

Mobile Connectivity

## Mobile data – quick, chic and secure: with SAP on your iPhone

»Modern smartphones are playing an ever greater role in the business world thanks to their intuitive operation. The iPhone in particular is becoming increasingly important in this regard. It is therefore obvious that we, as a one-stop IT service provider in the SAP field, will ensure that these efficient devices can also be used for SAP business processes so that up-to-date SAP data can be available anywhere via iPhone.«

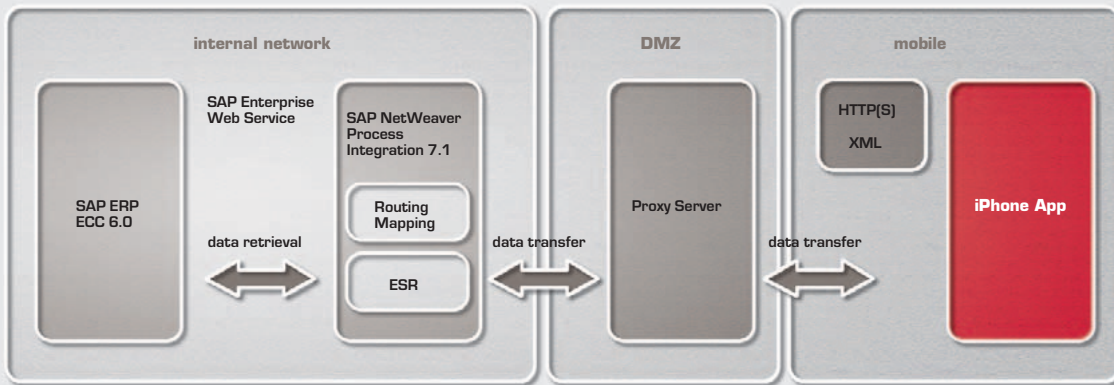
itelligence AG, Bielefeld

The iPhone – a smartphone developed by Apple – has been on the market since mid 2007. With its technical features, the iPhone meets all the basic requirements for mobile office and data communication. In addition to the performance features of a conventional cell phone, the iPhone also

allows data to be transferred onto the device and used there with the help of proprietary programs (known as Apps). This means that SAP data and entire SAP business processes can be made mobile thanks to the iPhone.

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## SAP coupling via iPhone



### iPhone Business Scenarios with SAP: What Areas are of Interest?

In principle, an iPhone business scenario can be used in any process in which employees must access SAP data outside of their normal office environment. A few examples of such a scenario are given here:

- Sales employees can query customer data in a matter of seconds and change addresses or telephone numbers on an ad-hoc basis
- Service employees can make an enquiry about the replacement part inventory, and activate short-term follow-up orders as an option
- Technicians can confirm services performed on the customer's premises by means of an electronic signature on the iPhone
- etc.

### The Solution from itelligence

itelligence has developed a universal adapter which connects the SAP system with the iPhone. This adapter enables users to access individual SAP modules and/or processes. We offer access via SAP NetWeaver Process Integration (SAP NW PI), the universal SAP integration platform. Naturally, it is also possible to use other customer-specific interface configurations. The SAP data are then transferred to the iPhone via a secure connection. The incoming XML data flows are processed here and then displayed. The information entered on the iPhone is then sent back to the SAP system via the SAP NetWeaver PI. In general, nearly all scenarios can be mapped using this technology.



A further possible use is applying for annual leave:

- 1.) A field worker applies for his annual leave via the iPhone.
- 2.) His supervisor approves his request in the SAP system.
- 3.) The field worker receives a confirmation message on his iPhone and can thus check his approved request.

### A secure Solution: iPhone and SAP

When SAP data are made "mobile", attention must be paid to the issue of data security. In addition to the conventional security mechanisms which the SAP system provides, the iPhone also offers additional security features to protect your SAP data. Examples of these features include:

- Password protection for the iPhone
- Universally unique identifier (UUID) for every iPhone
- External access via the security infrastructure

### Technical Requirements

- SAP ERP from 4.7c upwards
- SAP NetWeaver PI (other interfaces on request)
- iPhone OS 3.0
- DMZ proxy server