

target Idea Management Frequently Asked Questions (FAQs)

Last update: July 2009

System Prerequisites

Do I need an SAP software system for the installation?

Yes, the idea management system uses an SAP software system as its technical foundation and therefore an SAP system is required.

Which SAP software release do I need?

To use the latest technology, you preferably need SAP ERP 6.0. However, any release of SAP ERP software 4.6C or above is sufficient.

Do I need to use SAP's human resources (SAP ERP Human Capital Management) software?

Yes, but only the mini master is required from the HR system. The *Organizational Management* component is useful, but not required.

What can I do if we don't use SAP's human resources software?

To use the idea management system, a small portion of the HR data (mini master) must be periodically exported from the data management system into the SAP system.

Which prerequisites are necessary in terms of hardware, software, database, operating system, browser, and so on?

Only those prerequisites SAP advises for the implementation of their software are required. There are no additional prerequisites from target.

Are there any special requirements on system sizing (disk space, CPU)?

From our experience, we can generally say that the idea management does not result in an additional load on a system that would require any resizing in terms of main memory, disk space, and so on. To be on the safe side, we calculate a memory requirement of 10 KB (without file attachments) for each idea. Companies that use electronic attachments would have an additional memory requirement of approximately 50 KB for each idea.

Installation

How is the software delivered?

Every customer can download the software, including documentation and training materials, using a login name and password. This also applies to service packs provided as part of software maintenance.

How is the software installed?

Typically, the installation of the idea management system takes place in the SAP system containing HR data.

How does the installation take place?

The installation takes place using the Workbench and Customizing requests available in SAP's Transport Management System.

Is target support required for installation?

No.

How long does the installation take?

A few minutes.

What do I do after the installation is completed?

Using the Quick Start Guide, you will be able to start creating the first ideas after just 30 minutes using sample configurations delivered with the software.

Implementation

Which tasks are required?

You first need to create a target concept for the roles, workflow, valuation, templates, and valuations you want to implement. These specifications are then mapped in the software. Finally, legacy data is transferred.

What internal and external resources/expenditures are required?

The implementation project is usually carried out by internal employees. Based on our experience, the effort requires two people (one person each from the business area and from IT) with each person being assigned to the project for 50% of their working time for a period of approximately three months.

A target employee is usually only required for a period of 4-5 days on a consulting basis to handle questions or for quality control.

What if I don't have the necessary internal resources?

target is pleased to assume responsibility for the implementation project, also on a fixed price basis.

How do I customize the software to meet my requirements?

In the Implementation Guide (IMG) for the software, we have described in step-by-step detail how to customize the system.

Are examples included in the standard delivery?

A sample configuration for an idea group is part of the standard delivery and can be used by customers to create their own idea groups.

What is an idea group?

The idea group comprises all ideas that are to be handled similarly according to a works agreement. The organizational assignment of an employee (in other words, the company code or personnel area) determines the idea group.

Can I map several works agreements?

You can do so using several idea groups within one SAP client.

Functions

What functions does the software perform?

The software can map all common functions and all common process models (workflow) in the following areas of idea management:

- Generating and submitting ideas
- Analyzing and valuating ideas
- Implementing ideas
- Rewarding submitters
- Controlling functions

What makes you so sure?

Experience. The software has been successfully implemented by many customers over many years. We have sold more than 600,000 employees licenses for the software.

Integration with SAP Software

Has the software been certified by SAP?

Yes; the software has received “SAP Certified – Powered by SAP NetWeaver” certification from SAP, which means that it is an application that can be implemented on the SAP NetWeaver technology platform.

What makes target software special?

target is the only global provider of idea management software designed to run directly on the SAP NetWeaver platform.

What are the benefits of the target solution? Other providers offer interfaces to SAP software.

An interface requires personal data to be transferred periodically from the SAP system to another system. This means that a certain data redundancy exists. Organizational data can often be very difficult to transfer. In addition, award premiums must be transferred to SAP payroll, usually manually.

Benefits of the target solution:

- Easy sharing of SAP personal and organizational data
- Electronic transfer of award premiums to payroll

- Sharing of existing SAP infrastructure (server, databases, software lifecycle)
- Not a silo solution and very familiar to IT employees and users

Software Maintenance

What does software maintenance include?

- Functional developments
- Technical developments
- Modifications to new SAP software releases
- Support for (suspected) bugs

How does this fit with the maintenance policy from SAP?

Naturally, we are integrated with SAP's maintenance strategy. We are obligated to ensure that our software adheres to a new SAP software release when it reaches general availability (unrestricted shipment). A release is included in software maintenance so long as it applies to the release of the SAP software. All SAP release upgrades are supported by target.

How is the cost of software maintenance determined?

Software maintenance is calculated as a percentage of the one-time cost per license to be paid annually.

User Administration and Role Concept

How are users created and managed in the system?

Users are created and managed using SAP user management.

What roles are supported?

The so-called "power users": project members and idea managers. These are the only individuals required access using the SAP GUI interface.

Additional roles are:

- Submitter
- (Employee's) manager
- Reviewer
- Decision maker
- Person responsible
- Coordinator
- Person responsible for realization
- Interested party
- Committee member
- Any number of customer-specific roles

The owners of these roles never work directly in the SAP system using the SAP GUI interface, but by using simple role-specific intranet forms.

How do users get system authorization?

Users have authorization as they do when logging into SAP systems, using a login name and password.

Is single sign-on possible?

Yes, this is an SAP topic and not specific to the application in question.

Licenses

What is your license model?

The cost per license is determined from the number of employees and the number of ideas typically submitted per year. In other words, there is a basic engine license cost regardless of the actual number of users. If the idea management process is strongly decentralized and carried out by individuals directly in the system, the license cost does not increase.

License fee scales exist for both metrics (number of employees and number of ideas submitted annually), for example, up to 1,000; from 1,001 to 3,000; from 3,001 to 6,000; from 6,001 to 10,000; and then in intervals of 10,000.

Is the license cost a one-time charge or is it to be paid annually?

The license is a one-time charge. If the scale (of employees or annual ideas) is increased, then the difference in costs would be due.

What SAP licenses are required?

Employees who trigger interactive activities for themselves directly in the software (“Submit Own Ideas”) require an employee self-service user license from SAP.

How can ideas be created by employees without an SAP license?

Employee managers, coordinators, and other roles can enter ideas in the system using the “Create Idea for Other Person” service.

Return on Investment

What is the return on investment in this software?

Savings are realized as a result of resources expenditures no longer required, as well as an increase in the implementation of ideas through streamlined processing, greater number of ideas submitted, and idea reuse.

How is idea processing streamlined?

We map the entire process online and automate many steps in the process. In some (extreme) cases, the entire process can take place without paper.

How will more ideas be submitted using the new software?

There are naturally many different factors responsible for determining whether the number of ideas will increase. The new software provides an intranet presence, transparency for all involved, immediate display and maintenance options for idea submitters, employee managers, reviewers, and

decision makers – all which make idea management more attractive to users, which can result in an increased number of users. In addition, idea campaigns can be effectively supported through the system.

How does the software increase idea reuse?

In principle, with an SAP system in place, having very large databases with global access is not an issue. We often replace several legacy systems with one single installation. The data is located in a central database and can be shared. The intranet browser uses sophisticated search methodology so that managers can locate existing solutions that may potentially solve other problems. Interested parties can be informed electronically about ideas that have been realized and then decide if they want to implement those ideas in their department. Furthermore, through a personalized profile, users can subscribe to an idea and then automatically receive targeted information via RSS feed about the ideas in which they are interested.

Total Cost of Ownership (TCO)

What does TCO mean?

Total cost of ownership, or TCO, means that all types of costs of use are taken into account as costs.

What types of costs does this include?

- Licenses
- Software maintenance
- External projects
- Internal projects
- Infrastructure (server, hardware, operating system, database licenses, data security, data networks, ...)
- IT support
- User support
- Interfaces
- Incorrect personal or organizational data
- User training

How can you prove that the software minimizes TCO?

- Because the project can be carried out in large part by your own employees
- Because customers can use their entire existing SAP infrastructure for another application
- Because the application is very familiar to IT and user support staff – as well as general users
- Because no interfaces are required – data is simply shared
- Because the simple forms for decentralized use do not require user training

Transferring Legacy Data

Can I transfer legacy data electronically?

Yes.

How does the transfer of legacy data work?

You transfer the legacy data in the form of tables for which we provide the structure, for example, for basic data, description, submitters, premium data, and so on. The rest is carried out by programs included in the standard software. The legacy data is uploaded using batch input.

Can all data be migrated, for example, electronic attachments?

Yes, you can migrate attachments.

Technology

What technology do you use for the user interface?

As of SAP software release 6.00, we use Web Dynpro for ABAP for the user interface, in other releases, we use the Intranet Transaction Server (ITS).

Do installed base customers need to replace their existing ITS version with the Web Dynpro version?

There is no obligation to do so, as both versions exist in parallel. However, the Web Dynpro version is so much more attractive that our existing customers have found they want to upgrade. You have time to make this decision, as both versions are included in software maintenance for a period of three years. An automated migration support is also available to make the upgrade easier.

Are there samples for service-oriented architecture (SOA)?

Yes, for example, to link to an award premium shop.

What new technology concepts are now supported?

Examples include TREX search and classification, RSS feeds, widgets, and so on.

Can the application be integrated in a corporate portal?

Yes, for example, in SAP NetWeaver Portal.

Can the application be used without a corporate portal?

Yes, simple access to the Intranet using a Web browser is all that is required.

Future Plans

What further developments are planned for the system?

On the one hand, technical innovations by SAP are usual basis for further developments. On the other, the business requirements of our customers serve as an impetus for new developments. The latter developments are usually carried out in close cooperation with a few pilot customers, so that that the developed functionality has already gone through a reality test by the time it is ready for standard delivery to all customers.

What concrete plans do you have?

We are concentrating on the use of Adobe Interactive Forms to enable our customers to include persons in workflows who do not have direct access to idea management software through an intranet or portal.