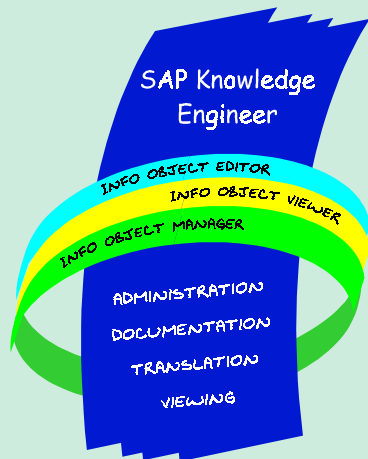


R/3® System

To be able to implement and use your R/3 System effectively, you need the right information in the right place at the right time. SAP's new Web-based documentation allows users to find exactly the information that they need.



SAP® Knowledge Engineer

Web-based Online Documentation

SAP Knowledge Engineer

The SAP Knowledge Engineer provides an integrated, Web-based authoring and translation environment for maintaining, administering, and distributing multimedia information objects. An Internet-technology based component of the R/3 Basis System serves as a repository for the large quantity of information objects that make up your documentation, and also allows you to administer it in a dynamic, multi-user environment.

The SAP Knowledge Engineer covers all the different parts of the documentation process, such as administration, authoring, translation, and viewing, in the following components:

- Info Object Manager
- Info Object Editor
- Info Object Viewer

These components use the latest R/3 techniques, such as R/3 Control Enabling Technology, as well as Internet technology, such as JAVA.

Information Objects -- the Building Blocks

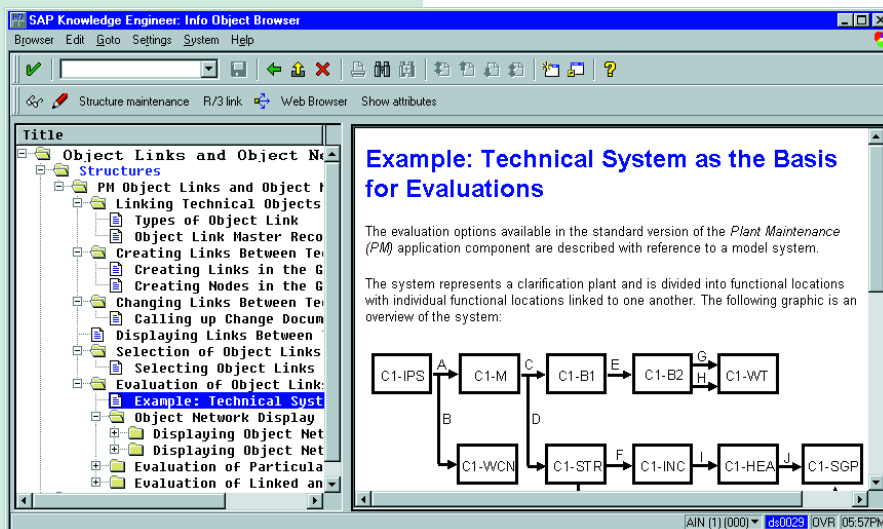
The basic unit in SAP information design is the information object. Information objects can be structured differently according to your various requirements. You can also link them together in any combination using hyperlinks. A where-used list for each information object records all links to it.

Each information object has different versions depending on language, content, or format. These are called context versions. Links between information objects are not context-sensitive. The target of the link is determined dynamically at runtime, based on the context in which the user is currently working, to ensure that the correct document is always displayed.

Core Functions

During the development phase of the SAP Knowledge Engineer, there was continual consultation between the development team and the various end-user groups to determine their requirements. This resulted in the following core functions:

- Transparent structure, allowing navigation within the documentation.
- Inclusion of different information classes, allowing a consistent view throughout the information landscape.
- Context-sensitive links, allowing users to jump directly from the application program to the appropriate section of the documentation.



- Link Assistant, allowing authors to create the context-sensitive links between application programs and information objects.
- Modifiable documentation, allowing customers to adapt and extend documentation to meet their own requirements.
- Search functions, allowing users to find information easily.

SAP Knowledge Engineer Components

Info Object Manager

The Info Object Manager is used to administer authoring and translation. It contains features such as information object status, different versions of objects, where-used lists, and worklists.

Country and industry sector contexts allow you to adapt the documentation even more specifically.

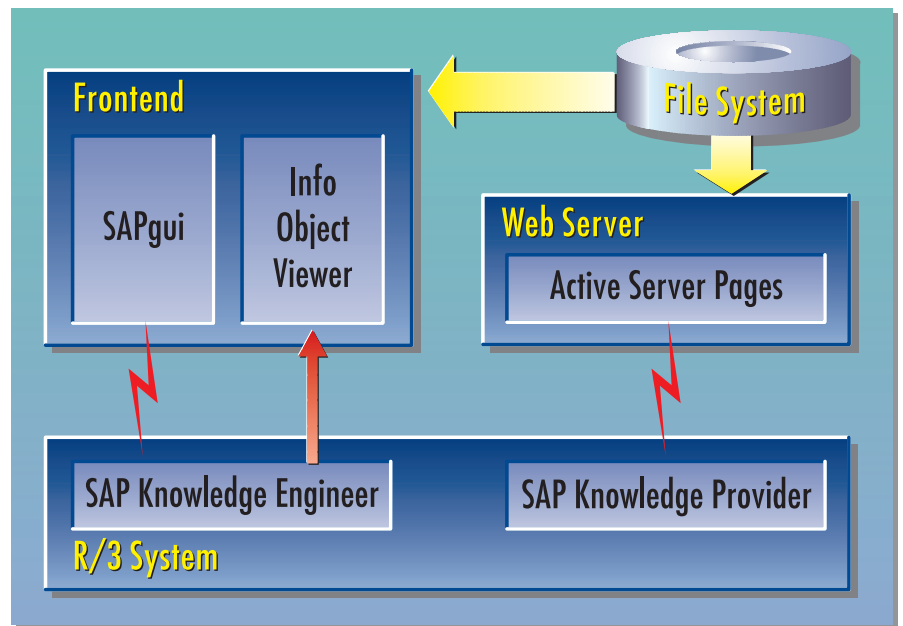
The Checkout function allows users to take information objects out of the multi-user environment and edit them locally.

The Info Object Manager uses R/3 Control Enabling Technology to provide document previews in HTML format.

Info Object Editor

The Info Object Editor is the PC-based component of the SAP Knowledge Engineer. Users can navigate through a tree structure and select information objects. The Info Object Editor then opens an editor - Word 97, for example. A tree OCX allows authors to edit the structure and add new information objects. The Info Object Editor also displays the current editing status of each information object.

Add-ons for the editor allow you to maintain links to other information objects.



The Checkin function allows you to move completed documents back into the central repository. The process includes automatic conversion from the editor format into the display format (such as HTML or GIF).

You can use the Info Object Editor either online or offline. This means that you can work on documents at your PC without an open connection to the R/3 System.

Info Object Viewer

You can display the finished documents using a standard Web browser (Netscape Navigator or MS Internet Explorer). The information layout consists of three parts: the banner, containing universal links such as the R/3 Library or the Glossary, the structure (a table of contents, achieved using a tree applet), and the contents of an information object.

You start the Info Object Viewer from the R/3 System. When you do so, the system uses the logon language, R/3 release, country, and industry component to determine the correct information object context.

Technology and Service

The R/3 software is based on client/server architecture. It is designed as an open system that can be run on operating systems marketed by various vendors. However, SAP is not only a software provider: We also offer an extensive range of services and support centering around AcceleratedSAP (ASAP) – SAP's all-in-one solution for rapid implementation and ongoing optimization of R/3. The R/3 Service & Support program includes preventive system checks, data conversions, remote archiving and system upgrades. We provide expert organizational and technical consulting from the planning phase of your project right through to its execution, as well as in-depth training, and 24-hour support.

The quality management processes implemented for SAP development and SAP consulting in Germany comply with the international standard ISO 9001.

Interested? Then call or write us.