SAP Business One 9.3
Release Highlights

Rollout Services, SAP

August, 2017

CUSTOMER

SAP Run Simple

Legal disclaimer

The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information in this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this document, except if such damages were caused by SAP´s willful misconduct or gross negligence.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.

A comprehensive business solution & platform for connected SMBs.

Globalized Business

Core Expansion

Powerful Platform

Ecosystem Friendly

SAP® Business One 9.3

SAP Business One 9.3 Highlights (1/2)

⚙ Administration

Authorization Simplification

Import from Excel Updates

Approval Procedure Enhancements

Quick Copy & DTW supports Additional Objects

My Settings Support

Change Log Clean-up Utility

Multi-Branch Supports Data Ownership

Multi-Branch Filtering & Transaction Updates

License Updates

HTML based Online Help

💰 Sales | Purchasing | Service

Return Merchandise Authorization (RMA)

Gross Price Redesign*

Price List Updates

Campaign Management Updates

Blanket Agreement Enhancements

Electronic AP Invoice Updates

CRM Simplification

🏭 Production

Simple Production Routing

🚚 Inventory | Distribution

UoM Batch Selection

💰 Financial Management

Internal Cost Accounting Transactions

Centralized Payment Engine

Chart of Accounts Alignment & Usability

G/L Account Determination Matrix Updates

New IFRS 15 Revenue Recognition Standard*

Scheduled Batch Transactions for Payments

Electronic File Layout Templates

📅 Project Management

Project Management Updates

*Localisation specific

SAP Business One 9.3 Highlights (2/2)

Business Intelligence

Analytics Portal	SAP HANA
Pervasive Analytics Designer Update	SAP HANA
New Cockpit Templates	SAP HANA

Platform | Extensibility

Web-Based Workflow Management	
Company Specific Mailer Configuration	
New DI/UI Objects Exposure & Enhancements	
Microsoft Visual Studio 2015	
X-App Supports Single Sign On	
Optimized Login Connection	
Electronic File Manager support on Linux	SAP HANA
Performance Optimization	
Improved Security	

Lifecycle Management

Centralized Deployment
Embedded Incident Reporting
System Landscape Directory Enhancements
Remote Support Platform 3.2 Updates

*Localisation specific

Administration

SAP Business One 9.3

Authorization Simplification

Feature

- Authorization Groups renamed to User Groups and relocated under Setup - General.

- 3 Categories:

    - Authorization: User authorizations with validity dates; individual users within the User Group can have further refined validity dates.

    - Form Settings: User form settings.

    - Cross All Types: Applies to all types.

- Copy Form Settings now has a Groups tab; all users in the chosen group inherit the form settings.

Benefit

- Manage temporary authorizations.

- Quickly apply form setting defaults to a group of users.

Approval Procedure Enhancements

Feature

- Enable updating a previously approved document.
- Enable updating a draft document with status Pending/Approved.

Benefit

- You are now able to amend/cancel a document processed through the approval process.
- Approver always sees the latest version of the document to be approved.
- Ensures approval is obtained every time the approval criteria have been triggered whether adding or updating the document.

My Settings Support

Feature

- The User – Setup form is enhanced to include various user-specific options, that previously used to be in the General Settings form.

- New icon on the toolbar enables users to access their user setup form and personalize it.

- The User Defaults form is extended and includes Font & Background tab.

Benefit

- Better accuracy and clarity of company level settings vs. user-level settings.

- Enhanced usability – all users gain access rights to their own personal preferences (subject to authorizations).

- Better coverage of user defaults settings, enables more efficient implementation.

Import from Excel (1/2)

Feature

- Journal Entries added to Import from Excel.
- Import Serial and Batch numbers from Excel.
- Additional Authorizations added for data import.

Benefit

- Simpler, efficient import process.
- DTW not required for importing these objects.

Import from Excel (2/2)

Feature

- Import Journal Entry from Excel.
- Import G/L and BP Opening Balances from Excel.

Benefit

- Simpler, efficient import process.
- DTW not required for importing these objects.

Change Log Cleanup Utility

Feature

- New Change Log Cleanup Utility available.
- Enables users to clean out the change log to reduce the size of a company database.
- Users have the ability to determine which objects from the change log entries should be deleted and restrict the deletion to a specific date range.
- Utility subject to appropriate user authorisation.

Benefit

- Improve performance when running upgrades due to reducing amount of data to be upgraded.
- Companies running SAP Business One for a long time with a large change log are able to delete old changes that were registered.

Quick Copy

Feature

- Ability to copy data directly to target companies.
- Allows copying to a target company when connections exist to that company.

Benefit

- Saves time and effort without the need to copy data to a file first and then import the file into the target company database.
- Useful when copying data between test DBs and production company DBs.
- Users no longer need to be disconnected and interrupted during the data copying process.

License Updates
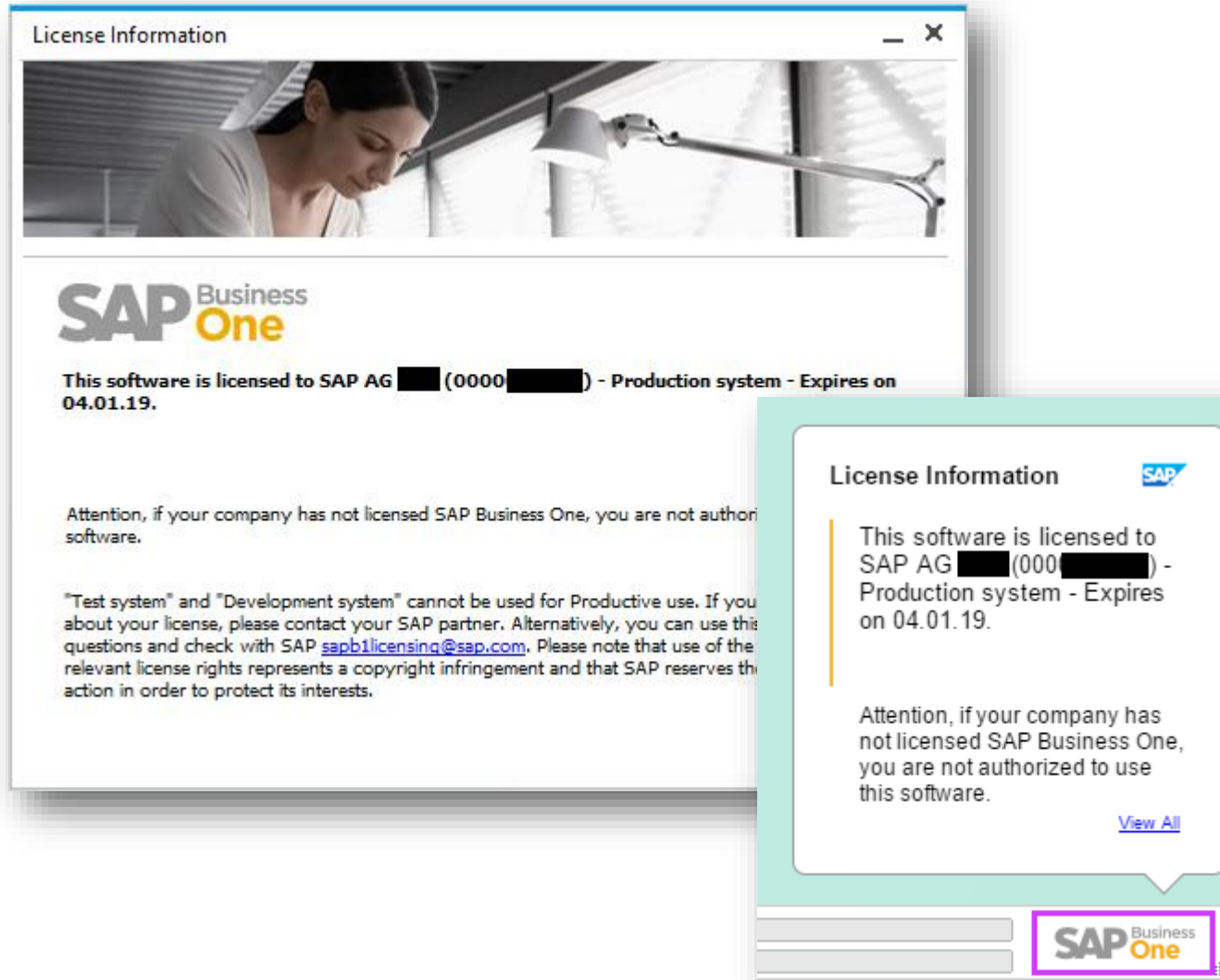
Feature

- As of release 9.3, a new license file will need to be generated and imported for every new minor (9.x) release.

- A watermark will be displayed on the bottom right of the SAP Business One desktop and the information sourced from the license file.

- The watermark will appear at each login and can be closed by the user by clicking on the SAP Business One icon.

Benefit

- Visibility for customers/end users to obtain relevant information about their licensed system.

- The new license file is more secure and protects the misuse of licenses.

Administration

Feature	Description	Localization
Multi-Branch Supporting Data Ownership	When managing multiple branches the system can be set such that a user's access to BPs and Documents is possible only when the BPs'/Documents' branch assignment matches the user's branch assignment.	All
Multi-Branch Filtering and Transactions	Conversely, with the filtering functionality, in the choose from lists, the user is restricted to BPs and Documents having the same branch assignment. The user can, however, access all BPs/Documents by typing in the exact code/number. Additionally, reports can be filtered by branch selection.	All
HTML based Online Help	We now support HTML based Online Help files.	All

Sales | Purchasing | Service

SAP Business One 9.3

RMA - Return Material Agreement (1/2)

Feature

- Create a Return Request (A/R) or Goods Return Request (A/P).

- This pre-step for the return document includes the agreed quantities, prices, return reason and return action before the goods are actually returned.

- For Goods Return Request you can manage serials and batches.

- Request transaction creates an allocation on the item master record.

Benefit

- Enables management and tracking of the return process.

- Increased transparency.

RMA - Return Material Agreement (2/2)

Feature

- Return Requests and Goods Return Requests can now be:
  - Listed within Open Items List.
  - Added to a Service Call.

Benefit

- Additional reporting.
- Incorporate returns process into Service Calls.

Gross Price Mode

Feature

- Use Gross or Net prices in documents.
- Maintain Gross or Net pricelists.
- BP price mode setting drives use of Gross or Net prices in documents

Benefit

- Supports retail businesses
- Streamlined gross price calculation method

*Not available in Brazil, India or Israel localizations

Price Lists (1/2)

Feature

- Define price per pricing unit, e.g. price per 1000 units of a given item.
- Price list reflects this with the additional field Pricing Unit.

Benefit

- Accurate pricing for small value items.
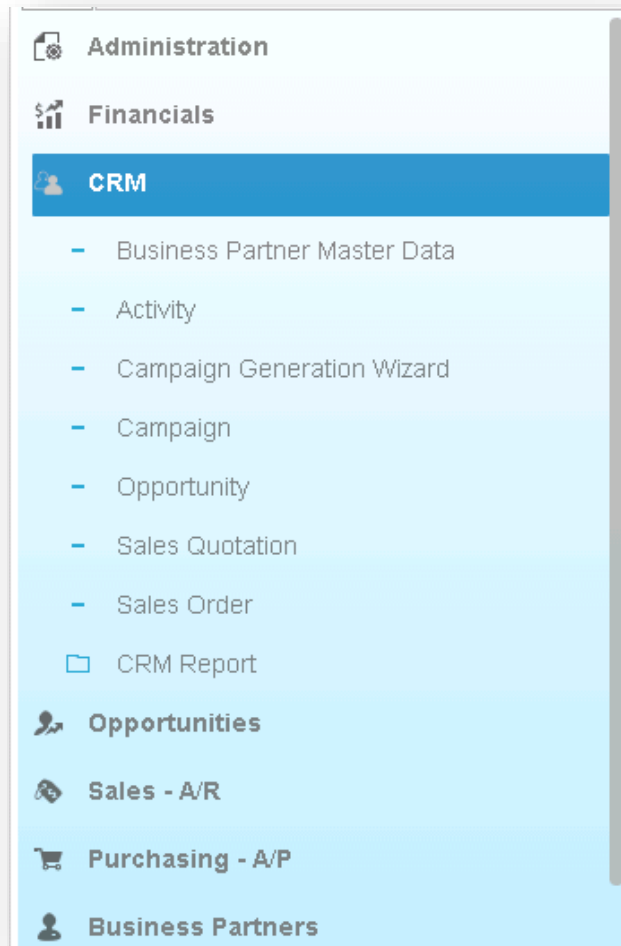
Price Lists (2/2)

Feature

- Pricing hierarchy per BP – options to override the existing logic for selecting effective prices by applying the highest/lowest price per BP.

- Special prices can be limited by an active period.

Benefit

- More flexible pricing functionality by BP.

- Minimize incorrect discounting and maximizing revenue.

- Increase productivity and simplify customization.

Centralized CRM Module

Administration
Financials
CRM
   – Business Partner Master Data
   – Activity
   – Campaign Generation Wizard
   – Campaign
   – Opportunity
   – Sales Quotation
   – Sales Order
   📁 CRM Report
Opportunities
Sales - A/R
Purchasing - A/P
Business Partners

Feature

- New module "CRM" is added under the financials module, listing all the functions related to CRM.

Benefit

- Centralized CRM module enhances usability and increases productivity.

CRM Enhancements

Feature

- Activity can be assigned to multiple users/employees; respective recipient lists can be created and maintained for this purpose.
- Activities Overview indicates handlers, be it single or multiple.

Benefit

- Increases efficiency - no need to create an activity for each user.

Campaign Management

Feature

- Manage authorisations for generating and executing campaigns.
- Load saved campaigns, executed or non-executed.
- Find function added to the following forms:
  - Target Group Details
  - Target BPs in Manual Campaign
  - Target BPs in Campaign Generation Wizard
- Campaign List – Selection Criteria expanded to enable filtering by linked Documents.
- Sales Amount and Gross Profit reflected in Campaign List.

Benefit

- Users can differentiate between executed and non-executed campaigns.
- Improved usability and analysis of campaign successes and failures.
- More easily search for details within a target BP list.
- Greater control over campaign execution.

Blanket Agreements (1/2)

Sales Blanket Agreement

BP Code	C50000	No.	Primary	4
BP Name	ADA Technologies	Agreement Method	Items Method	
Contact Person	Mary Brown	Start Date	08.06.17	
Customer Ref. No.		End Date		
BP Currency	EUR	Exchange Rate	1.2000	
Telephone No.	+49 949 32728389	BP Project	PR1	
E-Mail	mary.brown@ada-tech.co	Termination Date		
		Signing Date	08.06.17	

Description
☐ Set as Default

General | Details | Documents | Attachments | Recurring Transactions

Agreement Type	General	Status	On Hold
☑ Ignore Prices Specified in Blanket Agreement			
Payment Terms	2P10Net30	Owner	
Payment Method	Incoming BT	☐ Renewal	
Shipping Type	Fedex EM	Reminder	Day(s)
Settlement Probability %	0.00		
Remarks			

#	Group	Planned Quantity	Unit Price	Cumulative Committed Quantity	Cumulative Committed Amount...	Cumu...
1	Printers	100	EUR 100.00	10	GBP 2,500.00	50
2						

Feature

- Determine exchange rate in blanket agreement when BP currency is foreign currency and blanket agreement is managed on the document header.

- Enable updating planned amount, planned quantity, and price in blanket agreement that is linked to other documents.

- Add committed/ordered qty/amount to *Details* tab.

- Control the deviation from blanket agreement planned amount or planned quantity.

- Determine shipment type within the blanket agreement.

- Payment Method and Payment Terms in the blanket agreement can be determined when the blanket agreement is not managed on the document header.

- When no document is linked to the blanket agreement, you are able to update the Start Date.

- Option to automatically assign a valid Blanket Agreement where no default Blanket Agreement is chosen from many and only one is valid.

- Manage customer/vendor reference no. in blanket agreement.

- Display document status in Documents tab.

- Manage project code in blanket agreement.

Blanket Agreements (2/2)

Benefit

- Exchange rates can be an agreed blanket agreement term.

- Increases flexibility and productivity - user can update the blanket agreement terms instead of creating new one.

- Easily track committed/ordered qty/amount in blanket agreement which is not delivered yet.

- Better control over the purchasing process by blocking deviations from blanket agreements.

Sales | Purchasing | Service

Feature	Description	Localization
Business Partner Master Data	Changing details in payment terms can be set to apply to new Business Partners only.	All
Electronic Documents	You can import XML electronic AP documents with possibility to define import formats per document type using Electronic File Manager (EFM). A new Web Service is available as a SAP Business One Integration Framework (B1iF) package for easier and stable creation of Electronic Documents and related electronic communication.	All

Financial Management

SAP Business One 9.3

Financial Scenario Updates (1/3)

Feature

- Additional drawers in the Chart Of Accounts (CoA) - total of 10 drawers in all localizations.
- New Level field available to expand/collapse account listing directly in the CoA form.
- Primary Closing Account can be defined per P&L Account *(Applicable to certain localizations only)*.

Benefit

- Better support for large enterprise customers and decreases maintenance costs.
- Accurate period closing.

Financial Scenario Updates (2/3)

Feature

- Additional new category introduced - Trial Balance.
- All categories have predefined sub-categories with ability to define new ones for Balance Sheet and Profit and Loss.
- Restrict the account balance to within a range with ability to block posting.

Benefit

- Categories can help in consolidating large enterprises.
- Better control over account balances.

Financial Scenario Updates (3/3)

Feature

- Journal Entry Remarks can be made mandatory for Header, Rows or both.

- Remark Template to maintain defaults in rows.

Benefit

- Enforce best practices and auditability.

Cost Accounting Ledger (1/3)

Feature

- Maintain separate numbering series marked as "Cost Accounting Adjustment Only".
- New transaction called "Cost Center Transfer" for allocating costs between cost centers.
- Flag for "Cost Accounting Adjustment Only" restricts use of the account to cost accounting transactions.

Benefit

- Better management of costs to Cost Centers.
- Audit trail can be maintained by department based on dedicated numbering series.

Cost Accounting Ledger (2/3)

Feature

- Allocate costs to correct cost centers directly from the Distribution report.

Benefit

- Quicker cost reallocation.
- Increase productivity.

Cost Accounting Ledger (3/3)

Feature

- Set up Default Series and Default GL Account to automatically populate Cost Accounting Adjustment transactions.
- Journal Voucher adapted to cater for Cost Accounting Adjustment transactions.

Benefit

- Journal Vouchers aligned with Journal entry functionality.

GL Account Determination Matrix

Feature

- Up to 5 user defined fields can be managed in the determination criteria screen.

- You can use these 5 UDFs in defining the rules in the Advanced G/L Account Determination Rules screen.

- Options available:

  - All – criteria not relevant

  - Empty – field must be empty

  - Filled – field must have a value

  - Enter Value – field has a specific value

Benefit

- More flexibility in determining account to be posted to based on business criteria.

Integrated Payment Engine

Feature

- Integrated bank file created when Electronic File Manager (EFM) designed outbound bank file formats are linked to the payment method selected in the Payment Wizard.

- Note: Historical .dll bank file formats not designed with the EFM addon still require the Payment Engine Add-on.

Benefit

- Smoother and faster execution of payments and creation of bank files sent to house bank and/or customer bank.

- Payment wizard is more intuitive.

- No need to install the separate add-on, less time consuming and ready to use after installation.

Scheduled Batch Processing

Payment Wizard

Save Options
Specify how you want to process the payment wizard results: - Save selection criteria without recommendation report- Save recommendation report for future payment run- Generate payment orders - Generate payments and payment documents

- ○ Save Selection Criteria Only
- ○ Save Recommendations
- ○ Execute Payment Order Run
- ○ Execute Payment Run
- ◉ Execute Payment Run on Server
  - Scheduled Time   09.06.17   12:00

System Message

Payment wizard successfully scheduled

OK

Payment Wizard

Payment Run Selection
To create a payment run, select "Start New Payment Run".To view the selection criteria/recommendation report of a payment run, select "Load Saved Payment Run".To view an executed payment run, select "View Executed Payment Runs".

- ○ Start New Payment Run
- ◉ Load Saved Payment Run
  - ☐ View Executed Payment Runs

Find

#	Payment Run Name	Date	Total	No. of Payments	Status
1	Wiz20170608n1	08.06.17	P 23,955.76	0	Scheduled

Feature

- Leverage the service layer for parallel processing on the server-side.
- Tasks are dispatched and scheduled in the Job Server.
- Payment Wizard transactions will initially be supported.
- New *Execute Payment Run on Server* option in the Payment Wizard with ability to schedule a specific date and time.

Benefit

- Handle heavy transactions with parallel processing.
- Allows users to close the payment wizard form or even the SAP Business One client as the task is running on the server side.
- Reduces the load on the client side by scheduling a future date and time for processing on the server.
- Faster processing time for large transactions.

Electronic File Layout Templates

Feature

- Export SAP Business One form data into various file formats using XML. See SAP Note.

- Create Crystal reports out of the XML and assign required fields inside EFM mapping file.

- Assign EFM GEP files as electronic file for any report.

Benefit

- Flexible generation of output files.

- One click user experience with generation of electronic reports with simple print preview.

Financial Management

Feature	Description	Localization
IFRS Revenue Recognition Enhancements	In addition to Blanket Agreement (BA) enhancements, following features also help fulfil the new IFRS 15 Standard: Revenue from contracts with customers: - Currency handling on BA - Approval procedures for BA	All
Manage Change Log for Block Negative Inventory By	Support viewing history of changes made to the setting: Block Negative Inventory By. The fields BlockZero and NegStoLv in table CINF are moved to table OADM.	All

Project Management

SAP Business One 9.3

Project Management (1/3)

Feature

- The context menu links to:
  - Project Overview form detailing the entire project and it's hierarchical structure in one table.
  - Time Sheet Report.
- Create stage dependencies across different project levels including subprojects.
- New column under Stages tab - *Finished Date* allows users to define an actual finish date of each stage which can be compared to the planned end date.
- A *Stage ID* field has been created to better link projects to marketing documents and employee time sheets.
- A new Time Sheet Report clearly displays the link between a project and time worked on the project by employee.
- Under Documents and Work Orders section, a new *Chargeable* tick box field indicates if a connected document line is chargeable to a customer.
- Additional project related information is added to the Activity form and users can also set an activity relevant for project billing.

Project Management (2/3)

Feature

- New Billing Document Generation Wizard allows users to recharge costs or bill a project.
- The billing wizard collects open document lines and billable items connected to the project for invoicing.
- Creates AR Delivery or AR Invoice documents based on the project data stored in the Project Management form.

Benefit

- Users have a holistic overview of projects and detailed information related to each project.
- Increases productivity and transparency.
- The billing wizard streamlines the standard billing or milestone billing process and helps improve efficiency.

Project Management (3/3)
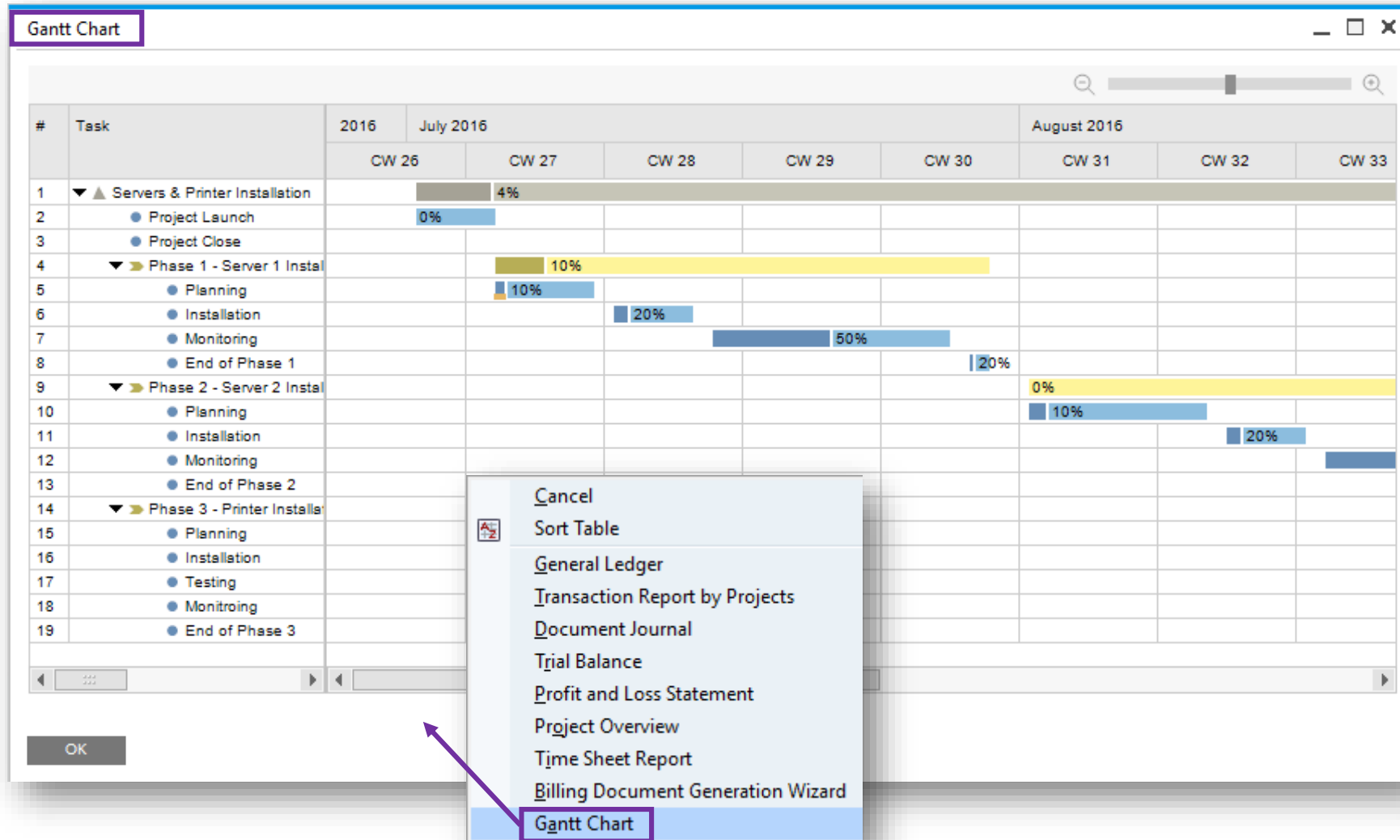
Feature

- Access a Gantt Chart via context menu in Project window.
- The Gantt Chart visualizes the project as a whole.
-

•Benefit

- More transparency, increased productivity, and enhanced usability.

Production

SAP Business One 9.3

Resource Capacity

Feature

- Supports Single Run Capacity which is the available daily capacity of a single resource unit, assuming a Production Order can only be produced on one resource unit at a time.

- Ability to calculate Single Run Capacity by including and/or excluding Daily Capacity Factors.

- Ability to set daily capacity basis using 'Set Internal Capacity to Single Run Capacity' which will allocate a default budgeted capacity of hours per day.

- Resource Capacity window will highlight the maximum daily single run capacity available.

Benefit

- Ability to differentiate between Daily Capacity and Single Run Capacity by including and/or excluding Daily Capacity Factors.

- Supports production orders that are only able to be produced on a single machine.

- Reflects the number of capacity resources a production order can consume on each working day.

Production Routing (1/3)

Feature

- New routing function facilitates production processing through a defined sequence of production stages.

- A new *Routing Stage – Setup* window allows you to define Route Stages.

- Multiple routing stages are added into Production Order structures.

- Allows you to define the route sequence of any combination of Production Order line types.

- New *Priority* field allows you to manually enter a priority of the Production Order. The lower the number, the more important the Production Order.

- An ability to control stage start and end dates with a new *Routing Date Calculation* field to choose *On Start Date, On End Date, Start Date Forwards* or *End Date Backwards.* This can automatically calculate date dependences between route stages in the Production Order.

- The *Issue Components* window allows you to filter which Production Order component lines will be passed into the drawn document.

Production Routing (2/3)

Feature

- Bill of Materials form has been redesigned to improve usability and support routing stages and sequencing.
- Multiple routing stages are added into Bill of Material structures.
- Allows you to define a route sequence of any combination of BOM line types.
- Change the order of and entire stage as a group.
- Add UDF's to the new row Type - Route Stage
- New columns on Bill of Materials Report – Route Sequence, Route Stage and Route Stage Description showing related stage information valid at the time of transaction.

Production Routing (3/3)

Feature

- The Pick & Pack Manager has been renamed to Pick Pack and Production Manager.

- New fields to the Open, Released and Picked Drawers make it usable as a simple Production Manager console, such as Route Stage, Route Sequence, Product No. and Production Priority.

- Filter your selection criteria by a number of Production Order attributes such as Start Date, Route Stage, Route Sequence and Production Priority.

Benefit

- Ability to plan, execute and manage basic route based production.

- A significant enhancement for all businesses with a light production requirement.

- Enables greater control over production-related item and resource component management.

- Provides an estimated understanding of when component demand may be required.

Inventory | Distribution

SAP Business One 9.3

Unit of Measure (UoM)

Feature

- View batch quantities in terms of the document UoM from which the Batch assignment/allocation screen is triggered.

Benefit

- Less confusion: batch selection corresponds to quantity in the document and not the Inventory (storage) UoM.
- Increase warehousing efficiency.

Inventory | Distribution

Feature	Description	Localization
Drop-Ship Warehouse in Template BOM	Drop-Ship warehouse is now available to be chosen in a BOM of type Template.	All

Business Intelligence

SAP Business One 9.3

Analytical Portal (1/2)

Feature

- Ability to publish and share documents via the Analytical Portal for:
  - ➢ Crystal Reports
  - ➢ MS Excel
- Access the Analytical Portal via this URL: https://*<hana-server>*:*<Port>*/Portal
- Ability to access the Analytical Portal for every user but only authorized reports are being displayed
- The authorized documents can be downloaded or run in different formats:
  - ➢ MS Excel – PDF, Excel or HTML
  - ➢ Crystal Reports – PDF
- It is not necessary to have an SAP Business One Client or MS Excel installed on client side.
- The documents can be run on different devices such as a web client or mobile device.
- On Premise and On Demand users are supported.

Analytical Portal (2/2)

Feature

- Favorite Reports tab appears when a minimum of one report is marked as a favorite.
- Documents can be downloaded directly, or scheduled (daily, weekly, monthly) and sent via mail.
- Report runs (scheduled or manual) are saved in the Report History area:
  - Information like report name, type, start date time, run status etc. are listed.
  - The report result can be downloaded and viewed.
  - The maximum number of report results for each report scheduling task can be configured.

Benefit

- Provides an overview of scheduled reports and historical data.
- Documents can be scheduled and are available on different devices.

New Cockpit Templates 1/2

Feature

- New Cockpit Templates available for Finance, Sales, Purchase and Inventory
- Users can create own Cockpit Templates and set them as Public
- Selection of available Cockpit Templates via "Select Templates" button
- Choose the template which should be shown

Benefit

- Possibility to create different views
- More flexibility
- Create different Cockpit views for different roles or for test purposes

New Cockpit Templates 2/2

Feature

- Newly created Cockpit Templates can be published to all users
- To do this special authorization is necessary
- Cockpit template can be assigned by a power user to special user groups
- For each system authorization group a default Cockpit Template is available
- Only one template can be assigned to one default authorization group

Benefit

- Possibility to create different Cockpit views
- Central template management and assignment

Pervasive Analytics Dashboard Designer
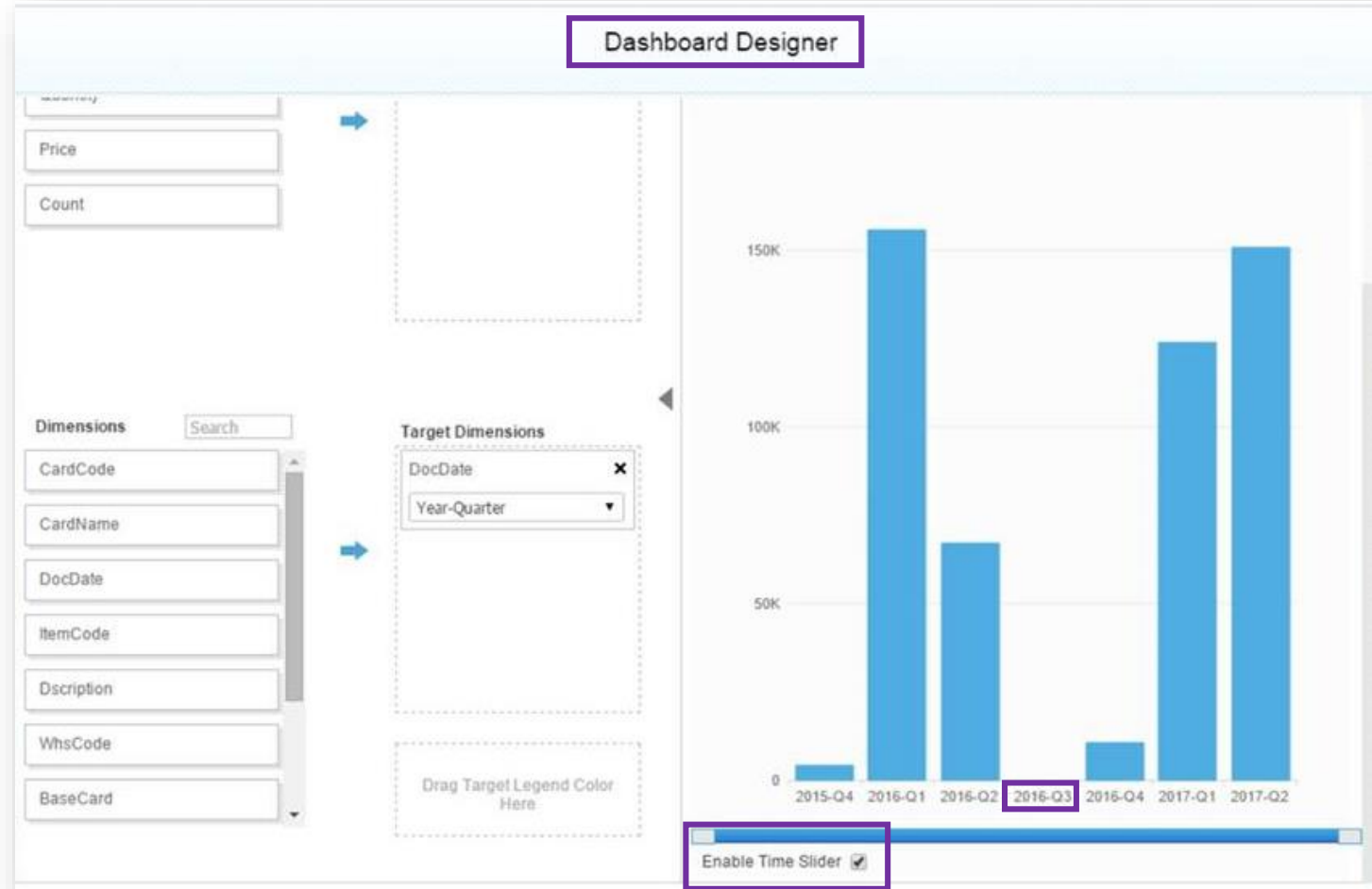
Feature

- User can enable the Time Slider function.
- After enabling Time Slider, empty data records are shown in the Dashboard.
- Empty data records are shown as zero.

Benefit

- All units of time (day, month, week, year etc.) are shown in the Dashboard.
- Provides an overview of the whole time frame including records shown as zero with no interruption.

Platform | Extensibility

SAP Business One 9.3

Web-based Workflow Management

Feature

- Web-based management.
- Improved performance (response time) and stability.

Benefit

- Unified and centralized configuration in the System Landscape Directory.

Company Specific Mailer Configuration

Feature

- Enable company specific mailer configuration.
- Switch between global company mailer configuration and company specific configuration.

Benefit

- Each tenant can have their own mail server in SAP Business One Cloud.

Query Manager UI Enhancements

Feature

- Filter the list of queries by query name.
- Expand the form to fit the results on your screen.

Benefit

- Fast access to queries.
- Full view of long query names and folders.

Platform | Extensibility

Feature	Description
EFM Enhancement	Porting from C# to JAVA to support electronic invoices in service layer (Portugal only).
SAP Business One Studio	SAP Business One Studio supports Visual Studio 2015 and TFS (Team Foundation Server) 2015.
X-App Supports SSO for Service Layer	X-Apps can make calls to Service Layer without requiring the end user login again.
UI-API Lost Focus-Get Focus Improvements	Improved performance of grids when updating calculation fields
Support XML methods for SAPbouiCOM.DBDataSource	Fast data retrieve and manipulation on DBDataSource.
Service Layer as a Service*	A new service on the Service Layer platform which exposes semantic layer views in OData format. * Planned for later patch level in SAP Business One 9.3, version for SAP HANA
Optimized Login Connection	Connect method optimization

Lifecycle Management

SAP Business One 9.3

Centralized Deployment

Feature

- Register MS Windows and SUSE Linux machines of a company
- Remotely install and use the SLD agent for various operations, such as:
  - Creating Server Repository (SBO-COMMON)
  - Installing SAP Business One Client remotely
  - Adding Demo Databases
  - Upgrading SAP Business One Database

Benefit

- Comprehensive and direct management of the company landscape at hand
- Save time in implementation tasks

Embedded Incident Reporting

Feature

- Instantly record a problem inside SAP Business One Client
- Document all taken steps as screenshots with text
- E-mail report including issue description and file path to Partner WebDAV is sent to partner by the Remote Support Platform

Benefit

- Provides accurate issue description to SAP Partner
- Reports problems internally to get direct support from colleagues within the company

Remote Support Platform 3.2
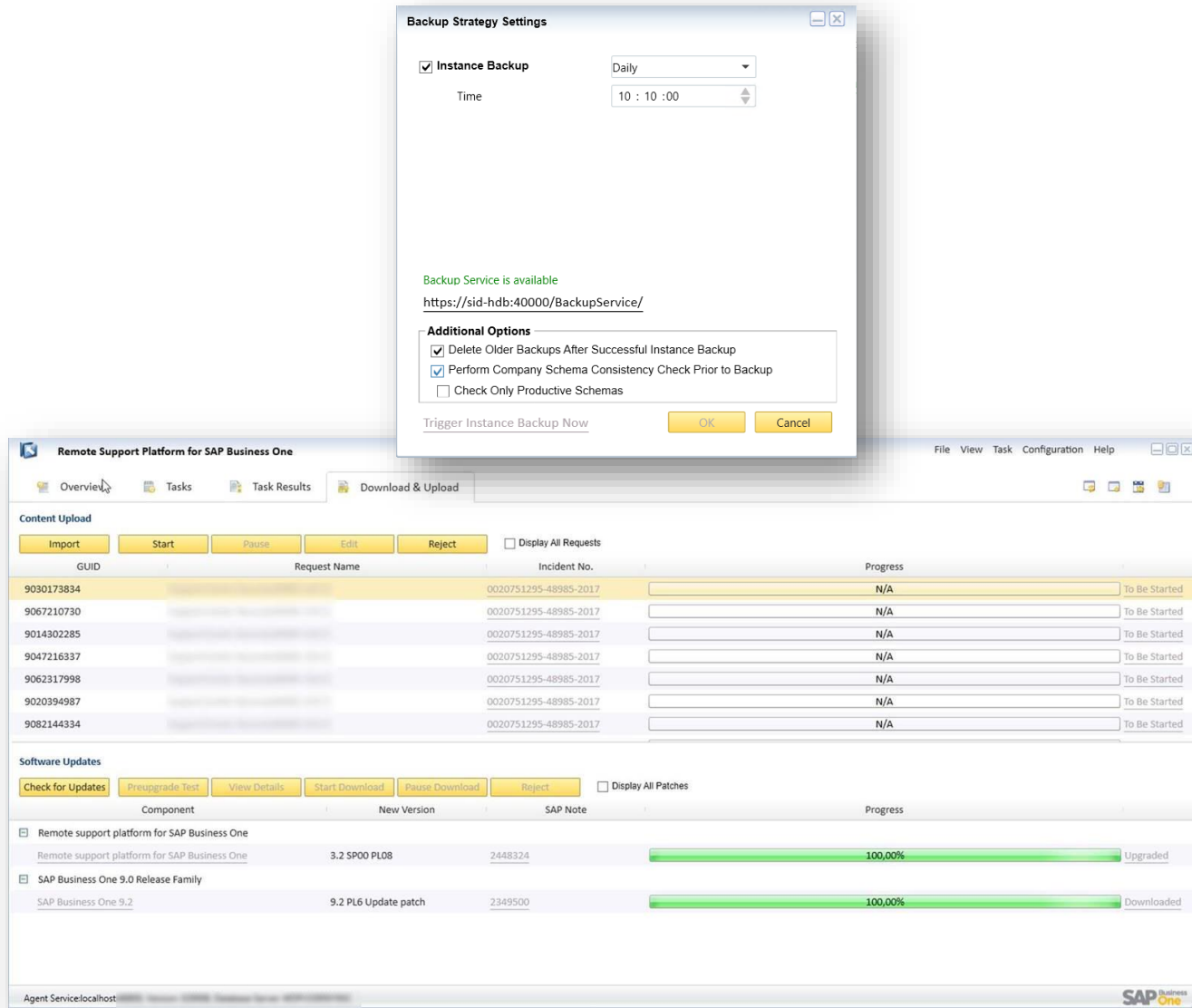
Latest Features

- Schema Consistency Check enforcement to Instance Backup feature
  - RSP Task 2315090 performs SAP HANA schema consistency checks described in SAP Note 2116157
  - Ability to run on productive databases only
  - Ability to get email notification about status change
- Simplified Content Upload Requests (CUR) for upload of GoToAssist recordings
  - No need to email the Content Upload request and encryption key.

Benefits

- Consistency check strategy
- Quicker and more effective support

Note: As of SAP Business One 9.3, RSP's versioning is de-coupled from SAP Business One's versioning. RSP 3.2 patches will be delivered together with SAP Business One 9.3, thus allowing a flexible software delivery of RSP.

Thank you.

SAP Global SME Business Unit I Rollout Services