



# UNISERV SOLUTIONS FOR SAP® BUSINESS SUITE

# SAP® Data Quality, from the European Market Leader

Uniserv are the largest specialized provider of data quality solutions in Europe, with over 42 years experience in Customer Data Quality, Data Management, and Data Integration scenarios.

Uniserv have successfully delivered projects and applications to over 100 SAP® customers since 1997, and as the first company to have certified DQ solutions for SAP in 2002, we've helped organisations handle the data challenges faced at each stage of their SAP project, from data analysis, migration & integration challenges, improving customer interaction and data retrieval in real time scenarios, to designing and delivering long term data quality strategies.

Uniserv's experiences with SAP are from Finance, Insurance, Energy & Utilities, FMCG, Manufacturing, Local Government, Media, and Telco industry sectors, experiences that help us deliver successful industry specific projects and continually improve our solutions for clients.

Our historical focus on customer data challenges, when combined with our Data Quality and Management core competencies, means we're able to offer a unique perspective on data challenges, something that pure-play integration vendors may struggle to deliver. And with the support of our in-house SAP developers and Professional Services consultants, we can walk customer step by step through the process, delivering projects quickly, efficiently, and on time.

Customers benefit from our continuing investment in SAP development resources, from faster support response, quicker solution delivery, more focused advice and support, as well as better products, and the ability to talk directly with data experts, data quality software experts, or SAP developers, really benefits project success. This diversity of skill sets ensures Uniserv can maintain existing products, develop new products as requirements develop, and keep up to date with SAP's own requirements, making Uniserv an ideal long term partner for companies serious about Data Quality in SAP.

## What makes Uniserv's offer for SAP® unique?

- ▶ 15 years experience in successful delivery of solutions in SAP
- ▶ Strong in-house SAP skill sets, to support custom requirements and continual development of new and existing solutions in SAP
- ▶ Data Quality as our core competency, to best advise customers and ensure continual product improvement
- ▶ Unique customer data quality led approach to DQ, DM, and ETL topics
- ▶ Certified solutions for SAP
- ▶ Batch cleansing solutions for configuration and use within SAP
- ▶ Speed of Implementation of solutions.
- ▶ Ease of use
- ▶ Breadth of solution delivery and licensing options, to better match project realities whilst driving value for money for end customer
- ▶ Over 40 years of experience and continual growth from a European viewpoint of data challenges
- ▶ Unique extended reference datasets, to maximise data quality benefits

# Data challenges and SAP Projects

Uniserv helps companies to solve data challenges across all SAP project lifecycle stages, so it's important to understand what these challenges are and their business impact.

## 1. Blueprint, Testing, and Preparation

Understanding business processes, mapping them to SAP, and identifying challenges and modifications that are needed are vital – yet all too often the potential impact of source data is not adequately assessed. This can lead to significant project delays and costs.

## 2. Migration & Go Live

Go live is a critical phase, and “dirty data” can cause serious delays and errors. Incorrect data types, mismatches to formats, structures, and dictionary standards, all cause problems with data loading and can delay projects. Positive user perception when launching a new system is vital to maximize successful user uptake. Use the same old incorrect data in a new system, and you face an uphill struggle to encourage full buy-in and use.

## 3. Production/Live

Once a system is live and core processes are in place, it's time to look at improvements to processes. Real time environments where customers interact with the organisation, such as contact centers, customer services, sales offices, billing, delivery & shipping, and eCommerce interactions, are all areas where improvements in data entry and data

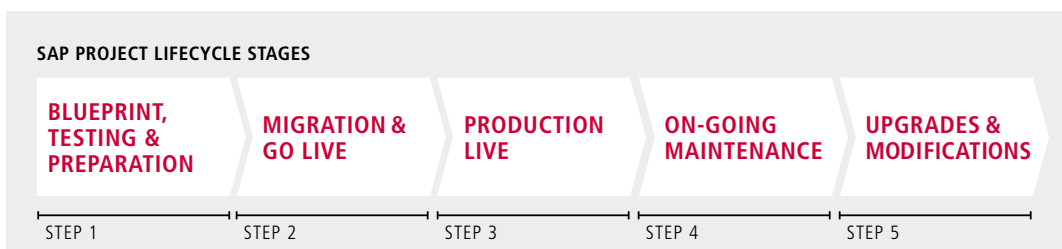
search/retrieval can bring significant efficiency savings. In addition, data entry errors are often the biggest causes of data errors and duplicates, so ensuring these are prevented at point of contact is important.

## 4. On-Going Maintenance

Data deteriorates, and there is the on-going need to maintain existing master data sources, integrate new sources of data (from external agencies or M&A activities), and also to enrich data, to the benefit of business intelligence and decision making. Topics such as corporate compliance and fraud prevention must be considered, as without process to comply or identify attempts at fraud, business can be exposed to significant fines and losses.

## 5. Upgrades & Modifications

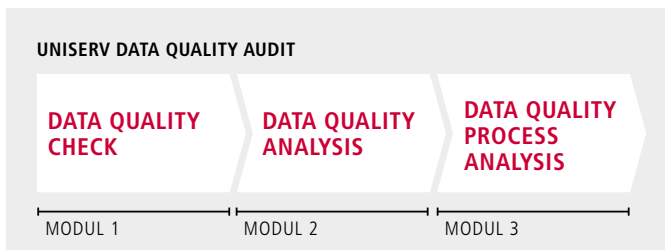
As with all systems, time means the evolution and change of the architectural landscape for companies. Whether that is moving to a new version of SAP, or integrated new 3rd party cloud based applications, or new processes requirements, managing data consistently across an increasingly complex technical landscape is a big challenge. Companies can reap the competitive advantages of enhanced efficiencies, cost savings, improved customer interaction, and better business decision making, if data is consistent across the enterprise. If not, then they risk losing competitive advantage to those that do take this seriously.



# Solution Portfolio

## DQ Audit & DQ Scorecard

The DQ Audit gives valuable insight into the quality of your data, identifies data quality problems, helps in the design of business rules for data, and enables clear-cut recommendations to be made for improving the quality of your data.



Uniserv's DQ Scorecard solution allows companies to track the quality of their data as part of corporate objectives, enabling measurement of success of data governance initiatives. By producing a report taking the results from a range of different DQ tests (e.g. duplicates, postal validation, name validation, syntax checks, etc) a data quality score can be produced. This allows a high level view on data quality in one single report for management, allowing companies to benchmark their results, gain a better understanding of the strengths and weaknesses from a DQ perspective, and provides a tool to use for designing and measuring future KPIs.

### QUICK FACTS

- Master Data Management
- Combined process and data analysis
- Query over several SAP systems/clients
- Recommendations for action and strategy for data quality optimization
- Track and measure data quality for senior management and KPIs

## Data Integration Suite & DQ Explorer

When customers face the task of analysing many different data sources across an enterprise, or wish to manage and run complex data migration and integration projects (e.g. to create cleansed data sources for upload to new or existing SAP systems) the Data Integration Suite and DQ Explorer are designed to solve these challenges.

The Data Integration Suite combines comprehensive functions for data integration and data quality, allowing customers to extract data from a wide range of sources, transform it into different formats and load it into destination systems in a user-friendly user interface (Extract, Transform, Load - ETL).

The Data Quality Explorer is the tool for the carrying out data profiling tasks, allowing users to investigate the actual state of their data. The Data Quality Explorer can not only track down errors, anomalies, inconsistencies, and much more in your databases, but can also assist in improving data quality.

### QUICK FACTS

- Seamless interplay of data quality functions and data transformation functions
- Quick and easy programming of processes
- High transparency
- Intuitive user interface
- Scalable for both big and small data volumes

## Data Quality Batch Suite & Service Layer for SAP

The Data Quality Batch Suite enables complex data quality processes to be integrated within SAP, with a focus on batch processing of high volume data sources. Companies can define the complete processes from within SAP using the Service Layer. In addition, the DQ Batch Suite can also be used stand-alone, or called as part of data processes within the Data Integration Suite for migration and integration scenarios.

The Batch Suite provides you with a powerful workbench for defining data quality processes, offering a variety of functions (i.e. Name and address conversions, Postal validation, Geocoding, Duplicate matching, Data consolidation, Direct Marketing Functions, etc). Data can be analysed, cleansed, re-formatted and re-structured, matching SAP standards, and handling a wide variety of different input formats.

### QUICK FACTS

- Realisation of complex DQ processes possible
- Job control from SAP
- Result visualisation in SAP
- In compliance with audit requirements

## Post for SAP and Mail for SAP

Post for SAP, which is certified for the BC-BAS-PV interface, offers companies the possibility of ensuring that postal addresses are correctly recorded at point of capture. With access to unique reference data for up to 240 countries and territories globally, Post improves speed of data entry, and ensures the accuracy of postal data for all other business processes. Post for SAP also allows address data to be maintained in SAP via a quarterly update feature.

Mail for SAP prevents and identifies duplicate business partners in real-time, and allows SAP users easier access and searching for master data held in SAP.

Using fuzzy and phonetic search methods, Mail for SAP checks to see if business partners already exist, presenting options to the user, and enabling the re-direction to existing business partner records. This same error tolerant searching can be used for a quick search, improving response times when speaking with customers.

Mail's use of fuzzy and phonetic matching capabilities, unique knowledge base reference tables, nicknames tables, and Unicode compliant matching technology, mean that it is the perfect tool for global organisations wanting to reduce duplicated customer information, improve single customer view, and improve customer interactions.

### QUICK FACTS – POST AND MAIL FOR SAP

- Improve accuracy and efficiency of data capture and search in real-time environments.
- International address databases available for worldwide postal validation.
- Country specific knowledge bases to optimize duplicate matching and data search.
- Generic interface for more flexibility, enabling integration into HR, IS-U, IS-M, and customer-specific/non-standard applications.
- Available from SAP release 4.6B and higher.
- Certified for integration with SAP Netweaver via the SAP integration scenarios BC-BAS-PV and BC-BAS-DES.
- Easy integration into all common SAP UIs, e.g. SAP GUI, WebUI, IC Client, etc. with no or little effort.
- Applicable also in SAP software solutions for small/medium-sized enterprises like SAP Business All-in-One

# Solution Portfolio

## Caution & Compliance Framework for SAP

The Caution & Compliance Framework for SAP considers the requirements of the specific compliance legislation (Money Laundering Act, Terrorism Act) but also supports additional areas, for example fraud protection, by identifying suspicious individuals.

Delivered in a real time setting at point of data entry, or in a batch process, the CCF for SAP means that the risk of untrustworthy data creeping into your database is identified and minimized at an early stage. Appropriate action can be taken, and fines and serious losses avoided.

### QUICK FACTS

- Consideration of the legal requirements for the identification of sanctioned business partners
- Can be integrated in existing processes
- Prevention instead of reaction
- Minimization of manual reviewing
- Standard lists integrated, in-house lists can be individually configured
- SOA integration possible

## Enrichment Data

At the heart of Uniserv solutions are reference datasets that help maximise successful data matching, and ensure that data correction is based on recognised reference data sources. For example:

**International Address Data:** Address data sources for 246 countries globally, including reference data in many localised data formats (e.g. Kanji, Simplified Chinese, Traditional Chinese, Hangul, Cyrillic, Hellenic, Hebrew, Arabic, and Thai.)

**Extended datasets:** Unique 3rd party data relationships mean Uniserv have developed enhanced reference datasets for many vital European country postal systems. These expert datasets give vital depth of data for the most accurate matching results.

**Knowledge Bases:** Decades of international experience have been integrated into our knowledge bases, used for data matching and data analysis, in order to achieve best results and handle common data peculiarities and challenges.

**Geocoding:** Geo-coordinates are available for up to 170 countries to premise level, and up to 246 countries to locality.

**Marketing data:** Consumer profiling codes.

**Business data:** Industry classification codes, telephone numbers, registration numbers, names, etc..

# Uniserv Offering for SAP – at a Glance

SAP Project Phase	Uniserv Offer	Key Benefits
<b>Blueprint, Testing, and Preparation</b>	DQ Audit (Service)	<ul style="list-style-type: none"> <li>Understand data challenges for projects before they become critical business issues.</li> <li>Reduce impact of dirty data for successful implementations.</li> </ul>
	DQ Scorecard (Service)	<ul style="list-style-type: none"> <li>Track and measure data quality as a reportable element of corporate performance.</li> </ul>
	Data Integration Suite & DQ Explorer (Software)	<ul style="list-style-type: none"> <li>Analyse and explore cross-enterprise data sources.</li> <li>Understand data and define data rules for the future.</li> <li>Local install, or can be delivered as a project by Uniserv professional services.</li> </ul>
<b>Go Live</b>	Service Bureau (Service)	<ul style="list-style-type: none"> <li>Simple and effective service for cleansing customer data sources.</li> </ul>
	On site Data Management Services	<ul style="list-style-type: none"> <li>Uniserv consultants work at customer site to run data cleansing, data migration, and data integration projects, without data leaving the customer site.</li> </ul>
	Data Integration Suite	<ul style="list-style-type: none"> <li>Deliver ETL capabilities to migration and integration project scenarios.</li> <li>Transform data.</li> <li>Easily project manage complex data migrations and integrations.</li> </ul>
	DQ Batch Suite	<ul style="list-style-type: none"> <li>Cleanse and standardise customer sources in automated batch run.</li> </ul>
<b>Production / Live</b>	Post for SAP	<ul style="list-style-type: none"> <li>Validate address data quickly, and for up to 246 countries, ensuring data accuracy at point of contact.</li> <li>Enrich addresses with geo-codes for up to 246 countries.</li> <li>Choose from local install, SaaS, or Hybrid delivery models.</li> </ul>
	Mail for SAP	<ul style="list-style-type: none"> <li>Prevent duplicate customer records in SAP, and enable faster error tolerant retrieval of existing Business Partner records, improving data accessibility.</li> </ul>
	Caution & Compliance Framework	<ul style="list-style-type: none"> <li>Meet compliance requirements and avoid penalties.</li> <li>Identify fraudulent behaviour, reducing losses.</li> </ul>
<b>On-Going Maintenance</b>	DQ Batch Suite & Service Layer for SAP	<ul style="list-style-type: none"> <li>Maintain accurate data long term, to benefit all business activities relying on customer data.</li> <li>Manage data acquisitions and imports, whilst ensuring data accuracy of master data.</li> </ul>
<b>Upgrades &amp; Modifications</b>	DQ Service Hub	<ul style="list-style-type: none"> <li>Synchronise and standardise data quality and data management across the Enterprise.</li> <li>Maximise success of data governance initiatives.</li> </ul>



## Data quality from the European market leader

**Uniserv is the biggest specialized provider of data quality solutions in Europe with an internationally usable software portfolio and services for data management.**

Data Management combines data quality assurance and data integration. With its solutions, Uniserv supports its customers in initiatives for data quality and projects for data integration, data migration and consolidation as well as data synchronisation, for example in the environment of CRM applications, eBusiness, direct and database marketing, CDI/MDM applications, data warehousing and business intelligence. With several thousand installations

worldwide, Uniserv serves the expectation of a comprehensive solution for all business data throughout the entire data life cycle.

The company employs more than 110 people at its headquarters in Pforzheim, Germany and its branch in Paris, France. Its customers include numerous renowned companies from various industries throughout the world, such as Allianz, Amazon, Dell, Deutsche Bank, eBay, EDEKA, E.ON, France Telecom, Johnson & Johnson, Lufthansa, OTTO, Siemens and Time Warner as well as TUI and Volkswagen.

**For more information please visit [www.uniserv.com](http://www.uniserv.com).**



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