

SAP Integration Scenario BC-ITS-VOICE 70 – Dynpro application- mobile device speech



Bernhard Weiss

Joined SAP in August 1989.
He currently works for the
Integration and Certification Center
at SAP in Walldorf, Germany
([Complete bio appears on page 4](#))

BC-ITS-VOICE 70 (Dynpro application mobile device speech) is a new SAP integration certification scenario making use of the SAP NetWeaver [ITS \(Internet Transaction Server\)](#) server, SAP [ABAP](#) (Advanced Business Application Programming), [SAP Dynpro](#) (Dynamic Program) and [XHTML](#) and voice (for PickByVoice applications).

[SAP](#) and the third-party software vendor called [topsystem Systemhaus GmbH](#) have designed this new integration scenario together which is now available for other third-party software vendors in order to certify PickByVoice enabled third-party software applications.

We interviewed Mr. Ralf Christ topsystem Systemhaus GmbH in order to find out why such a product certification in an SAP environment is important for a third-party solution provider, and what this new integration certification scenario is all about.

Before we go into the details, I would like to introduce **Mr. Ralf Christ** from topsystem Systemhaus GmbH and my colleague **Mr. Ralph Resech** from SAP PS IMS NetWeaver Foundation. With their help and extensive support in design, the [SAP Integration and Certification Center](#) is now rolling out the SAP integration scenario “Dynpro application – mobile device speech” (called BC-ITS-VOICE 70), which is now one of the many [SAP integration scenarios available](#) for third-party product certification.



Ralf Christ – topsystem Systemhaus GmbH

Mr. Christ joined *topsystem Systemhaus GmbH* in 1995. As project manager he is responsible for speech-based projects in logistics, particularly with SAP back end.

topsystem Systemhaus GmbH is a system provider based in Aachen, Germany, which has been developing IT solutions for logistics and aviation since 1995. In the logistics sector, the systems focus on an integrated complete solution for picking by the use of mobile data capturing devices (MDE). The in-house developed innovative speech based picking system '*topSPEECH-Lydia*[®]' was introduced to the market in 2001. Today it is used by a great number of retailers, distribution centers and central warehouses as well as logistic service providers worldwide.

The development of '*topSPEECH-Lydia*[®]' was the logical step towards the implementation of modern technologies for the optimisation of picking applications. The clear objective here is to use new technology to make picking processes more effective and productive.

In contrast to common picking solutions, Pick by Voice offers the decisive advantage of significantly reducing the work steps required for the picking process. The picker receives his orders via headset and confirms the execution by answering to the system via microphone. A significant saving of time is achieved here by making the handling of paper lists or operating mobile barcode readers redundant. The operative can completely concentrate on the actual manual picking process, thus also achieving a better picking accuracy.

The communication with the speech system is realised with a small mobile computer the picker comfortably wears in a case on his belt. As mobile computers, common standard PDAs as well as devices specially designed for rough warehouse environments- like topsystem`s '*VOXter*[®]' – can be used.

Practical experiences have shown that the implementation of Pick by Voice quickly achieves significant increases in quality and productivity, leading to an amortisation of investment often in less than a year.



Ralph Resech – SAP AG

Mr. Resech joined SAP in 1996. As Product Manager within SAP's service organization he is responsible for all the Dynpro based GUI (Graphical User Interface) components like SAP GUI for Windows, SAP GUI for Java, SAP GUI for HTML, SAP Internet Transaction Server (ITS), ITSmobile, SAP Console. Before becoming a Product Manager Mr. Resech worked for 6 years at SAP IT being responsible for SAP's data networks and for 4 years as a software developer within the ITS development team.

As one of the inventors of ITSmobile he used the past 3 years to improve ITSmobile to where it is now, a standard solution to access Dynpro based applications from mobile devices in various ways.

Bernhard Weiss: Why does topsystem GmbH want to have their product certified?

Mr. Christ: topsystem has been focusing on solutions for logistics for a long time. We decided to focus on speech technology as one of our main business segments with an overwhelming response from the market. And of course the customers asked for integration with SAP, one of the biggest SCM system vendors. With SAP, we then found a complaisant partner with excellent support. This confirmed our assumptions that a highly-productive teamwork is possible here and that this teamwork will lead to outstanding benefits for customers who would like to run SAP and voice technology in their supply chain.

Mr. Resech: While developing ITSmobile we found out that there is a demand accessing SAP's applications by voice. While diving deeper into this area we learned to know topsystem and started to share our experiences and ideas. That was the birth of the ITSmobile voice integration. In many workshops we extended our solutions and ideas to make them fit together and to create a powerful solution for our customers. One of our main targets was to stay as close as possible to the industry standards and therefore to make this solution available to our partners. As a result of this we can now offer a standard SAP interface which can be used by anybody who wants to use voice integration to Dynpro based applications.

Bernhard Weiss: What is the integration scenario "BC-ITS-VOICE 70" all about?

Mr. Christ: This integration scenario covers various functions of XHTML + voice. This is to operate a voice enabled client, like the *topSPEECH-Lydia*®-Connector, directly to SAP dynpros by using SAP's Integrated Transaction Server (ITS). The scenario ensures, that the certified software has the sound abilities to run as a voice enabled client directly linked to SAP technology. And we are proud to announce, that *topSPEECH-Lydia*®-Connector has passed this test. Please let me use this opportunity to express our gratitude to SAP's ICC, in particular Mr. Weiss, and Mr. Resech (SAP PS IMS NetWeaver Foundation) for their expert monitoring.

Mr. Resech: The ITSmobile voice integration provides a possibility to connect voice enabled mobile devices directly to an SAP system. The system is accessed by HTTP or HTTPS and creates pages which contain not only HTML code but also XHTML + Voice and Java Speech Grammar Format code. In this certification a vendor of a voice client solution can proof that his client works with this standards and is compatible to the implementation of SAP.

Conclusion / Summary

I would like to thank you **Mr. Christ** and **Mr. Resech** for taking the time to briefly explain this new and exciting SAP interface scenario called **BC-ITS-VOICE 70**.

The highlights are:

1. No middleware – easy integration into any dynpro based SAP-application without middleware
2. 100% online with SAP – real-time inventory of current stock and replenishments
3. No paradigm shift – process logic remains in SAP
4. Completely based on industry standards.

To find out how the SAP Integration and Certification Center (ICC) can support and certify your integration projects involving third-party software and SAP solutions, please go to <http://www.sdn.sap.com/irj/sdn/icc>.

Bernhard Weiss joined SAP during August 1989.

He currently works for the Integration and Certification Center at SAP in Walldorf, Germany

Prior to joining SAP, he worked as a financial analyst and controller and in management information systems for 3 years with a US multinational and UK based corporation. After joining SAP in 1989, he worked 4 1/4 years as a support engineer in R/2 hotline - SAP QSA, in the area R/2 RF. Subsequently, before joining the department ICC, he worked 9 years as a system administrator within SAP IT, in the areas of OS/2, Windows, Linux, Lotus Notes/Domino, training and internal production systems, VMware, 7x24 support, networking, hardware, monitoring. Bernhard's current focus within ICC are SAP NetWeaver integration technologies, for example, J2EE and CCMS, lowering TCO, outsourcing, server and system consolidation of ICC test systems utilizing VMware. In addition to his SAP expertise, Bernhard holds/obtained an MBA (Master of International Business Administration from Thunderbird, The American Graduate School of International Management), BA (Bachelor of Science in Business Administration from Bowling Green State University), and Arts (Associate of Arts from Cuyahoga Community College). Bernhard lived 16 years in the United States and is bilingual in English and German.

Should you have further questions please contact your SAP Integration and Certification Center: icc@sap.com

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