

**mySAP.com**  
**E-Business Solutions**



**mySAP™**  
**AEROSPACE &**  
**DEFENSE**

THE BEST-RUN E-BUSINESSES RUN SAP



## **mySAP™ AEROSPACE & DEFENSE IS OPEN FOR BUSINESS**

In today's world, no one is an island. Every individual, every department, and every company is part of a larger value chain that includes colleagues, customers, suppliers – and even competitors.

That's why the mySAP.com® family of solutions is built for the new realities of collaborative commerce. Each one delivers powerful e-business tools based on our three decades of experience with customers large and small. And through our commitment to open technology standards, each is designed to work seamlessly with all other SAP solutions – and those of other providers.

As a result, more than 17,500 organizations around the world are open to new levels of efficiency, productivity, and profitability. Because mySAP.com solutions are open, for business.

Now, mySAP™ Aerospace & Defense (mySAP™ A&D) brings this open approach to the special needs of the aerospace and defense industry, providing the tools, business practices, and industry expertise you need to succeed in today's fully connected world.

## CHALLENGES AND CHANGE – INTERNALLY AND AROUND THE WORLD



In the aerospace and defense industry, businesses must contend with a complex array of challenging trends. From ongoing globalization and consolidation, to the introduction of new technologies, to fierce competition, your company must navigate an ever-changing market landscape. It's a world that demands that your company to be increasingly flexible and responsive and, at the same time, provide higher quality goods and services more efficiently.

To succeed, your company must excel on many fronts. You have to know your true cost structures. Be prepared for mergers and acquisitions. Bring inventories under control. Capitalize on e-business. Build alliances. Drive innovation in products, processes, and engineering – and bring those innovations to market with increasing speed. And, above all, you must meet the needs of sophisticated, discerning customers.

To help companies succeed in this demanding environment, SAP has created mySAP™ Aerospace & Defense – a comprehensive, integrated set of solutions, specifically designed for the aerospace and defense industry. With mySAP A&D, your company can control costs more effectively, enhance quality, shorten time-to-market – and, ultimately, better reach customers in an increasingly dynamic and competitive market.

# OUTFITTING THE INDUSTRY FOR SUCCESS



To help companies thrive in this changing world, mySAP A&D offers solutions tailored to meet the needs of several key industry segments:

## ■ Defense

mySAP A&D for defense provides solutions for contract and program management for both commercial and governmental contracts, cross-contract planning, and supply chain management with contract pegging.

## ■ Manufacturing

mySAP A&D for manufacturing supports processes for research and development, make-to-order, and engineer-to-order processes, including serial-number effectivity and complex project-based costing. Over 200 aerospace and defense manufacturing companies from large multinationals to small component suppliers use mySAP.com solutions.

## ■ Maintenance, Repair, and Overhaul (MRO)

mySAP A&D provides a proven end-to-end MRO solution, which is currently in use by more than 100 MRO service providers worldwide. The solution supports processes for base maintenance, component repair, and line maintenance.

## ■ Airline Operations

A number of airlines use the mySAP A&D solution, which includes financials, route profitability analysis, strategic planning, enterprise portals, customer relationship management, and human resource management.



## A COMPREHENSIVE APPROACH

Drawing on the best elements of the mySAP.com suite of solutions, mySAP A&D helps companies in every segment of the industry to:

- **Integrate and manage the supply chain**  
You can enhance your company's ability to subcontract manufacturing, engineering, procurement, and aftermarket operations, and to plan forecast effectively in changing global markets.
- **Work closely with customers**  
Customer relationship management tools help you understand and serve customers with increasing precision. You can also use our e-selling tools to reach global markets.
- **Manage products and processes**  
mySAP A&D documents and maintains engineering and configuration information throughout a product or project life cycle, giving you up-to-date, critical information when you need it.
- **Gather and interpret business intelligence**  
Sophisticated data-warehousing processes and comprehensive analytics enable you to gather and use valuable, time-sensitive business intelligence. This helps you to identify and address potential problems, from cost overruns to slipping schedules, early and proactively.
- **Take advantage of e-procurement**  
You can streamline the purchasing of goods and services using a comprehensive, end-to-end solution for managing the entire purchasing cycle and for conducting business-to-business procurement – direct and indirect, ad hoc and strategic.
- **Manage and control costs**  
You can keep close tabs on expenditures with real-time financial information, and streamline the financial supply chain to help your company be more agile and improve business performance.
- **Maximize the investment in people**  
A range of solutions gives you the flexibility to manage people around the globe – whether they are working internally or on joint projects with partners.
- **Participate in online marketplaces**  
With mySAP A&D, you can take advantage of both industry and private exchanges to collaborate in global alliances with suppliers, outsourcers, and customers.
- **Collaborate across organizations and systems**  
Enterprise portals give employees and partners access to all the information, applications, and services they need to work independently or to collaborate over the Internet. Users can access systems no matter where they are or what platforms are deployed – something that's especially important in an industry where a project can involve thousands of suppliers and partners.

### EMPOWERING YOUR BUSINESS

With mySAP A&D, your company can have access to the comprehensive, integrated information it needs to boost performance. mySAP A&D delivers powerful business benefits, including:

- **Efficient global operations**  
With cutting-edge Web technologies, the ability to support multiple languages and users from various countries, and global supply chain management tools, mySAP A&D helps you work seamlessly with customers, suppliers, and business partners anywhere in the world.
- **Shorter time-to-market**  
Effective, collaborative, and sophisticated supply-chain management tools, and robust project management capabilities help you bring products to market ahead of competitors.

#### ■ **Reduced risk**

Real-time global information about markets and business performance lets you plan and forecast with increased accuracy, minimizing risk and exposure.

#### ■ **Improved quality and delivery**

You can have access to accurate, timely information and total visibility into customer requirements and production schedules along the entire length of the supply chain. This will enable you to accurately evaluate the impact of a scope change and unforeseen problems, to keep production on track and, to ultimately promise and provide reliable, on-time service, consistently and cost-effectively.

#### ■ **Stronger customer relationships**

Sophisticated customer relationship management capabilities can help you improve customer service, understand customer needs, segment customers, increase sales, and retain your best customers.

#### ■ **Increased agility**

Real-time information from across the supply chain, the flexibility to work seamlessly with partners and customers, and sophisticated business intelligence tools help your company succeed in changing economic environments and global markets. mySAP A&D will also enable you to take advantage of new technologies and innovative processes, and meet evolving customer needs.

### **PROFITING FROM CHANGE**

With mySAP A&D, you can reap both top- and bottom-line benefits. For example, mySAP A&D can help you reduce costs by improving engineering, manufacturing, procurement, and aftermarket services processes. It can also help you identify where your company is incurring costs – and then take effective steps to reduce them.

mySAP A&D can help you find new business opportunities with customers and partners, foster product and service innovation, make sales and marketing campaigns more effective, and anticipate market needs. mySAP A&D also increases your ability to identify and take advantage of opportunities, which contribute directly to your bottom line.

### **FAST START, SMOOTH OPERATION**

You can implement mySAP A&D in several ways. Implement the solution using SAP's proven rapid-implementation methodology, and manage it yourself. Or use a hosted approach to get up and running quickly and cost-effectively with a solution that meets your specific needs.

mySAP A&D can also help you control IT costs over time. A fully integrated, comprehensive, single-source solution, it eliminates extensive up-front integration and ongoing maintenance costs, and upgrade expenses typically associated with pieced-together, best-of-breed solutions.

### **TAKE THE NEXT STEP**

With mySAP A&D, you can reach new levels of responsiveness, speed, and efficiency – and compete more effectively for customers around the world. To learn more about how mySAP A&D can help your company thrive in today's changing global markets, please visit:

<http://www.sap.com/aerospace>



# COMPARE FEATURES AND BENEFITS AND YOU'LL CHOOSE mySAP A&D

FEATURE	BENEFITS
Real-time, global information about markets and your business	<ul style="list-style-type: none"><li>■ Find and resolve problems</li><li>■ Understand and meet customer needs quickly</li><li>■ Improve your decision-making capabilities</li><li>■ Initiate and maintain quality and process improvement efforts</li></ul>
Business acquisition capabilities	<ul style="list-style-type: none"><li>■ Integrate the processes, knowledge, and structures of acquired businesses into your own, rapidly and seamlessly</li></ul>
Role-based enterprise portal	<ul style="list-style-type: none"><li>■ Give users and business partners access to all the information, applications, and services they need in order to work and collaborate</li></ul>
Comprehensive contract, program, and product management	<ul style="list-style-type: none"><li>■ Manage work from end to end – from initial contact to delivering the final product – which will empower you to improve efficiency, quality, and responsiveness</li></ul>
Rapid, cost-effective implementation	<ul style="list-style-type: none"><li>■ Reduce implementation time and costs by using time-tested methodologies and new options, such as hosted solutions</li></ul>
Support for mobile devices and connectivity	<ul style="list-style-type: none"><li>■ Keep in touch with employees in the field and on the road – anytime, anywhere</li></ul>



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