MACRO|4
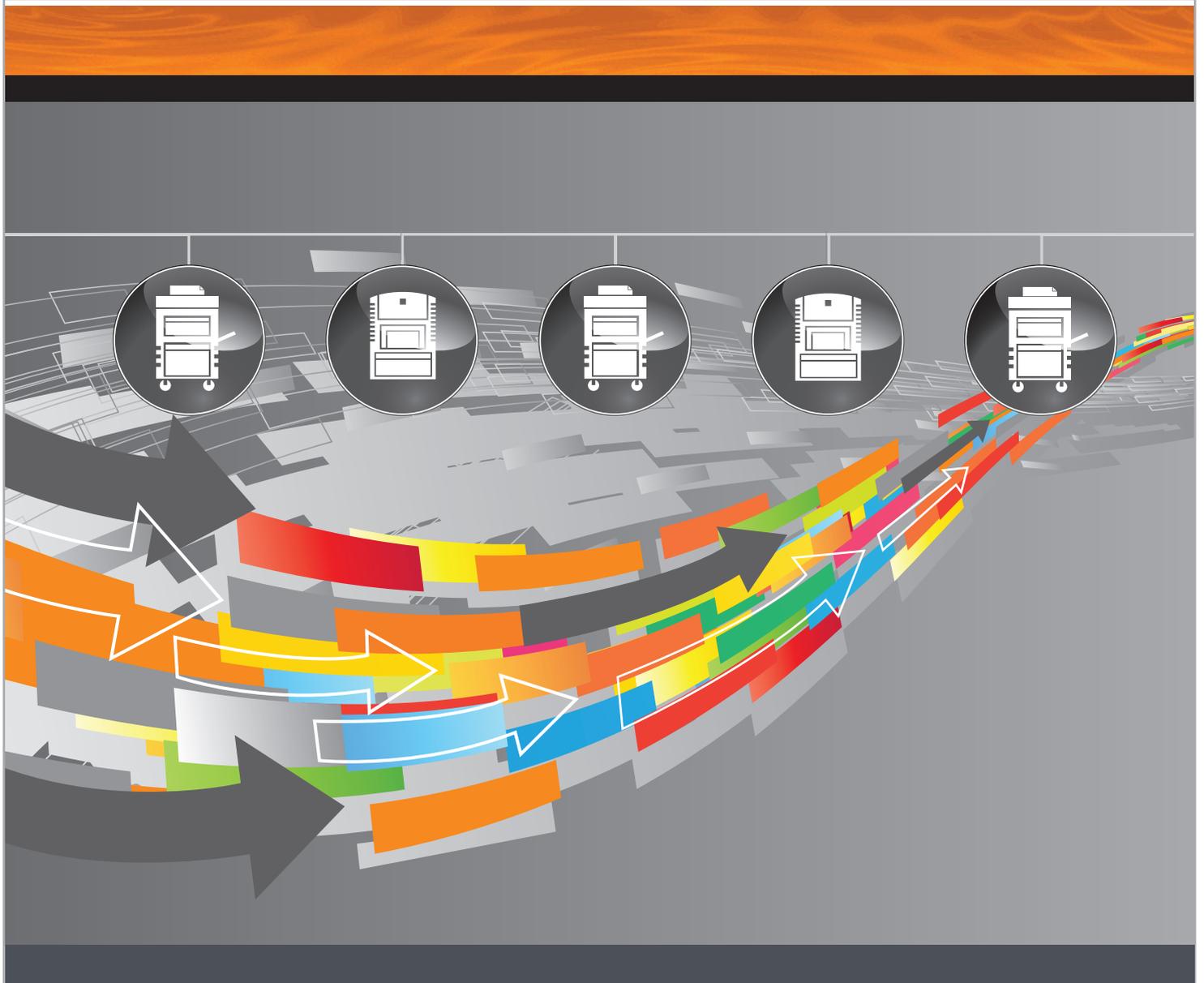A Division of UNICOM® Global

Business-critical output solution

Macro 4 assured output management for SAP® ERP

Reliable business processes with end-to-end control and management of your SAP document output

www.macro4.com

Take control of your business-critical output

Can you guarantee reliable document-centric business processes?

Document delivery is nearly always on the critical path. Disruptions to delivery can have a severe impact on any business, as the following scenarios testify:

▶ Trucks cannot leave the warehouse because delivery notes or picking lists fail to print

▶ Printing problems on the assembly line halt the whole production process

▶ Delayed invoice printing leads to late payment and impacts cash flow

According to the Boston Consulting Group 30% of all business process disruptions are due to document delivery failures.

Macro 4 assured output management for SAP ERP

Our output management solution provides you with the ability to manage the SAP output environment in a controlled way, protecting the value chain and increasing business efficiency:

▶ Safeguarding your business processes through assured delivery of documents and real-time status reporting back to SAP

▶ Minimizing support and maintenance costs through central management and control of all SAP output across the enterprise

▶ Generating cost and time savings by significantly reducing the volume of print-related helpdesk issues, which can account for up to 50% of all helpdesk items

How can you bridge the gap for your SAP output?

Standard SAP printing has limitations which only a specialist output management solution can address:

▶ No assured delivery – you never know if your documents were successfully sent to the printer

▶ No assured printing – you never know if your documents were actually printed

▶ No job status feedback – there is no way to track job status or tell when a job has completed

With certified software for output management, document composition, archiving and SAP NetWeaver Information Lifecycle Management, Macro 4 has the end-to-end solution to manage your SAP documents, offering you:

▶ Assured delivery of your business-critical documents, so the right document reaches the right place at the right time, every time

▶ A fully integrated solution that operates seamlessly within your SAP environment

▶ Optional management of digital channels alongside your printing processes, in a single solution

Macro 4 is a long-term SAP partner and has implemented business-critical output solutions for hundreds of SAP customers worldwide.

SAP Partner

SAP® Certified
Integration with SAP NetWeaver

Key features and business benefits

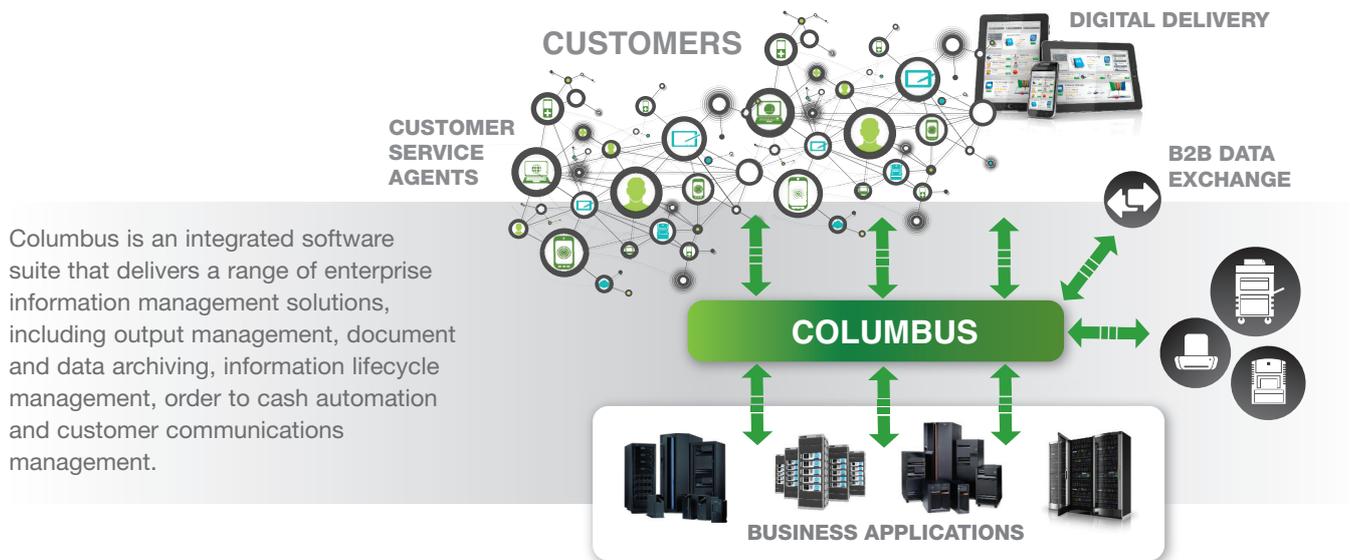The following table highlights the key capabilities of Macro 4's assured output management solution.

Increased business process efficiency and customer satisfaction

Key features	Results in	Business benefits
• End-to-end control of SAP output delivery to printers and digital channels, with certified integration for SAP message control	• Centralized management of all SAP document output • Easy adoption of additional output requirements (such as email, web and mobile delivery)	• Reliable business processes • Faster digital transformation • Lower implementation and support costs
• Transformation of existing SAP output into alternative print or digital formats	• Content automatically repurposed for all printers and digital channels • Multi-channel access to any SAP content	• Seamless multi-channel service • Improved customer experience • Reduced IT workload
• Embellishment of existing SAP documents, adding extra elements such as graphics, text, barcodes and digital signatures	• Better looking documents without any changes to SAP applications • Greater process automation potential, for example through use of barcodes	• Improved customer experience • Faster implementation timescales • Increased business user productivity
• Extended capabilities for creating high quality documents using Smart Forms, SAPscript, RDI, XSF or XFP	• Easier creation of new documents by non-technical staff • Reduced need for SAP skills	• Improved customer experience • Lower implementation costs • Fewer development bottlenecks
• Embedding of fonts in SAP output to support multi-byte character sets	• Instant printing in multiple languages on any printer • No need for printer-resident fonts	• Easier internationalization of content • Fewer support problems • Reduced support effort and costs
• Use of a printer independent SAP Device Type (SAPGOF) to generate the correct output format for each printer	• No need to install specific SAP Device Types for individual printers • A simplified process to add new printers	• Fewer support problems • Reduced system administration • Lower support costs
• Job and device status feedback throughout the document output process, sent directly to the SAP® system	• End-to-end document tracking from the SAP® user interface • Fewer helpdesk calls	• Increased business user productivity • Reduced IT support costs
• End user options for viewing, partial document printing, stopping and restarting printing	• No unnecessary reprinting • Reduced paper waste	• Increased business user productivity • Reduced IT support costs

Reduced operational costs

Key features	Results in	Business benefits
• Multi-platform support	• Quick, easy and flexible integration with your existing IT infrastructure	• Reduced deployment costs • Shorter implementation timescales • Protection of existing hardware investments
• Certified SAP integration for BC-XOM, BC-CON, BC-AL, BC-RDI, BC-XSF, BC-XFP and SAP NetWeaver ILM	• Transparent integration with your SAP environment • Guaranteed upward compatibility	• Reduced deployment costs • Shorter implementation timescales • Reduced risk
• Acceptance of output from any other business application in addition to such as legacy or other ERP systems	• Flexible support for your wider application environment • Enterprise-wide output management	• Lower integration costs • Increased return on investment
• Scalability from tactical solutions to enterprise-wide architectures	• The ability to start small and extend the system over time	• Support for business growth • Increased return on investment
• SNMP interfaces to systems management tools	• Fast problem identification and resolution • Flexible integration with your existing systems management infrastructure	• Lower integration costs • Shorter implementation timescales

Columbus: the technology behind Macro 4's SAP output management solutions

Columbus is an integrated software suite that delivers a range of enterprise information management solutions, including output management, document and data archiving, information lifecycle management, order to cash automation and customer communications management.

CUSTOMERS

CUSTOMER SERVICE AGENTS

DIGITAL DELIVERY

B2B DATA EXCHANGE

COLUMBUS

BUSINESS APPLICATIONS

Why Macro 4?

Macro 4 has over fifteen years' experience of implementing printing and digital delivery solutions for SAP customers operating in a broad range of industry sectors, including both business-to-business and business-to-consumer environments.

Ours is a cost-effective approach, with rapid returns. Because our delivery capabilities work with and enhance your existing SAP applications, you can make improvements quickly and with minimal investment. If you prefer, you can choose a cloud or on-premise software as a service (SaaS) solution, requiring no capital investment at all.

We understand that your reputation is shaped by the way you communicate with the outside world, so you need to get things right first time. Whether you start small and scale up over time or opt for a global launch, our professional services team will provide you with the right consultancy and implementation skills to ensure that your project runs smoothly and meets your business objectives.

For more information on Macro 4 products and services visit www.macro4.com.

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