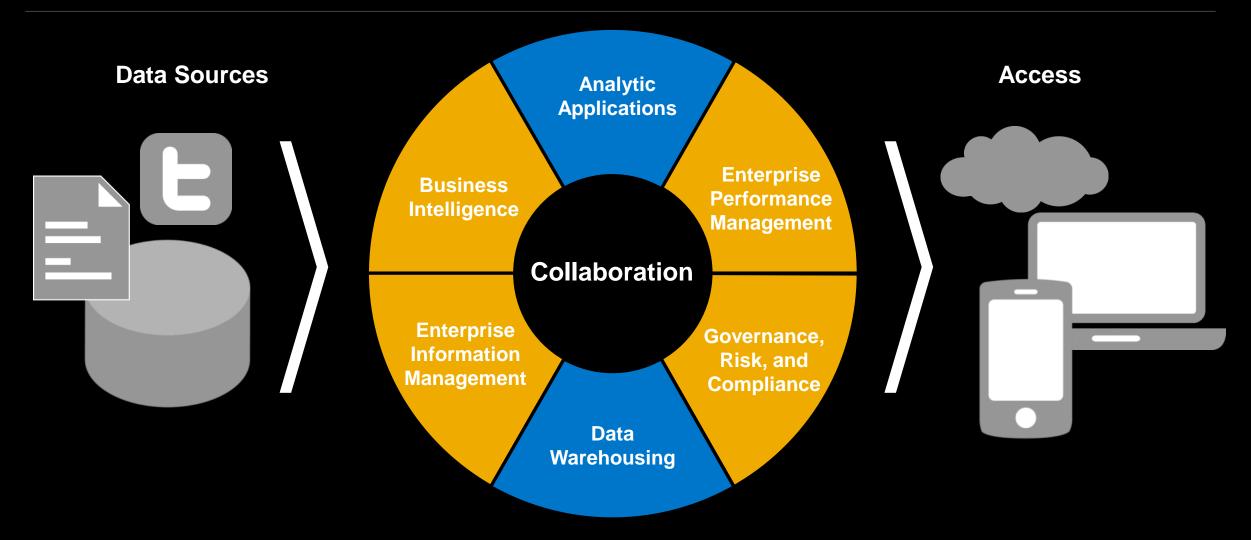


Analytics from SAP Four Topic Areas for DKOM







Business Intelligence Innovate. Accelerate. Simplify.



Reporting and Analysis

Data Discovery Dashboards and Applications

Deployment Options

BI Platform

SAP HANA

Embedded

Cloud



Code Agenda





- ✓ R and HANA Why choose this topic for DKOM?
- ✓ Basic R
- Advanced R
- ✓ R and HANA Integration A match made in tech wonder-world
- **✓** R, HANA, XS Engine, JSON/HTML5
- ✓ Airlines App Demo



R and HANA: Why choose this topic for DKOM?





- **✓** Free, Fun and Fantastic
- Unbelievably simple yet amazingly powerful
- Unparalleled platform for analytical and statistical programming
- ✓ Vibrant community 3,670 packages contributed
- ✓ In-memory Technology
- Excellent support in SAP HANA for advanced analytics on big-data



Setup and Explore Preloaded Data Sets





- Setup is trivial
 - Download R (http://www.r-project.org/)And / Or
 - Download RStudio (http://rstudio.org/)
- Run RStudio
- Start play with preloaded datasets
 - ✓ library(help="datasets")
- Type cars
 - dataset with 50 records on two columns (speed and dist)
- ✓ > ?cars
 - prints more information on cars dataset

- > names(cars)
 - Print column names
- ✓ cars\$speed
 - Access speed column of cars database
- ✓ > mycars <- cars
 </p>
 - Copy the cars dataset over to mycars
- > mycars\$product <- mycars\$speed * mycars\$dist</pre>
 - Add a new column to mycars dataset
- ✓ > names(mycars) or just type > mycars
- ✓ > Titanic



Basic R: Visualization in R



- Plots scatterplot (correlation higher the speed, more stopping distance is required.)
 - > plot (cars)
- Line chart
 - > lines(cars)
- Let's increase the complexity...
- Motor Trend Car Road Tests (1974)
 - > mtcars
- ✓ Structure of mtcars str(mtcars)
- ✓ > plot(mtcars\$wt, mtcars\$mpg)

- ✓ Plot bar chart on gears column counts <- table(mtcars\$gear) barplot(counts, main="Car Distribution", xlab="Number of Gears")
- ✓ Let's make a colorful stacked bar chart counts <- table(mtcars\$vs, mtcars\$gear) barplot(counts, main="Car Distribution by Gears and VS", xlab="Number of Gears", col=c("darkblue","red"), legend = rownames(counts))
- ✓ Increase the complexity of your visualization coplot(mpg ~ disp | as.factor(cyl), data = mtcars, panel = panel.smooth, rows = 1)
- ✓ Glance over your data before you start analyzing pairs(mtcars, main = "mtcars data")



Basic R (Visualization)





✓ Boxplot of tooth growth in guineapigs using ToothGrowth dataset boxplot(len~supp*dose, data=ToothGrowth, notch=FALSE, col=(c("gold","darkgreen")),main="Tooth Growth", xlab="Suppliment and Dose")

We have barely scratched the surface on the topic of visualization in R....



Basic R: data.frame and data.table





- data.frame
 - Single most important data type a columnar data-set
- data.table (Likely replacement for plyr package)
 - A very powerful pacakage that extends data.frame and simplifies data massaging and aggregation
 - ✓ You just need to learn these two, data.frame and data.table, to get most of your analytics tasks done
 - ✓ install.packages("data.table") to install
 - ✓ *library("data.table")*

- > str(mtcars) or class(mtcars)
- Create a simple data frame

```
dkom <- data.frame(Age=c(23,24,25,26),
NetWorth=c(100,200,300,400), Names=c("A", "B", "C", "D"))
```

✓ Load a csv file into data.frame/data.table

setwd("C:/Users/i827456/Desktop/DKOM-2012/data")

allairports <- data.table(read.csv("airlines/airports.csv", header=TRUE, sep=",", stringsAsFactors=FALSE))

allairports

Write the data.frame to a csv file

write.csv(allairports , "output/dkomairports.csv",
row.names=FALSE)



Advanced R: SP100 - XML Parsing and Historical Stock Data



SAP.Monthly.Data <- to.monthly(getSymbols("SAP", auto.assign=FALSE, from="2007-01-01")) plot(SAP.Monthly.Data) # Plot monthly stock close since 2007 plot(OpCl(SAP.Monthly.Data)*100) # Plot monthly returns



Perform this analysis on all SP100 components

```
library(XML) # For XML Parsing
library(plyr) # For data.frame aggregating
library(quantmod) #For downloading financial information
from Yahoo, Google
# get the list of symbols from Wikipedia — View the wikipedia
to get an understanding
sp100.list <-
readHTMLTable('http://en.wikipedia.org/wiki/S%26P_100')[[2]
]
sp100.list <- as.vector(sp100.list$Symbol)
```

```
#Get monthly returns
getMonthlyReturns <- function(sym) {
   y <- to.monthly(getSymbols('YHOO', auto.assign=FALSE,
from="2007-01-01"))
   as.vector(OpCl(y)*100)
}
SP100.MR <- Idply(sp100.list, getMonthlyReturns,
.progress="text")
```

```
#transpose d to have tickers as columns and date as rows SP100.MR.T <- t(SP100.MR) colnames(SP100.MR.T)<- sp100.list rownames(SP100.MR.T) <- seq(as.Date("2007-01-01"), today, by="mon")
```



Advanced R: Geo Code Your Data – Google Maps API





Geo-code an Address – Get Lat/Lng

```
getGeoCode <- function(gcStr) {
library("RJSONIO") #Load Library
gcStr <- gsub(' ','%20',gcStr) #Encode URL Parameters
#Open Connection
connectStr <-
paste('http://maps.google.com/maps/api/geocode/json?sensor=fa
lse&address=',gcStr, sep="")
con <- url(connectStr)
data.json <- from JSON (paste (readLines (con), collapse=""))
close(con)
#Flatten the received JSON
data.json <- unlist(data.json)
if(data.json["status"]=="OK")
  lat <- data.json["results.geometry.location.lat"]
  lng <- data.json["results.geometry.location.lng"]</pre>
  gcodes <- c(lat, lng)
  names(gcodes) <- c("Lat", "Lng")</pre>
  return (gcodes)
geoCodes <- getGeoCode("Palo Alto,California")
```

Reverse Geo-code – Get Address

```
reverseGeoCode <- function(lating) {</pre>
latingStr <- gsub(' ','%20', paste(lating, collapse=","))#Collapse and
Encode URL Parameters
library("RJSONIO") #Load Library
#Open Connection
connectStr <-
paste('http://maps.google.com/maps/api/geocode/json?sensor=false
&lating=',latingStr, sep="")
con <- url(connectStr)</pre>
 data.ison <- from JSON (paste (read Lines (con), collapse = ""))
close(con)
#Flatten the received JSON
data.json <- unlist(data.json)
if(data.json["status"]=="OK")
  address <- data.json["results.formatted_address"]</pre>
 return (address)
address <- reverseGeoCode(c(37.4418834, -122.1430195))
```

airports <- with(airports, data.frame(Code, Adr, c(Lat,Lng)=laply(Adr, function(val){getGeoCode(val)})))

Advanced R: Cluster Analysis using K-Mean

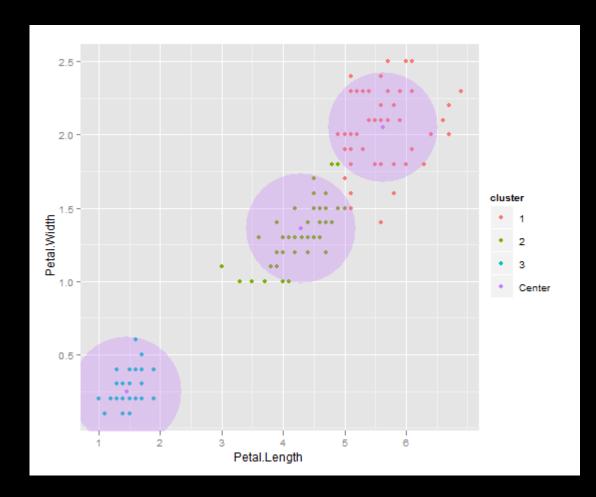




#Perfrom K-Mean Clustering on IRIS dataset

#Plot clusters and data in the clusters

library(ggplot2)
ggplot(data=irisdf, aes(x=Petal.Length, y=Petal.Width, color=cluster)) +
geom_point() +
geom_point(data=centers, aes(x=V1,y=V2, color='Center'))
+ geom_point(data=centers, aes(x=V1,y=V2, color='Center'))
color='Center'), size=52, alpha=.3, legend=FALSE)





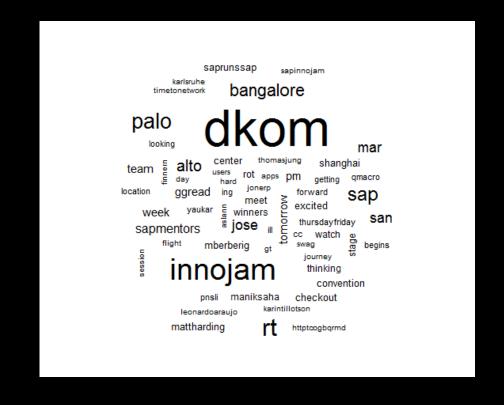
Advanced R: Sentiment Analysis on #DKOM and a WordCloud



TwitterTag TotalTweetsFetched PositiveTweets NegativeTweets AverageScore TotalTweets Sentiment #DKOM 64 19 9 0 28 0.68



```
#Populate the list of sentiment words from Hu and Liu (http://www.cs.uic.edu/~liub/FBS/sentiment-analysis.html)
huliu.pwords <- scan('opinion-lexicon/positive-words.txt', what='character', comment.char=';')
huliu.nwords <- scan('opinion-lexicon/negative-words.txt', what='character', comment.char=';')
# Add some words
huliu.nwords <- c(huliu.nwords, 'wtf', 'wait', 'waiting', 'epicfail', 'crash', 'bug', 'bugy', 'bugs', 'slow', 'lie')
#Remove some words
huliu.nwords <- huliu.nwords[!huliu.nwords=='sap']</pre>
huliu.nwords <- huliu.nwords[!huliu.nwords=='cloud']
#which('sap' %in% huliu.nwords)
twitterTag <- "#DKOM"
# Get 1500 tweets - an individual is only allowed to get 1500 tweets
tweets <- searchTwitter(tag, n=1500)
 tweets.text <- laply(tweets,function(t)t$getText())
 sentimentScoreDF <- getSentimentScore(tweets.text)
 sentimentScoreDF$TwitterTag <- twitterTag
# Get rid of tweets that have zero score and seperate +ve from -ve tweets
sentimentScoreDF$posTweets <- as.numeric(sentimentScoreDF$SentimentScore >=1)
sentimentScoreDF$negTweets <- as.numeric(sentimentScoreDF$SentimentScore <=-1)
#Summarize finidings
summaryDF <- ddply(sentimentScoreDF, "TwitterTag", summarise,
          TotalTweetsFetched=length(SentimentScore),
          PositiveTweets=sum(posTweets), NegativeTweets=sum(negTweets),
          AverageScore=round(mean(SentimentScore),3))
summaryDF$TotalTweets <- summaryDF$PositiveTweets + summaryDF$NegativeTweets
#Get Sentiment Score
summaryDF$Sentiment <- round(summaryDF$PositiveTweets/summaryDF$TotalTweets, 2)
```





Advanced R: Visualization Using Google Visualizations Libraries



library("googleVis")
data(Fruits)
motionChart <- gvisMotionChart(Fruits, idvar="Fruit", timevar="Year")
plot(motionChart)</pre>

Again, we have barely scratched the surface on the advanced capabilities of R...



R – Let's recap





- Basic data munging and visualization
- Advanced data munging, mash-ups, aggregation, visualization, sentiment analysis and more...
- ✓ There is a package for everything you can imagine in R community, if not, go and create one
- ✓ We are just getting warmed up!!!
- Please learn more about R at www.r-project.org

wordcloud XML

Data.table GoogleVis

quantmod

twitteR RJSONIO plyr



R and HANA Integration – Big Data Setup





- Airlines sector in the travel industry
- ✓ 22 years (1987-2008) of airlines on time performance data on US airlines

√123 million records

✓ Extract Transform Load – ETL work to combine this data with data on airports, data on carriers with this data to setup for Big Data analysis in R and HANA

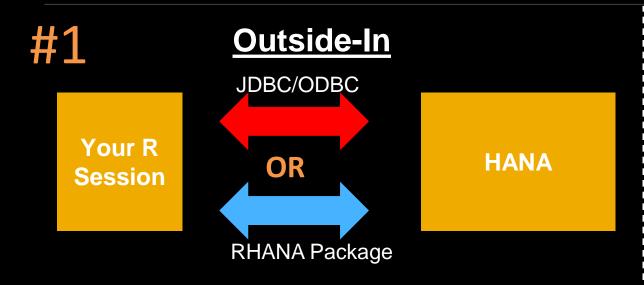
✓ D20 with 96GB of RAM and 24 Cores

- Massive amount of data crunching using R and HANA
- ✓ Let's dive in...

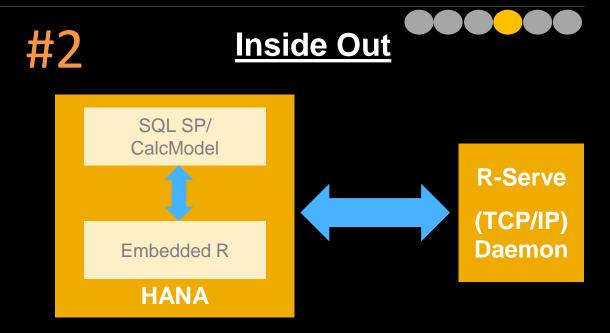


R and HANA Integration – Two Alternative Approaches





- ✓ Use HANA as "just another database" and connect using JDBC/ODBC (not recommended)
 - ✓ Row-Vector-Column
 - ✓ Column-Vector-Row
- Use SAP RHANA package to transfer large amounts of columnar datasets (recommended)



From inside HANA, transfer huge amounts of data to R, leverage the advanced analytical and statistical capabilities of R and get aggregated results sets back.



R and HANA Integration – Outside In (ODBC Approach)



```
library("RODBC")
# open a new connection
conn <- odbcConnect("LocalHANA", uid="system", pwd="manager")
# create a new table in HANA
sqlSave(conn, iris, "iris", rownames = FALSE)
# Read iris back from HANA into a data.frame
newIris <- sqlFetch(conn, "iris")</pre>
# Try saiving again with append true.
sqlSave(conn, newiris, "iris", rownames = FALSE, append = TRUE)
# now we have twice as many records in "SYSTEM.DFTEST"
# let's add a new column to the data frame
newlris$Useless = newlris$Sepal.Length * newdf$Sepal.Width
#Drop table
sqlDrop(conn, "SYSTEM.newlris")
sqlSave(conn, newdf, "SYSTEM.newlris", rownames = FALSE)
#Cleanup
close(conn)
```



Creates a row table, no, no for HANA!!!



R and HANA Integration – Outside In (RHANA Approach)



Use RHANA to Read and Write Dataframes

library("RHANA") library("RJDBC") jdbcDriver <- JDBC("com.sap.db.jdbc.Driver", "C:/Program Files/sap/hdbclient/ngdbc.jar", identifier.quote="\") #setup connection to RDKOM server conn server <- dbConnect(jdbcDriver, "jdbc:sap:rdkom12.dhcp.pal.sap.corp:30015", "system", "manager") #write this airlines data to HANA system.time(air08 <- read.csv("airlines/2008-short.csv", header=TRUE, sep=",", na.strings = "NA", stringsAsFactors=FALSE)) writeDataFrame(conn_server, "air08", "SYSTEM", "Airlines_08_1M", force=TRUE) #Read the data sql <- 'select * from "Airlines_08_1M" ' system.time(getDataFrame(conn_server, sql, "airlines081m"))

Data transfer between two HANA machines

#Read 5y historical data for bay area airports from
the HANA server to this loca HANA server
sql <- 'select * from airlines_hist_5y_ba'
system.time(getDataFrame(conn_server, sql, "airlines5yba"),
gcFirst=FALSE)
str(airlines5yba)

#setup connection to local host
conn_local <- dbConnect(jdbcDriver,
"jdbc:sap:localhost:30015", "system", "manager")

writeDataFrame(conn_local, "airlines5yba", "SYSTEM",
"airlines_hist_5y_ba", force=TRUE)



R and HANA Integration – Using RHANA to ETL Big Data in HANA Eight Simple Steps





#1 Acquire Airlines Data (12GB)

Geo-code the airports data using Google GeoCoding APIs (code you saw earlier)

#2 Load 123M records into a R data.frame

#6 Merge the two datasets to extract major airports information (Not interested in Palo Alto or Hayward airports)

#3 Upload this data.frame into HANA using RHANA

Upload All Airports, Major Airports in HANA

Read the Airport Information (All the airports in US including major airports) in R

#8 Ready Set Go on your real-time big-data analytics mission!!!



R and HANA Integration – Using RHANA to ETL Big Data in HANA



```
#Read all the airlines data, 120M records and upload this into HANA
setwd("C:/Users/i827456/Desktop/DKOM-2012/data")
#load libraries
library("RHANA")
library("RJDBC")
library("data.table")
#Read all CSV files from 1987 - 2008, 120M records, create a data frame to hold 120M records
filenames <- list.files(path="../data/airlines/test", pattern="*.csv")
airlines <- data.frame()
for(i in filenames) {
 file <- file.path("../data/airlines/test",i)
 airlines <- rbind(airlines, read.csv(file, header=TRUE, sep=","))
#Setup connection to HANA Box - 96Gig, 24Core
jdbcDriver <- JDBC("com.sap.db.jdbc.Driver", "C:/Program Files/sap/hdbclient/ngdbc.jar",
identifier.quote="\")
conn_server <- dbConnect(jdbcDriver, "jdbc:sap:rdkom12.dhcp.pal.sap.corp:30015", "system",
"manager")
#Load this airlines data using RHANA into HANA
writeDataFrame(conn, "airlines", "SYSTEM", "Airlines Hist Perf", force=TRUE)
# That is it, 120M records uploaded into HANA. Let's take a look at HANA Studio
```

```
#Read this airlines data using RHANA from HANA
sal <- 'select * from "Airlines Hist Perf"
getDataFrame(conn, sql, "airlinesDB")
#Read this datafram into data.table
airlinesDB <- data.table(airlinesDB)
setkey(airlineDB, Origin, UniqueCarrier, Year, Month)
#ETL - Read the AIRPORT Information, get major aiport information extracted and upload this
#transfromed dataset into HANA
allairports <- data.table(read.csv("airlines/airports.csv", header=TRUE, sep=",",
stringsAsFactors=FALSE))
setkey(allairports, iata)
# Extract major airportcodes from 120M records
majorairportscode <- airlinesDB[, union(Origin, Dest)]
#Build Major airports dataset
majorairports <- allairports[majorairportscode]
majorairports$iata <- as.character(majorairports$iata)
#write both the "All Airports" and "Major Airports" dataframes to Hana
writeDataFrame(conn, "majorairports", "SYSTEM", "Major_Airports", force=TRUE)
writeDataFrame(conn, "allairports", "SYSTEM", "All_Airports", force=TRUE)
# Export to local disk
write.csv(majorairports, "output/MajorAirports.csv", row.names=FALSE)
# Completed - extract, transform load
```

R and HANA Integration – Using RHANA to ETL Big Data in HANA



```
#Analysis Time - Summarize data - Airlines performance by month for all of 22 years
system.time(averageDelayOverYears <- airlinesDB[,list(
          CarriersCount=length(unique(UniqueCarrier)),
          FlightCount=prettyNum(length(FlightNum), big.mark=","),
                  AirportCount_Origin=length(unique(Origin)),
          DistanceFlew_miles=prettyNum(sum(as.numeric(Distance), na.rm=TRUE), big.mark=","),
                  AvgArrDelay_mins=round(mean(ArrDelay, na.rm=TRUE), digits=2),
          AvgDepDelay mins=round(mean(DepDelay, na.rm=TRUE), digits=2)
                  ),by=list(Year, Month)][order(Year, Month)]
### user system elapsed
### 17.842 1.596 19.487
write.csv(averageDelayOverYears, "output/AggrHViewofAirlines_YM.csv", row.names=FALSE)
```

In just under 20 seconds, 123 MILLION records were analyzed, aggregated and sorted!!!



R and HANA Integration – Using RHANA to ETL Big Data in HANA





In 50 seconds, you can address a business question for Southwest on its growth over the last 20 years!!!



R and HANA Integration — Inside Out Embedding R in HANA Stored Procedure



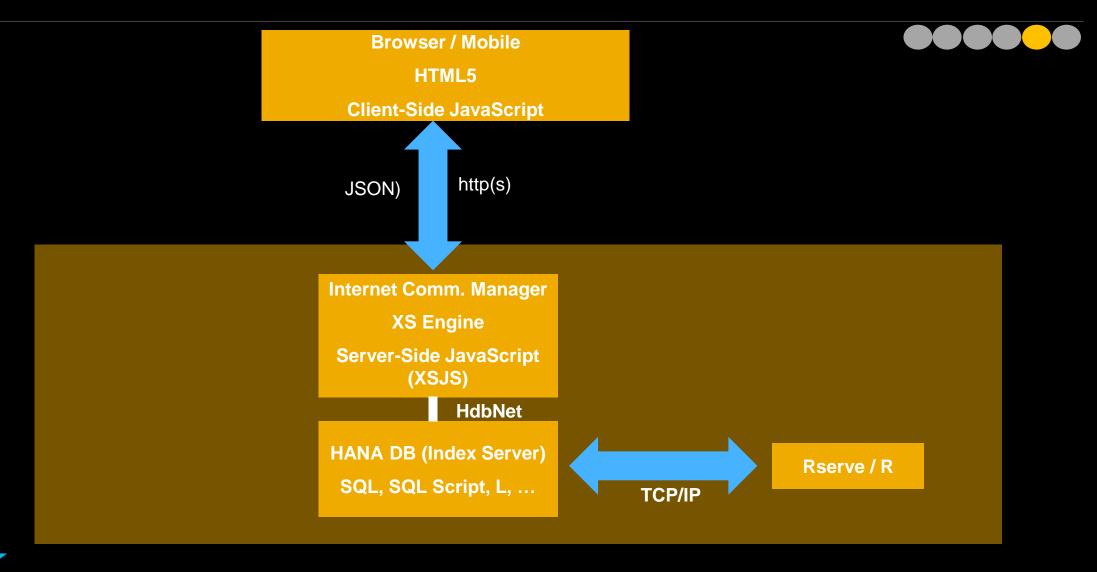
```
drop table json_out; create table json_out (res CLOB);
drop table json_in; create table json_in (req VARCHAR(250));
delete from json_in; insert into json_in values('{"lat": 40.730885,
"lng":-73.997383}');
DROP PROCEDURE getNearByAirports;
create procedure getNearByAirports(IN airports "Major_Airports",
IN request json_in, OUT response json_out)
LANGUAGE RLANG AS
BEGIN
library(RJSONIO)
library(fossil)
library(data.table)
req <- fromJSON(as.character(request[[1]]))</pre>
clat <- as.numeric(req["lat"])</pre>
clng <- as.numeric(req["Ing"])</pre>
 #cat(paste(clat, clng, sep=","), file="outputlog1.txt", sep=",")
#lat <- quote()
#Ing <- quote()
 #Load airports table
 airportsDT <- data.table(airports)</pre>
```

```
#Get nearby airports
 nba <- airportsDT[, list(AirportCode=iata,
 Distance=round(deg.dist(clat, clng, lat,
long),digits=0),
                                                      Gets the
     Address=paste(airport, city, state, sep=
                                                   distance on a
     Lat=lat, Lng=long)][order(Distance)][1:3]
                                                  earth's spherica
 #setkey(nba, AirportCode)
                                                      surface
 #cat(toJSON(nba), file="outputlog2.txt", sep=",")
objs <- apply(nba, 1, toJSON)
 nbajson <- paste('[', paste(objs, collapse=', '), ']')</pre>
 response <- head(data.frame(RES=nbajson))
END;
call getNearByAirports("Major_Airports", json_in, json_out) with
overview
select * from json_out;
```



R, HANA, XS Engine, JSON/HTML5





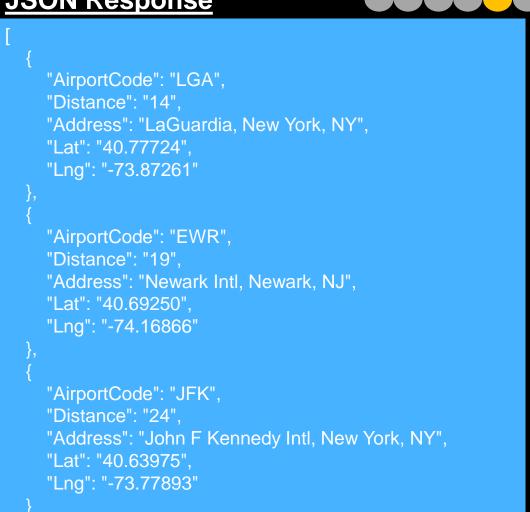


R, HANA, XS Engine, JSON/HTML5 Get Nearby Airports Usecase - R, HANA, XS, JSON/HTML5/Jquery



```
function handleGet() {
var body = ";
response.setContentType('application/json');
var deleteJsonIn = "delete from json in";
var insertJsonIn = "insert into json_in values ('{\"lat\": 40.730885, \"lng\":-
73.997383}')";
var callNBAR = "call getNearByAirports(\"Major_Airports\", json_in, null)";
var deleteJsonOut = "delete from json out";
var readJsonOut = "select top 1 * from json out";
var conn = getConnection();
var pstmt1 = conn.prepareStatement(deleteJsonIn);
var pstmt2 = conn.prepareStatement(insertJsonIn);
var cstmt = conn.prepareCall(callNBAR);
var pstmt3 = conn.prepareStatement(deleteJsonOut);
var pstmt4 = conn.prepareStatement(readJsonOut);
var r1 = pstmt1.execute();
var r2 = pstmt2.execute();
var r3 = pstmt3.execute();
conn.commit();
var r4 = cstmt.execute();
var rs = pstmt4.executeQuery();
rs.next();
var jsonout = rs.getClob(1);
trace.error(isonout); rs.close();
pstmt1.close(); pstmt2.close(); cstmt.close(); pstmt3.close(); pstmt4.close();
conn.close(); body = JSON.stringify( {"jsonout"} ); response.addBody(body);
response.setReturnCode(200); }
```

JSON Response



R and HANA Integration – Nothing is impossible!





A match made in heaven – the two highly sophisticated inmemory technologies for advanced data analytics and data visualization....

Nothing in the world of analytics and visualization is impossible with R and SAP HANA!



Airlines App Usecases



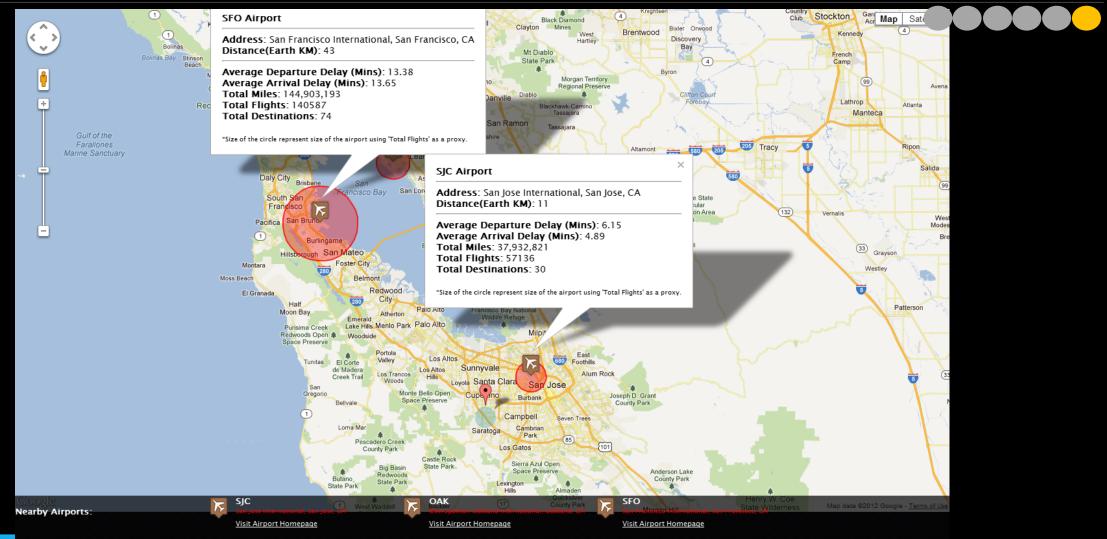


- A travel app which will advise you:
 - ✓ Which airport you should fly out from or fly into
 - ✓ Which day and which time of the day are the best to fly
 - ✓ Which airlines you should avoid
 - ✓ What is the most efficient way to get to your desitnation hassle free, trouble free!
- ✓ Airlines performance data, airports data, weather data, twitter data, financial data and more
- Geocode and get nearby airports
- Show ontime performance of these airports
- Show which day are the best to fly out from a given airport
- And on and on and on...



iPad Demo of HTML5 App (with R and HANA)







Credits



- ✓ All the R Bloggers
- ✓ SAP R Project team
- ✓ SAP RHANA team
- ✓ SAP tRex team
- ✓ SAP XSE team
- ✓ SAP IT
- DKOM Organization Committee
- ✓ BI and HANA Solution and Product Management Teams







Scan Image to Join the StreamWork Dedicated to this Topic



Contact information:

- Jitender Aswani (@jaswani)
 My Blog: <u>AllThingsAnalytics</u>
- Jens Doerpmund

Thank You!

Legal Disclaimer



The information in this presentation is confidential and proprietary to SAP and may not be disclosed without the permission of SAP. This presentation is not subject to your license agreement or any other service or subscription agreement with SAP. SAP has no obligation to pursue any course of business outlined in this document or any related presentation, or to develop or release any functionality mentioned therein. This document, or any related presentation and SAP's strategy and possible future developments, products and or platforms directions and functionality are all subject to change and may be changed by SAP at any time for any reason without notice. The information on this document is not a commitment, promise or legal obligation to deliver any material, code or functionality. This document is provided without a warranty of any kind, either express or implied, including but not limited to, the implied warranties of merchantability, fitness for a particular purpose, or non-infringement. This document is for informational purposes and may not be incorporated into a contract. SAP assumes no responsibility for errors or omissions in this document, except if such damages were caused by SAP intentionally or grossly negligent.

All forward-looking statements are subject to various risks and uncertainties that could cause actual results to differ materially from expectations. Readers are cautioned not to place undue reliance on these forward-looking statements, which speak only as of their dates, and they should not be relied upon in making purchasing decisions.



© 2011 SAP AG. All rights reserved.



No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG. The information contained herein may be changed without prior notice.

Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors.

Microsoft, Windows, Excel, Outlook, and PowerPoint are registered trademarks of Microsoft Corporation.

IBM, DB2, DB2 Universal Database, System i, System i5, System p, System p5, System x, System z, System z10, System z9, z10, z9, iSeries, pSeries, xSeries, zSeries, eServer, z/VM, z/OS, i5/OS, S/390, OS/390, OS/400, AS/400, S/390 Parallel Enterprise Server, PowerVM, Power Architecture, POWER6+, POWER6, POWER5+, POWER5, POWER, OpenPower, PowerPC, BatchPipes, BladeCenter, System Storage, GPFS, HACMP, RETAIN, DB2 Connect, RACF, Redbooks, OS/2, Parallel Sysplex, MVS/ESA, AIX, Intelligent Miner, WebSphere, Netfinity, Tivoli and Informix are trademarks or registered trademarks of IBM Corporation.

Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

Adobe, the Adobe logo, Acrobat, PostScript, and Reader are either trademarks or registered trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Oracle and Java are registered trademarks of Oracle and/or its affiliates.

UNIX, X/Open, OSF/1, and Motif are registered trademarks of the Open Group.

Citrix, ICA, Program Neighborhood, MetaFrame, WinFrame, VideoFrame, and MultiWin are trademarks or registered trademarks of Citrix Systems, Inc.

HTML, XML, XHTML and W3C are trademarks or registered trademarks of W3C[®], World Wide Web Consortium, Massachusetts Institute of Technology.

SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP BusinessObjects Explorer, StreamWork, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects Software Ltd. Business Objects is an SAP company.

Sybase and Adaptive Server, iAnywhere, Sybase 365, SQL Anywhere, and other Sybase products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Sybase, Inc. Sybase is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

The information in this document is proprietary to SAP. No part of this document may be reproduced, copied, or transmitted in any form or for any purpose without the express prior written permission of SAP AG.