



FLOE

SOLUTION BRIEF

Introduction

Effective communication is the cornerstone of any successful organization. In today's fast-paced business environment, companies rely on seamless channels to interact with customers, partners, suppliers, and employees. However, as organizations adopt more IT systems, managing multiple communication channels within SAP environments becomes increasingly complex. This complexity leads to fragmented user experiences, inefficiencies, and frustration among employees, hindering productivity and collaboration.

Floe is a comprehensive SAP add-on designed to streamline and enhance business communication. Evolving from its initial role as an email tool, Floe now serves as a versatile solution for generating and managing various types of documents directly from SAP systems, including emails, HTML, SMS and PDF documents.

By embracing Floe, organizations can transform their SAP business communications, reduce complexity, and enhance efficiency. Floe positions organizations for success in the modern digital world by simplifying communication channels, empowering business users, and improving both internal and external communications.

The Challenge with SAP Tools

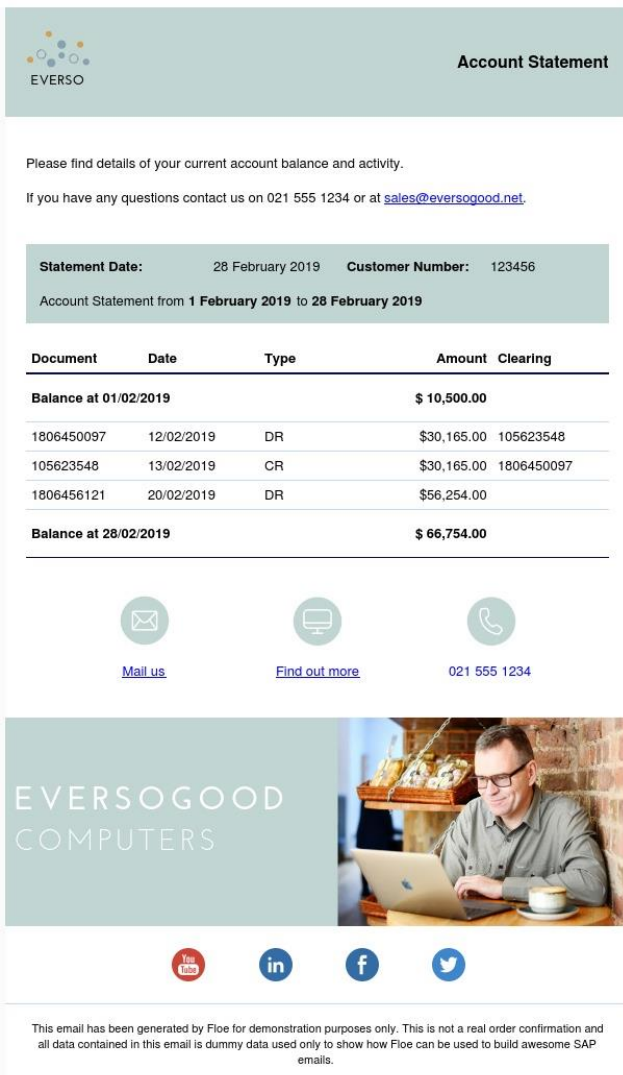
Organizations running SAP often struggle with fragmented communication channels and outdated output technologies. Traditional tools such as SAPscript, Smart Forms, and Adobe Forms are complex, difficult to maintain, and require specialized skills. Managing different output types across these tools increases IT workloads and slows down response times. This fragmentation leads to inefficiencies, decreased productivity, and user frustration as employees navigate disparate systems.

Simplifying Communication Channels

Floe addresses these challenges by unifying multiple communication outputs into a single, user-friendly platform. Organizations can manage templates for all communication types from one place, reducing complexity and streamlining processes. This consolidation ensures consistent messaging and brand uniformity across all channels. Employees can focus on value-adding tasks rather than juggling multiple tools, leading to improved efficiency and teamwork.

Empowering Business Users

With Floe's intuitive interface, business users can create and modify templates without the need for specialized IT skills. This empowerment reduces dependency on IT departments, freeing up technical resources for strategic initiatives. Business users can rapidly implement changes to communication templates, responding quickly to evolving business needs. Managing content independently accelerates response times and simplifies maintenance, resulting in more agile and responsive communication processes.



The screenshot shows an email titled "Account Statement" from EVERSOGOOD. The email content includes:

Please find details of your current account balance and activity.
If you have any questions contact us on 021 555 1234 or at sales@eversogood.net.

Statement Date: 28 February 2019 **Customer Number:** 123456
Account Statement from **1 February 2019** to **28 February 2019**

Document	Date	Type	Amount	Clearing
Balance at 01/02/2019			\$ 10,500.00	
1806450097	12/02/2019	DR	\$30,165.00	105623548
105623548	13/02/2019	CR	\$30,165.00	1806450097
1806456121	20/02/2019	DR	\$56,254.00	
Balance at 28/02/2019			\$ 66,754.00	

Below the table are three icons: an envelope for "Mail us", a computer monitor for "Find out more", and a telephone for "021 555 1234".

The footer of the email features the "EVERSOGOOD COMPUTERS" logo, a photo of a man working on a laptop, and social media icons for YouTube, LinkedIn, Facebook, and Twitter.

This email has been generated by Floe for demonstration purposes only. This is not a real order confirmation and all data contained in this email is dummy data used only to show how Floe can be used to build awesome SAP emails.

Enhancing Efficiency

Floe integrates seamlessly with SAP workflows, allowing organizations to automate communication processes. The ability to apply conditional logic enables tailored communications based on specific criteria or recipient attributes, enhancing relevance and engagement.

Cost Savings and Resource Optimization

By replacing legacy tools with Floe, organizations reduce the cost of template maintenance. Consolidating skill sets minimizes the need for specialized training and reduces operational expenses. Floe's integration with Renda.io for SMS sending and PDF generation provides additional capabilities without the overhead of managing multiple systems, optimizing resources effectively.

Enhanced Security and Compliance

Managing all communication templates and rules within SAP ensures compliance with corporate policies and regulations. Floe leverages SAP's existing security framework for user access control, maintaining communications within a secure environment. Centralized management reduces the risk of security breaches and ensures data privacy, enhancing security and compliance across the organization.

Improved User Engagement

An intuitive design interface allows users to create engaging and professional communications using drag-and-drop features. Dynamic content can be incorporated based on SAP data, ensuring personalized messages that resonate with recipients. Simplifying communication channels leads to a better user experience, allowing employees to navigate systems more easily and spend more time on valuable tasks. Engaged staff are more productive and fulfilled, leading to increased innovation and better problem-solving.

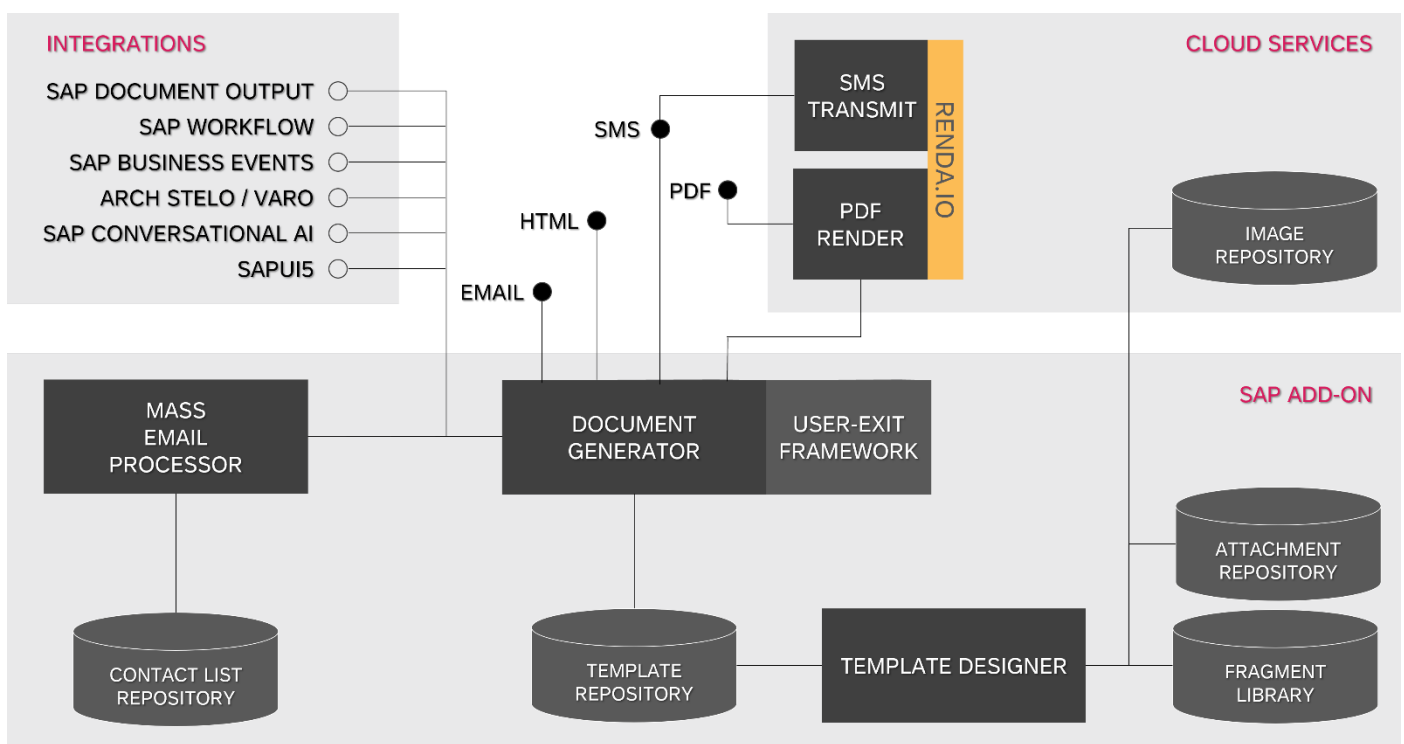
How Floe Works

Floe provides a robust framework for creating and managing communication templates:

Template Management: Users build templates using reusable content blocks, ensuring consistency and efficiency across all communications.

Dynamic Data Binding: Incorporate SAP data into communications dynamically, enabling personalized messaging without manual intervention.

Multi-Channel Output: Design templates usable across emails, SMS messages, PDFs, and HTML pages, catering to different communication needs.



Automation Integration: Seamlessly integrate with SAP workflows to trigger communications automatically based on business events, reducing manual workload.

Business Logic Customization: Apply conditional logic to tailor communications based on specific criteria or recipient attributes, enhancing effectiveness.

For organizations requiring SMS messaging and advanced PDF generation, Floe integrates with **Renda.io**. This integration enables sending text messages directly from SAP and creating sophisticated PDF documents without relying on complex SAP output tools. These extended capabilities enhance the versatility of Floe as a comprehensive communication tool.

Note: SMS and PDF functionalities require a Renda.io subscription.

Use Cases

Customer Invoices and Statements

A company needs to send monthly invoices and account statements to thousands of customers. The existing process involves generating PDFs using outdated tools, leading to large email sizes and deliverability issues. By using Floe, the company creates dynamic HTML emails that embed invoice details directly into the email body. Customers receive personalized, branded communications that are mobile-friendly and easy to read. The emails are smaller in size, reducing bandwidth usage and avoiding attachment-related problems. This enhances the customer experience while simplifying maintenance by eliminating complex legacy tools.

Order Confirmations and Delivery Notifications

A manufacturing company sends order confirmations and delivery updates manually, causing delays and inconsistencies. Floe automates the generation and distribution of these communications, pulling data directly from SAP and sending personalized emails or SMS messages to clients. Consistent branding across all communications reinforces the company's professional image.



Dear Jack,
We have now received payment for your order.

Many Thanks!

Order Number	14737
Delivery Number	800007222
Invoice Number	901124533
Subtotal	\$ 15,345
Tax	\$ 1,035
Total	\$ 16,380

Payment received on April 10, 2019

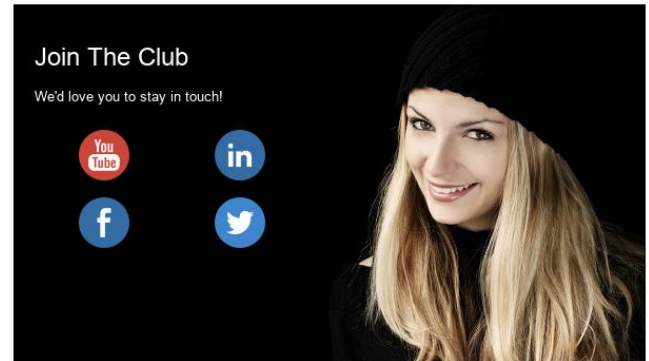
Issued to:
Jack Blythe
1202 Freetown Avenue,
Delaburn,
Franklin 04312

Issued from:
Eversogood Computers
10 Avenue Grand,
Cleveland,
Ohio 12345

Awards

You have accumulated 150 Awards Points, taking your balance to 2,270.

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021 555 12 34



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Solution Architecture

Floe's architecture is designed to seamlessly integrate with SAP landscapes, ensuring that communications operate efficiently across all devices and platforms. Built on SAP principles, Floe provides a simple, intuitive user interface that aligns with the latest SAP UX standards.

Integration with SAP: Floe connects via pre-configured services, eliminating the need for custom development and ensuring smooth data communication between SAP systems and communication channels.

The Floe core add-on installs directly into SAP ECC or S/4HANA.

The **Floe Designer** is a Fiori app that can be installed on your Fiori LaunchPad, or on BTP Work Zone. Business logic is added into generated ABAP user-exits, and Floe can be triggered from print programs, Workflows or events.

Floe also includes a cloud-based image repository, enabling customers to save and manage images easily for output emails.

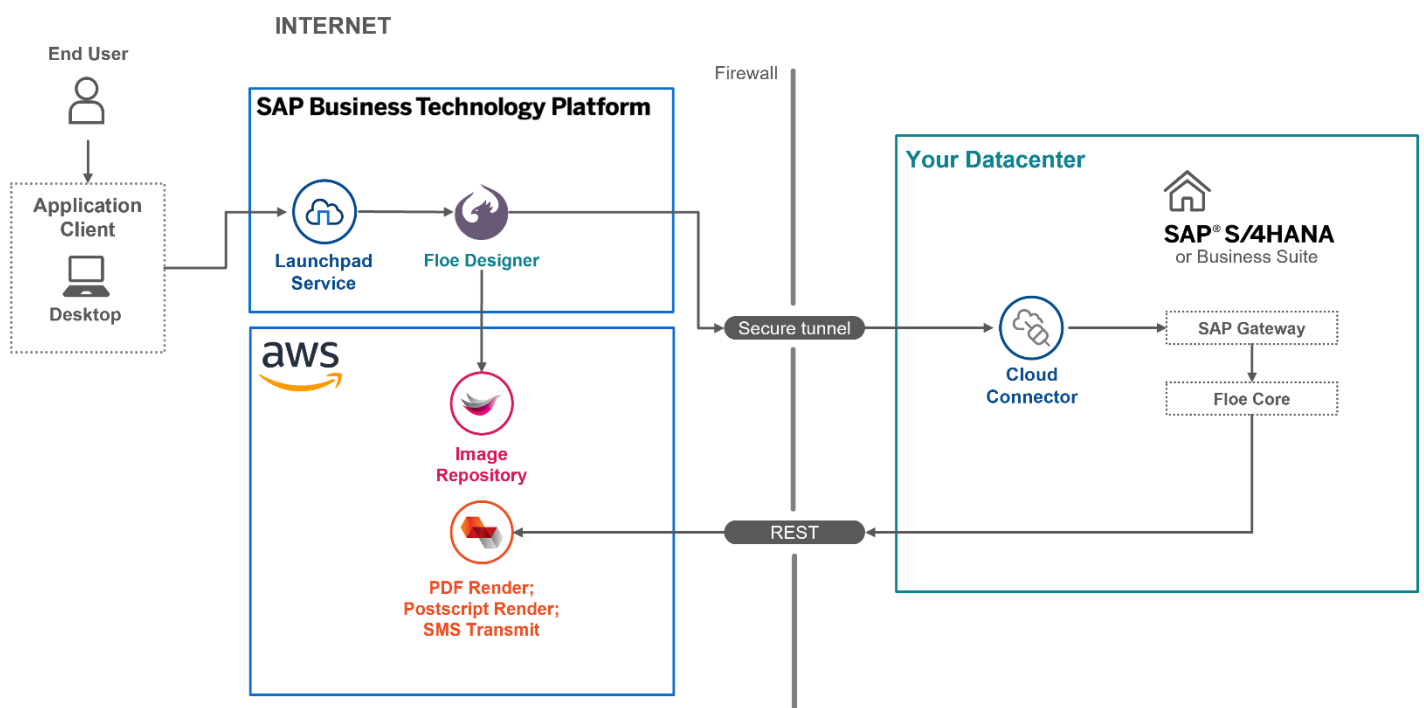
Where PDF rendering is required, Floe seamlessly integrates with **Renda.io** to generate output documents.

How to Get Started

Getting started with Floe is simple. The Arch team is ready to guide you through every step, from initial consultation to deployment.

After minimal training your in-house team will be able to create and manage output templates for SAP more quickly and easily than ever before.

Contact us today for a personalized demonstration or consultation. Visit www.arch-global.com or email us at contactus@arch-global.com to learn how Floe can transform your business communication.



About Arch

Arch has specialized in SAP solutions for over 20 years, focusing on delivering cutting-edge technologies that enhance SAP Digital Transformation and User Experience (SAP UX). Our product suite continues to grow, enabling organizations to streamline processes, improve efficiency, and achieve seamless integration across their SAP landscapes.

Using the Arch product suite, SAP customers can model new business processes end-to-end and embrace every user touch-point. Whether users interact with SAP data through a Fiori app, web app, PDF document, Microsoft Teams, letter, or email, the suite ensures powerful and easy SAP integration. This holistic approach allows businesses to unify their processes across all devices and platforms, ensuring an optimized user experience.

Arch embraces emerging technologies like the cloud, Internet of Things (IoT), blockchain, and AI. We are building AI features into our products to deliver smarter automation, intelligent data validation, and enhanced decision-making. This forward-thinking approach ensures that our solutions not only solve today's challenges but are also equipped to address future needs in the rapidly evolving digital landscape.

Our suite includes:

- [Varo](#) (e-forms and process automation),
- [Stelo](#) (Fiori forms digitization),
- [Aquiller](#) (employee generation),
- [Floe](#) (business correspondence),
- [Tilebuilder](#) (Fiori tiles),
- [Renda.io](#) (microservices),
- [Mintfly](#) (blockchain integration), and
- [Looply](#) (Microsoft Teams integration).

We work closely with SAP, and our award-winning solutions are recognized globally. Arch helps businesses in EMEA, North America, and the Middle East, as well as through our partner network, to deliver tangible business value and optimize SAP environments for the modern digital enterprise.