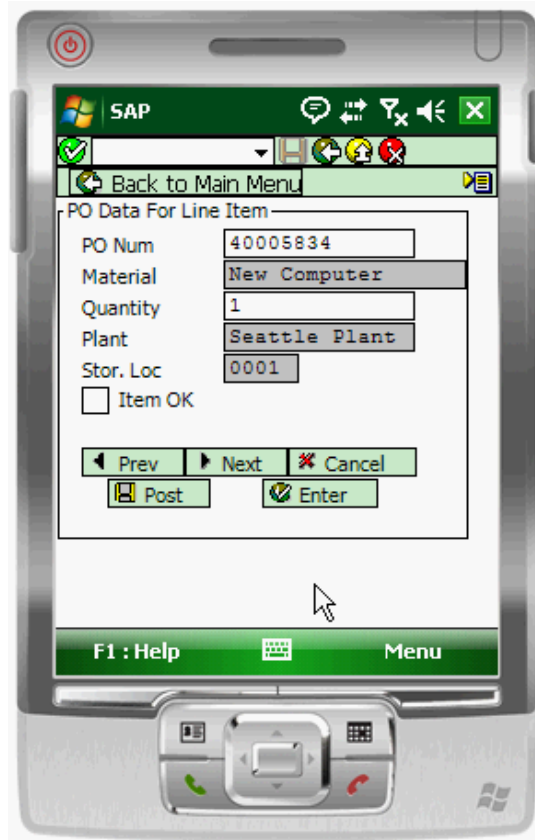
Liquid UI for Offline

Challenges:

- No access to SAP for field workers
- Redundant data entry
- Inaccurate and incomplete data
- No system snapshot resulting in decreased productivity

Solution:

- Allows users to continue working with or without network connectivity
- "Native look and feel of SAP!"
- Integrated / scalable database
- Patented Technology

Laptops

Windows Mobile Barcode Scanners

Liquid UI for Web Browsers

- **Web based delivering simplified SAP processes and transactions**
- **Uses CSS for a fully modernized, customized look (add customer logo)**
- **Zero footprint delivery of simplified SAP transactions**
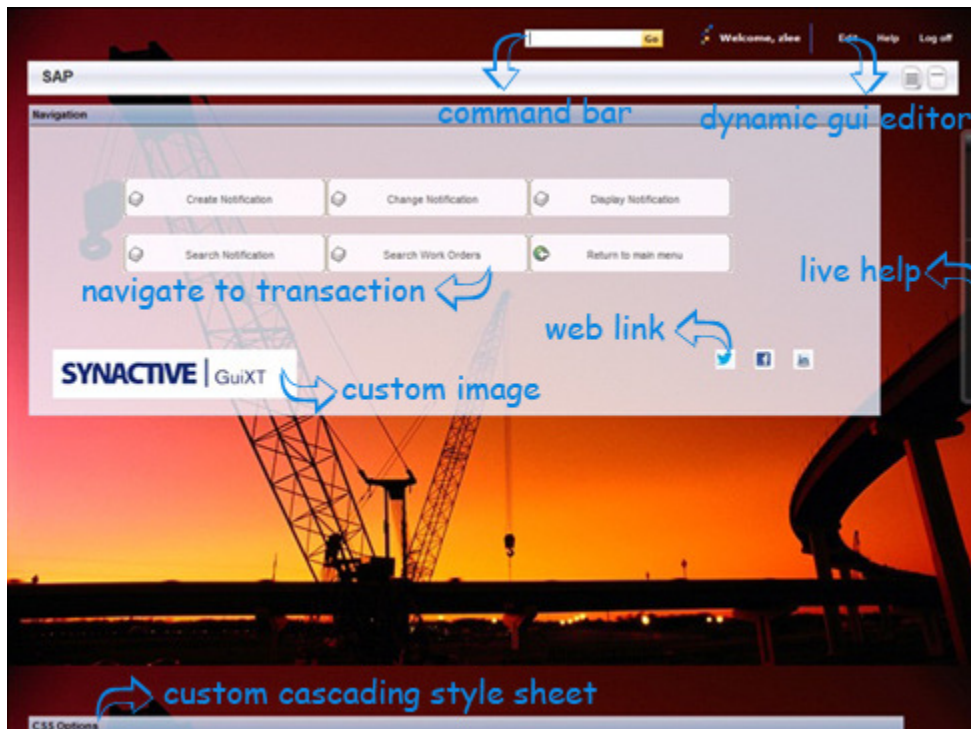
Browser

iPhone

WebUI Integration with Sharepoint

- Embed WebUI or PDF as iFrame as an embedded HTML
- PDF file is created with workbench
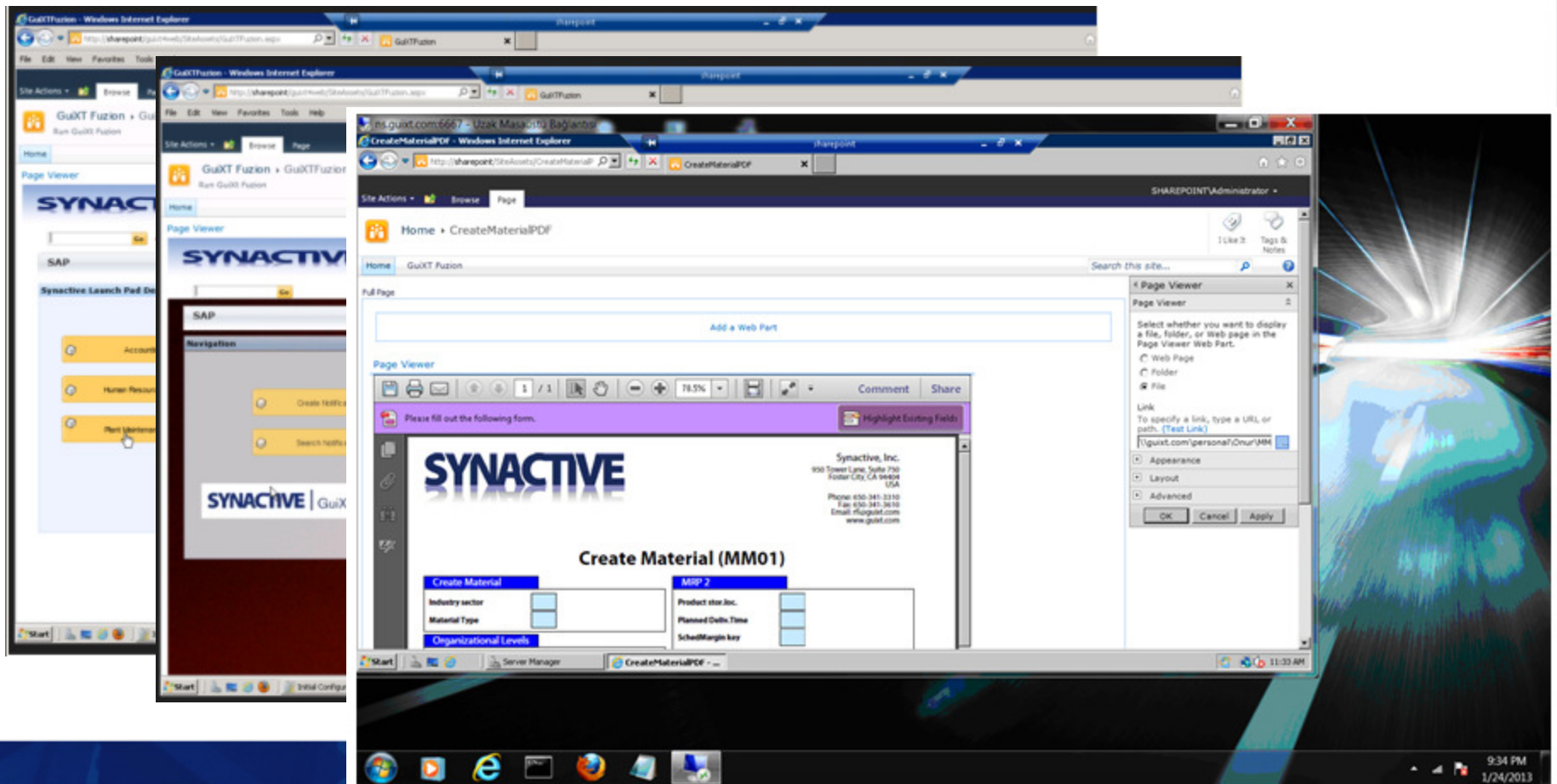
Extending SAP to PDF and Excel Front-ends

Introducing Liquid UI for iOS
Redefining SAP GUI for the iOS

- Supports SAP GUI features such as F4, toolbars, menus, multiple sessions
- Multi-touch display with gestures and swipes to link actions in SAP
- Integrated device camera and 3rd party sled for barcode scanner
- Smaller screen size
- Convert input fields into single press graphical buttons
- Logon/Logoff desktop paradigm to 'always on' paradigm

"Liquefy" the UI

New Liquid UI App for iOS and Platform
Provide a Complete Framework to Mobilize Your Workforce

Liquid UI Platform

| GuiXT Technology | Record/ Design | Automate/ Extend | |

SAP
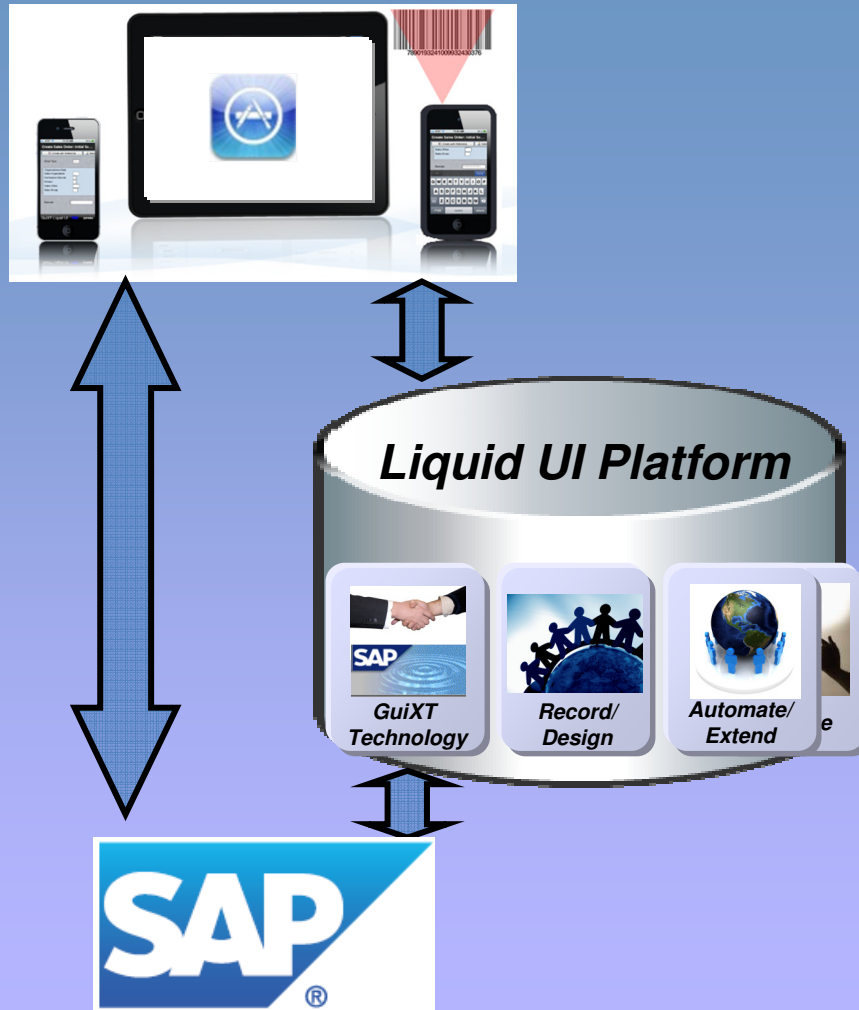
- **Liquid UI for ions App**
  - With Screen and process customizations

- **Liquid UI Professional Edition (PE)**
  - **The Platform is a place to develop and deploy your screen and process customizations**
  - Develop and deploy screen customizations
- **Liquid UI Enterprise Edition (EE)**
  - PE plus Enterprise Features

New Capabilities for *Liquid UI App for SAP ERP*

Native access – No Screen Customizations

- Access to verified* native SAP ERP transaction

- Does not require SUP or any other 3rd J2EE app server

- Direct Connection to SAP

- No changes to SAP security or underlying business logic

- Essential SAP GUI features (e.g. gestures, multi-sessions, etc.)
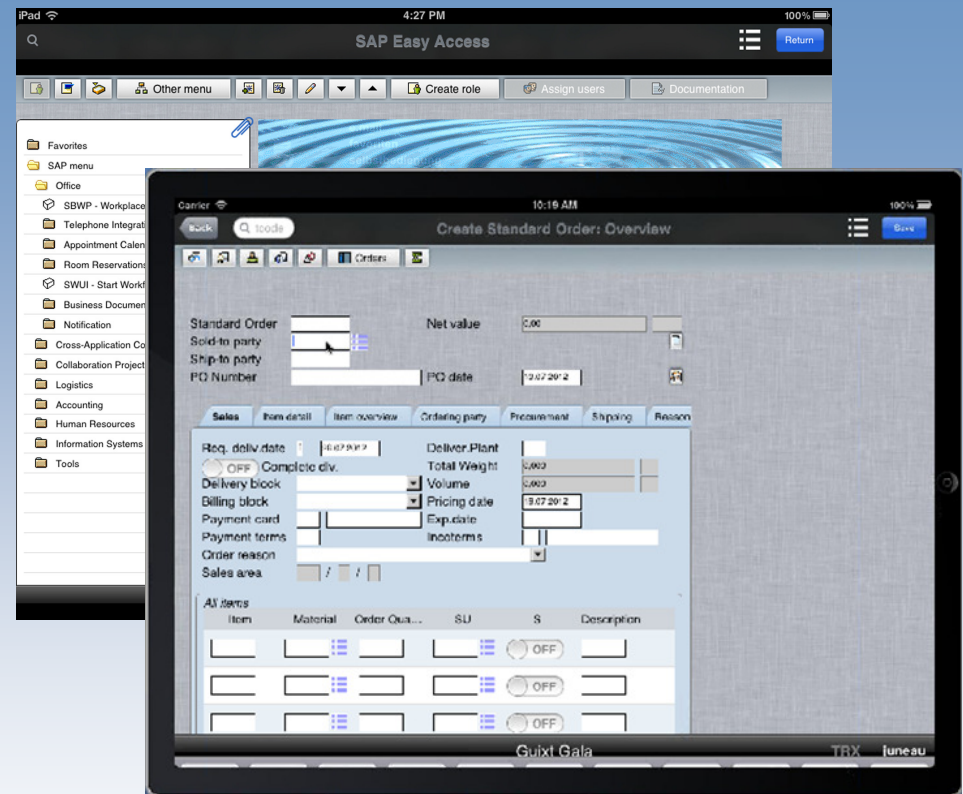
★ **Check the Verified Transaction list on our website for tested transactions**

★ **Secure access to corporate network is recommended (e.g. VPN)**

GuiXT Liquid UI Professional Edition (PE)

- "Liquefy" the UI

- Manage User Access To SAP

- Secure Connection

- Robust Connection

- Session Persistence

- Virtual Sessions

- Smart Attribute – Barcode scanning

- SAP Workflow integration to email app (see next slide)

Liquid UI Platform

| GuiXT Technology | Record/ Design | Automate/ Extend | |
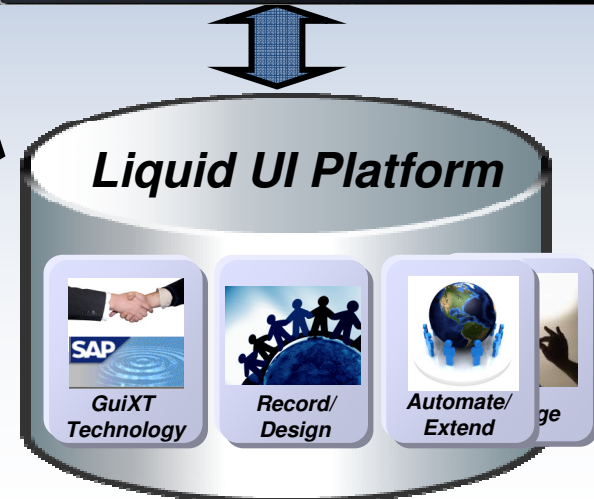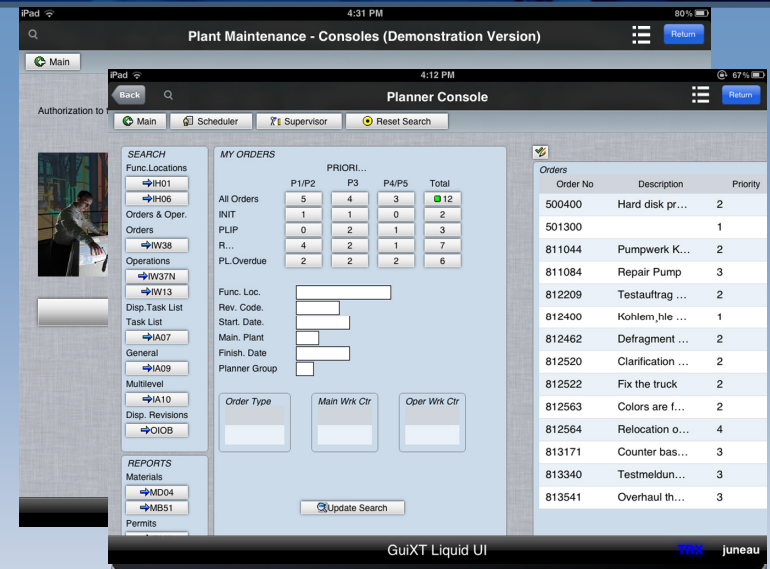
Workflow Example
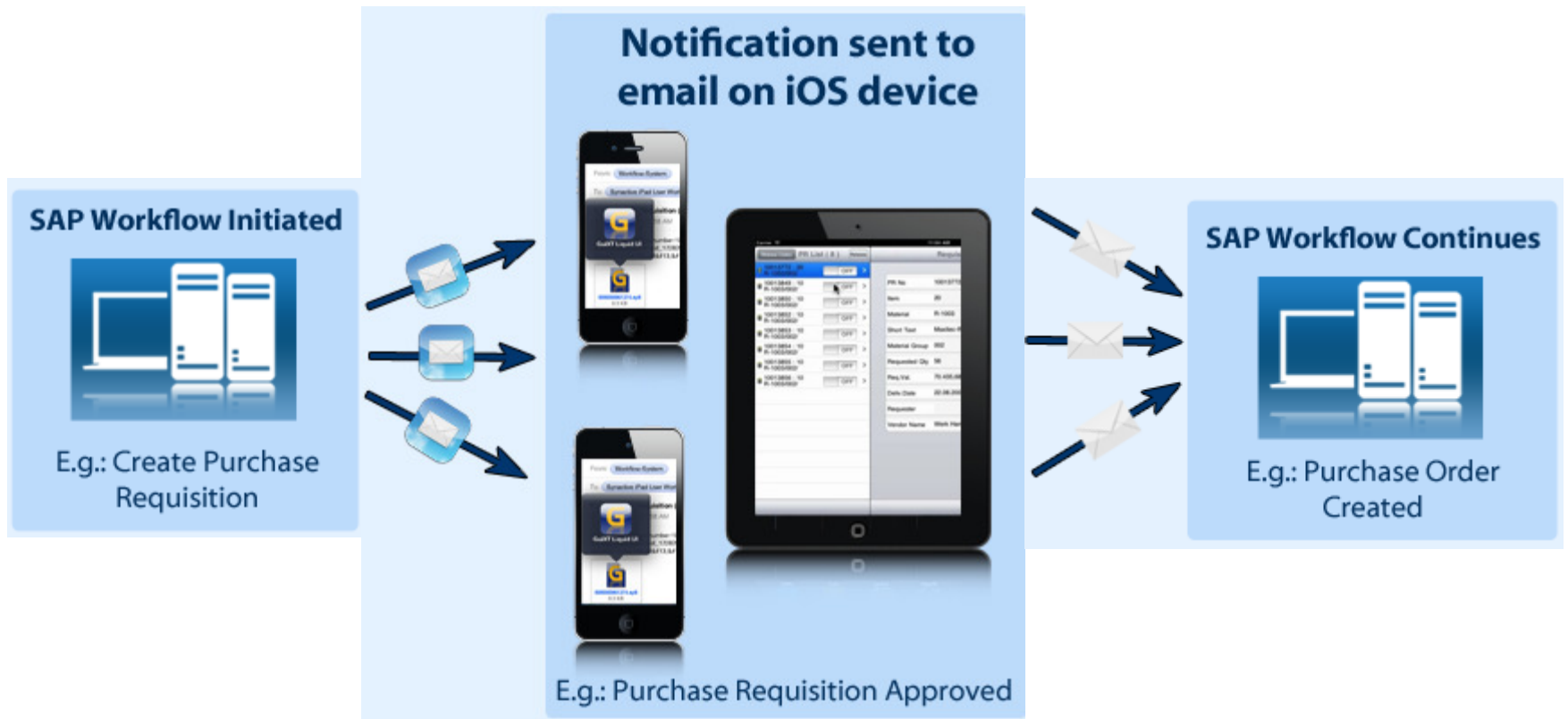
No additional 3rd party product (e.g. Duet, SharePoint or SUP) required.

Feature Matrix

	Liquid UI for ions App	Liquid UI Professional Edition	Liquid UI Enterprise Edition
Direct Connect and verified transactions	√	√	√
Liquefy UI		√	√
Manage User Access To SAP			√
Secure Connection			√
Robust Connection			√
Session Persistence			√
Virtual Sessions			√
Smart Attribute – Barcode scanning			√
SAP Workflow			√

LEARNING POINTS

- Tyson Foods Introduction and Overview
  - Tyson Foods Fleet Maintenance Business Process
  - SAP "Out-Of-Box" User Experience
  - New GuiXT Streamlined Business Process
  - GuiXT Streamlined and Simplified UI
  - Return on Investment
  - Best Practices
  - Summary
- How Synactive Can Help
  - Synactive Product Overview
  - Case Studies
- Q&A

Plant Maintenance Planning and Scheduling Console
Easily monitor and manage all work orders from one screen

Challenges

- *Planners overwhelmed with corrective maintenance scheduling and rescheduling.*
- *Complex SAP screens caused user errors and data integrity issues*
- *No centralized view for management*
- *Cluttered screens reduced productivity*

Solution: Planners and Schedulers have everything they need on one screen.

Plant Maintenance Planning and Scheduling Console

Benefits of Using GuiXT

With approximately 8,000 work orders in various stages, an average of 5 mines per work order was reduced to 30 sacs, increasing productivity by 90%.
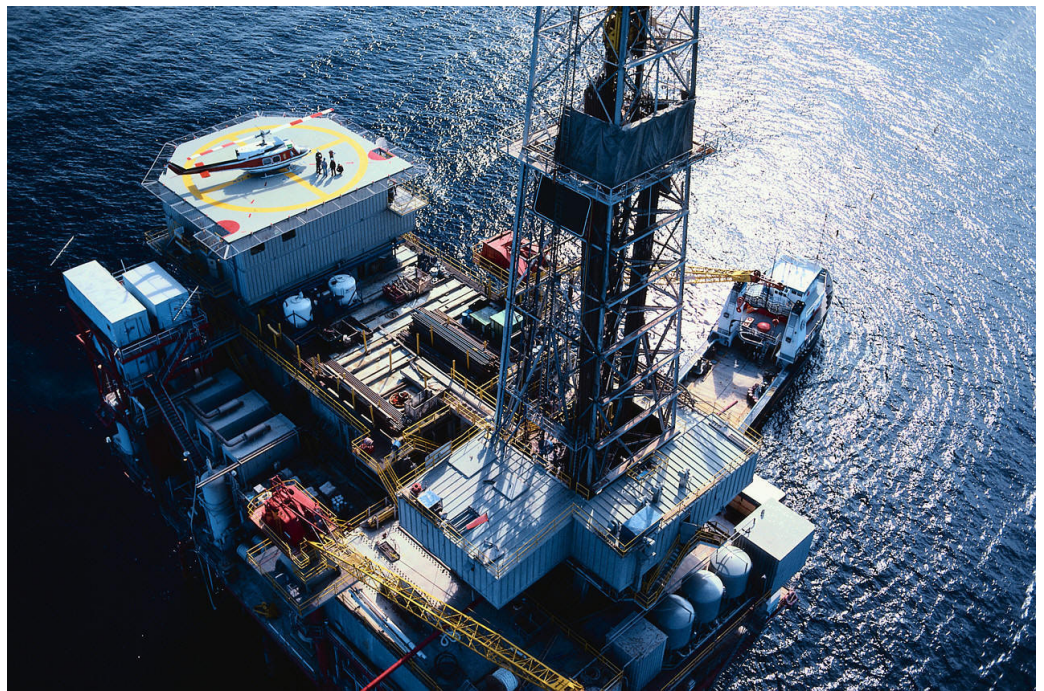
Liquid UI- IOS

GuiXT Solutions Case Study Results

Plant Maintenance
Create Work Order was reduced from 8 minutes to 4 minutes. Improved workflow and reduced error rate by 50%. Reduced training from 2 hours to 30 minutes. Total Saving of $90,000 per year.

Materials Management
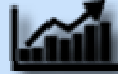This helped them in reducing the training time by 75%, standardizing the process, making the users 66% more efficient and also helped in minimizing the errors.

Procure To Pay
Ten to twelve actions reduced to a maximum of three actions; 75% time savings with improved accuracy.

Sales Order / Quotes
Create sales order reduce to 3 screens from 22 screens, which previously took 8 minutes to process vs. 3 minutes. Training time reduced by 65%.

Fleet Maintenance
Barcode scanners attached to Desktop for vehicle parts, streamlined the process increasing efficiency and improved truck deliveries by 60%. In addition, the warranty process saved $1million per year.

Order To Cash
Improved overall customer service and satisfaction by more than 60%.

Warehouse Management
Physical inventory count process was reduce by 50%, errors reduced by 75%, employee productivity increased by 40%, easy to train employees and intuitive interface.

Service Management
Change and Display transactions have the same benefits.Boost maintenance staff productivity by 100%, faster maintenance and fault repair system improves overall productivity. Over $1million plus in annual savings.
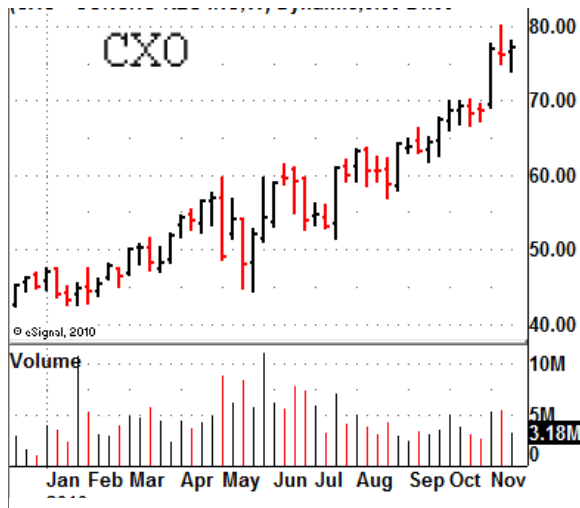
SYNACTIVE | GuiXT.com

Benefits for IT

- **Start from SAP and build on it**
- **No Middleware**
- **Flexibility**
- **No traditional software development**
- **Extend SAP capabilities and business logic without needing to recode them.**
- **Supercharges programmer productivity**
- **Record once and deploy**
- **Eliminates errors**
- **100% SAP Compatible**

SYNACTIVE | GuiXT.com

Business Benefits

- **Mitigate risk**
- **Patented connectivity technology**
- **Comply with regulatory requirements**
- **Validation of Data**
- **Segregation of Duties**
- **Improve User Adoption**
- **Increase in Productivity**
- **Reduced Costs**

How Can You Get Started?

1) **Download Tyson Success Story:**

   http://www.guixt.com/resources/success_stories.php

2) **Learn from other customers in the Consumer Products industry:**

   http://www.guixt.com/industries/consumer.php

3) **Download trial version of WYSIWYG tool:**

   http://www.guixt.com/solutions/free_trial.php

4) **Download free sample of customized screens of Plant Maintenance Schedulers and Planners Console:**

   http://www.guixt.com/solutions/free_trial.php

Mobilize And Enable Your SAP Workforce NOW!

Upcoming Webinars

"How To" Series Part 3: Advanced Features of GuiXT Liquid UI, Wed July 31

- Web service integration

- ODBC connection to non-SAP data

- Offline

- etc.

"Industry" Series:

- Utilities, Aug

- Oil and Gas, Sept

- Retail, Oct

- Chemicals, Nov

Thank You!!!

For more information about
Synactive's GuiXT
Solutions:

www.guixt.com
rfi@guixt.com
Tel: 650.341.3310

SYNACTIVE | GuiXT.com