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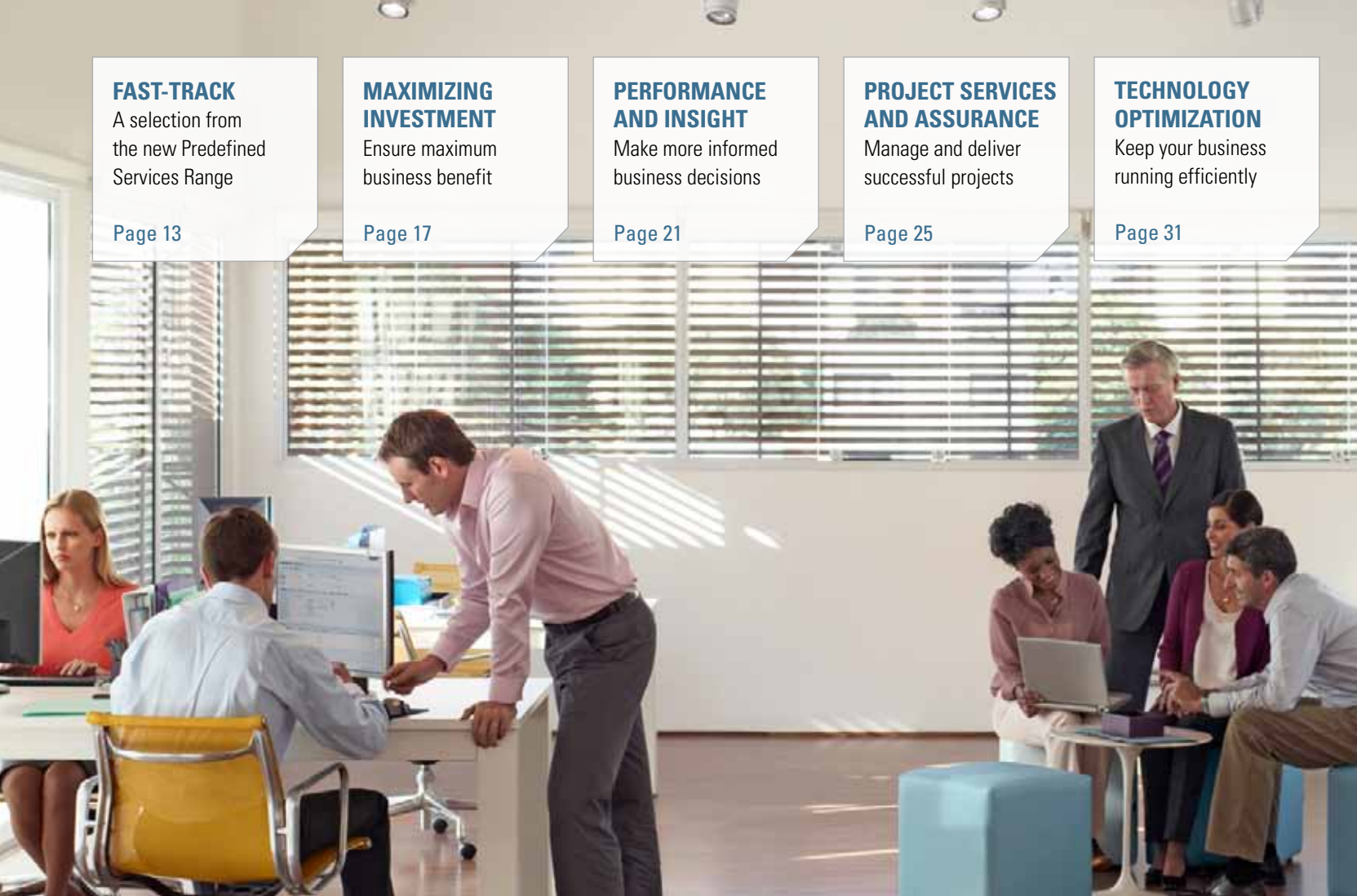
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SAP FIELD SERVICES

MOVE TOWARDS TRUE BUSINESS CLARITY

SAP Nordic





FAST-TRACK

MAXIMIZING
INVESTMENT

PERFORMANCE
AND INSIGHT

PROJECT SERVICES
AND ASSURANCE

TECHNOLOGY
OPTIMIZATION

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MOVE TOWARDS TRUE BUSINESS CLARITY WITH SAP NORDIC FIELD SERVICES



To succeed in today's volatile economy, companies need to change the way they do business by seeing, thinking and acting with increased clarity. SAP can help every step of the way. Through the portfolio of SAP services and solutions organizations of any size or industry type can get on the path to becoming a clear enterprise.



Helping you maximize your success

The goal of SAP Consulting is to help maximize your success. We are committed to ensuring that you continue to reap the full benefits of your investment in SAP® software throughout its lifecycle.

With experience of more than 100,000 installations across a broad spectrum of industries over the last 30 years, and using an integrated global service delivery model with access to over 12,000 highly trained resources worldwide, we can offer an unrivalled combination of skills, experience and best practice to drive greater value from your SAP investment.

We offer a choice of engagement models, each supported by our proven best-practice tools and methodologies, first-hand knowledge of SAP technology, and direct access to the SAP industry and product development teams.

We also offer a growing range of 'Fast-Track' Predefined Services, which are high quality services from SAP Consulting with predefined, packaged, or standardized business content. Many have a fixed price and fixed scope and can be deployed rapidly, providing you with lower implementation costs, reduced risk and faster time-to-value.

This catalog outlines some of our most popular SAP Consulting and Education services and products. If you do not find a service that meets your needs or would like some assistance, please call us on the local contact numbers below and one of our experts will be delighted to help.

To find out more about our full portfolio and how SAP Field Services can help your business move towards greater clarity, visit the local websites or call us on the numbers below.

Magnus Bergqvist

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MAXIMIZE YOUR SUCCESS WITH SAP NORDIC FIELD SERVICES



Find What You're Looking For

The SAP Nordic Field Services Catalog is intended as a quick guide to some of the most popular SAP Field Services products and services that are currently available.

To help you find what you're looking for, they have been grouped under the following categories:

- Fast-Track
- Maximizing Investment
- Performance and Insight
- Project Services and Assurance
- Technology Optimization

To find out more about the complete SAP Nordic Field Services range of products and services, please see opposite page.

Access the SAP Nordic Field Services Catalog online

The catalog is also available as a turning page electronic book, a novel interactive PDF format with navigation, search and zoom facilities and links to a wide choice of related solution briefs and customer success stories.

To access the turning page book, please visit:

Denmark: www.sap.com/denmark/services

Finland: www.sap.com/finland/services

Norway: www.sap.com/norway/services

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CONTACT NORDIC FIELD SERVICES

How to contact your local SAP Field Services office



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Denmark:

Tel: 8088 6926

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Tel: 020-794029

www.sap.com/sweden/services



FAST-TRACK

MAXIMIZING
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TECHNOLOGY
OPTIMIZATION

KEY CONSULTING SERVICES



MAXIMIZE YOUR SAP INVESTMENT

In this catalog, you will find a selection of our key consulting services, all designed to help you to maximize your SAP investment. Whatever stage you have reached in your software lifecycle, we have a range of services to support you. For ease of reference we have categorized these services under the following headings:

Fast-Track

A new range of high quality Predefined Services, with predefined, packaged or standardized business content. Many have a fixed scope and price and can be deployed rapidly securing lower implementation costs, reduced risk, and faster time to value.

Maximizing Investment

From allowing you to understand the potential business benefits from upgrading or enhancing your SAP portfolio, providing specific custom code for your business, or providing fast and cost-effective delivery of new modules, we have developed a number of services to help you maximize your SAP investment and improve overall business performance.

Performance and Insight

With the SAP Business Intelligence and SAP® BusinessObjects™ portfolio, we can provide customers with a choice of services to improve business performance and insight.

By enabling you to access and analyze data faster, we can help you make the informed business decisions that are so important in these challenging times.

Project Services and Assurance

When building and enhancing your SAP systems, project services and assurance services help customers to deliver successful projects. We have a large global pool of highly experienced and qualified project managers and industry/product consultants who are able to help you manage and deliver in both a prime or sub-prime engagement. We also provide a variety of quality assurance services supporting both customer and partner-led projects.

Technology Optimization

When running your SAP system it is critical that you optimize your systems performance to reduce cost and risk, improve quality, and ensure that your business is running efficiently and effectively. Our Technology Optimization services help you ensure that your SAP system is fully optimized to support your business.



SAP Certification

Few credentials in the business world carry the value of SAP certification. Those who hold it have honed their skills through rigorous study or direct experience and have demonstrated their abilities by passing demanding, process-oriented exams. You can now obtain certifications at two levels of expertise - associate and professional - and a third and ultimate master level is currently in development.

To find out more about SAP certification and how it can boost your career, visit www.sap.com/services/education

EDUCATION SERVICES



MAXIMIZE YOUR SUCCESS

To ensure that you get the best return on your investment, SAP Education provides a comprehensive range of products, tools and services to develop the skills and knowledge of everyone involved in planning, implementing or using SAP software.

Training Services

Project Team Training

We offer a range of over 200 courses for project team members who will customize and implement SAP and SAP BusinessObjects software solutions. This includes 'application' team members, 'developers', and 'technical' people. Any of our courses can be delivered via traditional classroom training, or via our Virtual Live Classroom technology. Virtual live classroom training is an increasingly popular alternative to our standard classroom-based training, and is particularly suited to organizations with geographically dispersed workforces. This delivery option offers the same high quality course content and SAP training expertise yet is delivered interactively via the Web, enabling learners in remote locations to see what the instructor is doing and interact with the course as if they were in the same room.

Customer-Specific Training

Many customers prefer private training events for team members who wish to attend the same course. With our customer-specific training option we can tailor our standard courses to suit your specific training requirements, and deliver them on your site

or at an SAP Training Centre. This is a particularly cost-effective option for groups of six or more participants from a single organization.

SAP e-Learning and e-Academy

When used as part of a blended learning solution, SAP's growing range of e-Learning courses can help you reinforce learning, drive change and react quickly and flexibly to new challenges and changing learning needs. The latest of our new delivery options, the e-Academy combines the benefits of traditional classroom with the convenience of e-Learning. We have converted our traditional academy tracks of classroom training and converted these to e-Learning, allowing the student to work through the content in their own time, at their own pace. In addition, the learner is provided with access to a training system so they can practice the skills learned, and is also provided with remote instructor support via a help desk. If the learner is struggling with a concept or an exercise, they can simply email the help desk and arrange for a trainer to come online and assist at a mutually convenient time. As well as being convenient, this offering is priced extremely competitively.

End User Training

The planning and delivery of effective end user training programmes is critical to the successful deployment and acceptance of an SAP solution. Every company is different, and we have extensive experience of working within companies of all sizes

across a range of different industries to deliver effective and successful end user training programmes tailored to their specific needs and budgets.

SAP Education Tools

SAP Productivity Pak Application by RWD

SAP Productivity Pak is a comprehensive tool to support end user performance by enabling your business to create, store and manage simulations, customized user help and procedural documentation quickly and efficiently.

SAP® Enterprise Learning Environment

SAP Enterprise Learning provides a comprehensive, blended learning environment for managing the training needs of your entire organization from traditional classroom training and virtual learning sessions to Web-based and computer-based training.

SAP Acrobat Connect Professional Meeting

The SAP Acrobat Connect Professional Meeting by Adobe application leverages the ubiquity of Adobe Flash to let you effortlessly establish real-time, on-demand virtual meeting rooms and Web conferences to help your staff learn and collaborate together more effectively.

Learn More

To find out more about any of the SAP Education range of products, tools and services, please visit www.sap.com/services/education



FAST-TRACK

MAXIMIZING INVESTMENT

PERFORMANCE AND INSIGHT

PROJECT SERVICES AND ASSURANCE

TECHNOLOGY OPTIMIZATION

SAP NORDIC FIELD SERVICES PORTFOLIO



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FAST-TRACK

A selection from the new Predefined Services Range



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A selection from the new Predefined Services Range



Fast-Track Implementation of SAP HCM Self-Service (ESS/MSS)

Establish a stable, robust, user-friendly self-service solution into production use with minimal consulting support and associated costs

The Fast-Track Implementation of SAP HCM Self-Service (ESS/MSS) is a nine week engagement effort which incorporates a requirements analysis; a gap assessment and implementation support for a basic self-service process which requires minimal configuration but would be considered the foundation for further process oriented self-service functionality. Many companies desire a quick win with their employees in allowing access to their own data.

The Fast-Track Implementation of SAP HCM Self-Service (ESS/MSS) provides a customer with the ability to successfully bring a stable, robust, user-friendly self-service solution into production use with minimal consulting support and associated costs.

Benefits at a Glance

- Reduce administrative costs by:
 - Elimination of duplicate data entry
 - Increasing data accuracy
 - Providing workflow supported processes
 - Reducing printing and postage fees
 - Reducing inquiries to HR personnel



SAP CRM Express

An essential Customer Relationship Management Solution, delivered quickly and affordably

The express implementation service provides a fast-track implementation of the SAP Customer Relationship Management (SAP CRM) best-in-class software that minimizes risks, helps assure quality, and executes effectively with best-of-breed predefined processes.

Because the solutions are preconfigured, the implementation time is drastically reduced, which means you reduce your risk during installation and start benefiting from streamlined processes more quickly.

Benefits at a Glance

- Fast, simple, and smooth automation of CRM processes
- Flexible choice of functionalities based on building block principle
- Reduced implementation costs and realization time
- Fixed Price Model and preconfigured processes



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Rapid Deployment of SAP Business Communications Management

Delivers a feature-rich, all-software contact center solution - including native integration with SAP business applications

The rapid deployment of SAP Business Communications Management delivers value quickly and affordably by offering preconfigured software with SAP's industry best practices for virtual contact center and includes native CTI integration with SAP CRM.

The service allows for rapid delivery in five weeks using SAP Consulting's proven implementation methodology.

Benefits at a Glance

- Low-cost, open standards-based call center solution
- Rapid deployment
- Work from home/remote agent support
- Real-time reporting and monitoring





For further information about the SAP Nordic Field Services portfolio, visit our websites:

- Denmark: www.sap.com/denmark/services
- Finland: www.sap.com/finland/services
- Norway: www.sap.com/norway/services
- Sweden: www.sap.com/sweden/services

Fast-Track Implementation of SAP ERP

Significantly reduce both cost and implementation time by using SAP best practices

The fast-track implementation service for SAP ERP aims at significantly reducing the implementation costs by providing predefined and aligned business processes, preconfigured system, project support tools, and training and organizational change management services.

The service is targeted at both large enterprises in emerging markets with fairly standard business requirements or willing to streamline/standardize their business processes using SAP best practices as well as mature market companies with similar requirements.

Benefits at a Glance

- Achieve fast time-to-value by leveraging tools and methodologies that get all facets of the customers' business running quickly and smoothly
- Lower total cost of ownership (TCO)
- Fast ROI
- Reduced risk



Expert Upgrade and Migration for SAP CRM

Develop a better understanding of the new solution functionalities and accelerate your upgrade and migration


This service is designed to help eliminate the uncertainty and reduce the effort of upgrading SAP CRM to the most recent version.

With the phased and fixed-price approach starting with an analysis of the benefits you can expect from upgrading, experienced SAP consultants help you plan the optimal upgrade route and execute the upgrade as quickly and cost-effectively as possible. This way you keep control while experts handle the details.

Benefits at a Glance

- Clear indication of costs and benefits
- Faster deployment and lower costs
- Improved user productivity



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MAXIMIZING INVESTMENT

Ensure maximum business benefit



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MAXIMIZING INVESTMENT

Ensure maximum business benefit



SAP IT Strategy Development

Align IT with business strategy

Our experts help organizations design and implement their optimal enterprise and technical architecture, focusing on three key components: alignment, consolidation, and utilization. We can help you align business strategy to architecture domains, and lower your total cost of ownership (TCO) by reducing the complexity of your IT environment.

We can also help you improve utilization practices, to maximize returns on your IT investment and optimize processes organization-wide.

Benefits at a Glance

- TCO reduction
- Reduced architecture complexity
- Maximize ROI from initiatives
- Optimized processes



SAP Value Prototyping

Reduce risks and accelerate realization of value opportunities

Value prototyping is a high performance collaboration platform powered by the SAP Center of Excellence for customers to drive innovation from vision to reality, reduce risk, and accelerate the time to realization of value opportunities.

Customers bring their challenges to an ideal lab environment, where experienced coaches build the teams and guide them to success using a unique methodology, delivering tangible results every two weeks.

Value prototyping incorporates a unique agile methodology, which helps to overcome roadblocks and gain stakeholder confidence by providing insight and reducing risk, before accelerating the time-to-value.

Benefits at a Glance

- Model new business processes
- Reduce the guesswork and the risk
- Intensive, interactive, iterative, and creative
- Quick time to realization
- Covers all solutions and industries



SAP Value Assessment

Learn how to identify value potential

The value assessment is a collaborative service that provides value coaching and solution expertise to assist customers in identifying business value.


Our value assessment service includes:

- Value identification services
- Solution value assessments
- Platform value assessments
- Special service assessments

Benefits at a Glance

- Business value roadmap
- Business case development
- Tangible NPV/ROI
- Skills transfer





For further information about the SAP Nordic Field Services portfolio, visit our websites:

Denmark: www.sap.com/denmark/services

Finland: www.sap.com/finland/services

Norway: www.sap.com/norway/services

Sweden: www.sap.com/sweden/services

SAP Customer Center of Expertise Setup


Be a best-run operations organization

SAP supports you in setting up or reorganizing a Customer Center of Expertise, enabling your company to consistently realize the SAP skills strategy and fulfill specific requirements. Best practices and a clearly structured methodology ensure that your service and support organization can make a sustained value contribution in your company. You can plan and manage implementation and support services throughout your organization, giving you strategic control over all IT activities.

An effective and efficient Customer Center of Expertise improves the collaboration between business and IT. Through this process your company achieves added value.

Benefits at a Glance

- Become more efficient and effective in every SAP related operation
- Get recommendations to optimize the support operations
- Maximize the use of SAP solutions

 View Solution Brief



SAP Technical Upgrade Implementation

Achieve fast and low risk technical upgrades

The SAP Technical Upgrade Implementation service provides a fast, low risk route for completing technical upgrades. By letting SAP help you with your technical upgrade, you can concentrate your in-house resources and skills on what matters most - gaining business advantage.

The service is delivered with expert on-site consulting, combined with secure remote support from SAP's offshore resources, ensuring you make a successful upgrade in the shortest possible time using standardized repeatable processes based on best practice.

In addition, we'll adapt the implementation to take into account modifications you have made to your SAP system.

Benefits at a Glance

- Efficient, reliable and accelerated upgrade project
- Delivered by upgrade experts
- Achieve greater business value from new functionality
- Lower costs and faster ROI



SAP Custom Development

Delivering solutions for unique business needs

In a highly competitive and constantly changing business environment, agility is paramount. You need to continually transform your organization by quickly introducing new and unique ways of doing business.

The SAP Custom Development service delivers high-quality solutions tailored to your individual requirements - whether you need to extend and enhance an existing SAP solution or build an entirely new and innovative application.

With unparalleled experience in developing custom solutions, our expert development architects, project managers, and developers are positioned worldwide to quickly, flexibly, and safely create high-quality, individualized solutions. Enabling you to seize new market opportunities and dynamically respond to new business challenges.

Benefits at a Glance

- Unique solutions tailored to your individual requirements
- Solutions delivered quickly, flexibly, and safely
- Rapid time to benefit





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Make more informed business decisions



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PERFORMANCE AND INSIGHT

Make more informed business decisions



SAP BusinessObjects Explorer Deployment Service

Explore your business at the speed of thought

SAP BusinessObjects Explorer accelerated version for SAP NetWeaver® Business Warehouse (SAP NetWeaver BW) software combines Google-style search and intuitive data exploration. The SAP BusinessObjects Explorer Deployment service provides a rapid deployment of a fully working solution, and is also designed to support the development of additional data exploration scenarios to meet your future business needs.

The scope of the service includes:

- Technical readiness check
- Software installation
- Installation of SAP NetWeaver BW Accelerator
- Installation of one SAP BusinessObjects Explorer system incl. SAP BusinessObjects BI
- Connecting one SAP NetWeaver BW, SAP NetWeaver BW Accelerator and SAP BusinessObjects Explorer system
- Installation checks
- SAP BusinessObjects Explorer handover workshop

Benefits at a Glance

- Reduce time and resource costs
- Benefit from SAP NetWeaver BW deployment best practice
- Increase end users' BI analysis capability
- Gain an immediate ROI and user adoption
- Quick implementation cycle
- Benefit from the experience of SAP Consulting



SAP Best Practices for Analytics in Sustainability

Rapidly identify risks and exceptions needing corrective actions

The SAP Best Practices cover the following business areas:

Analytics in Health and Safety

- User centric analytics for people health and safety
- Incident detail analysis
- Cause and corrective action
- Risk and preventative action

Analytics in Product Safety and Stewardship (REACH compliance analytics)

- User centric analytics for product safety
- Substance registration management
- Substance volume management
- Supply chain communication

Analytics in Environmental Compliance

- User centric analytics for environmental performance
- Exception analysis
- Task analysis
- Emission analysis

Benefits at a Glance

- Leverage pre-built dashboards to gain an immediate ROI and user adoption
- Quick implementation cycle
- Benefit from the experience of SAP Consulting



Deployment of Dashboard Analytics

Provide the insight needed to optimize your business, drive revenue, reduce costs, and make better decisions

The SAP Service comprises these elements:

■ Vision workshop

Create a complete solution vision (product, services, and process) that addresses the customer's core business objectives

■ Scoping and pilot deployment

Perform analysis of the overall solution for dashboard analytics and address the most pressing challenge in a developed pilot

■ Production deployment increments

Deploy dashboard analytics incrementally, based on a logical set of users or key performance indicators (KPIs)

Benefits at a Glance

- Create exception-based decision making that replaces manual monitoring and searching
- Identify the true key performance drivers and root-cause indicators
- Transform LoB requirements into actionable management levers
- Discover opportunities or threats and take action
- Benefit from the experience of SAP Consulting



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Manage and deliver successful projects



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PROJECT SERVICES AND ASSURANCE

Manage and deliver successful projects



SAP Program and Project Management


Ensuring the success of your SAP implementation

SAP Program and Project Management services deliver the expertise and experienced help you need to master the challenge of organizational change and realize the full benefits of your SAP solutions.

Using best practices and proven methodologies, the services will help you run projects and programs with maximum efficiency by optimizing resources, maintaining quality, and staying on time and within budget. Program management services help you monitor multiple program goals, identify potential problems, and increase the effectiveness of complex programs. Project management services ensure the success of every aspect of your implementation project from initial planning to go-live and beyond.

Benefits at a Glance

- Maximize the benefits of your SAP solutions
- Optimize resources
- Maintain quality
- Stay on time and within budget

 [View Solution Brief](#)



SAP Implementation Consulting


Achieve optimum benefits from your SAP implementation

SAP Implementation Consulting is a series of services designed to support your implementation using a range of powerful tools, methodologies, process models, and best practices to meet your business requirements - whatever the extent and nature of your SAP implementation.

Skilled and experienced SAP consultants will help you master a variety of tasks at every stage of the implementation lifecycle, from planning and blueprinting your business process requirements to configuring, testing, and deploying your solution to ensure that the needs of the business are being met. SAP Implementation Consulting can also support you by providing quality assurance services to review your project at key stages, reducing risk, and ensuring a high quality outcome.

Benefits at a Glance

- Maximize the benefits of your SAP implementation
- Ensure the needs of the business are met
- Knowledge transfer to ensure self-sufficiency
- Delivering solutions for unique business problems

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Application Lifecycle Management with SAP Solution Manager


Enable and improve your E2E Solution Operations

Application Lifecycle Management with SAP Solution Manager is the SAP service and support platform that helps you implement and operate your SAP solution efficiently and guides you through all stages of your SAP software lifecycle. Application Lifecycle Management with SAP Solution Manager supports your program delivery and the storage of solution information, providing integrated tools for your efficient application and operational support of your solution.

SAP has defined packaged Solution Manager services based on customer experience, best practices and standardized approaches that allow customers to quickly and cost-efficiently get started and improve E2E solutions operations.

Benefits at a Glance

- Lowers TCO
- Efficient application and operational support
- Benefit from best practice and standardized approaches

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SAP Safeguarding for Upgrade

Minimize downtime and conduct a technical robust upgrade

SAP Safeguarding for Upgrade offers a portfolio of services taking a holistic approach to mitigate risk prior to and during an upgrade project. The services support you in reducing the technical risks of your upgrade and improving technical robustness by addressing critical upgrade topics and key success factors such as:

- Optimal upgrade path for your solution landscape
- Required adjustments of your customization in data repository and interfaces
- Test strategy
- Minimum downtime for your business operation
- Unicode conversion

All services - performed by certified SAP support engineers - combine remote and on-site activities. They cover the complete upgrade project lifecycle from the evaluation phase through upgrade realization and testing until the final preparation for cutover and going live.

Benefits at a Glance

- Address critical topics proactively
- Maximize the chances of a successful upgrade
- Minimize downtime
- Reduce costs in the upgrade project



View Solution Brief



SAP Safeguarding for Implementation

Ensure technical quality and minimize project risk

The key to success in any SAP implementation project is proactively managing risk by addressing any potential technical problems before they are able to have any detrimental effects. SAP Safeguarding for Implementation identifies risks through a combination of technical checks and services. With access to experts on demand and a dedicated Technical Quality Manager, SAP Safeguarding for Implementation supports the business from blueprint to post go-live to ensure technical quality at every stage.

The goal is to make your core business processes work, end-to-end. To accomplish this, we analyze and monitor the critical components and interfaces that support core business processes, carefully checking that:

- Integration is defined, tested, and transparent
- Interfaces are monitored and are passing consistent data
- Performance of critical business processes is optimized

Benefits at a Glance

- Proactively manage project risk
- Maximize the chances of successful go-live
- Ensure technical quality
- Reduce project costs



View Solution Brief



SAP Safeguarding for Operations

Avoid unexpected breakdown

SAP Safeguarding for Operations technical experts can help you avoid the complications and risks that occur during productive operations in a complex and heterogeneous IT landscape. Using the Run SAP® methodology, the service portfolio provides efficient end-to-end solution operations that:

- Increase business process availability
- Improve data consistency and transparency
- Strengthen business process performance
- Ensure maintainability and upgradability of your solution landscape
- Manage quality gates, ensuring software is not deployed before it meets defined quality standards

By successfully implementing end-to-end solution operations and establishing a Customer COE, you can reduce your total cost of operations and achieve a faster return on your investment, ultimately increasing your business value.

Benefits at a Glance

- Avoid unexpected downtime
- Reduce TCO
- Increase business value



View Solution Brief



PROJECT SERVICES AND ASSURANCE

Manage and deliver successful projects



SAP Central Process Scheduling Application by Redwood


Adaptive, real-time, event-driven job scheduling and process-automation

The SAP Central Process Scheduling application by Redwood delivers adaptive, real-time, event-driven job scheduling and process-automation capabilities.

Specifically designed to integrate process automation for SAP and non-SAP application environments across distributed and heterogeneous platforms, SAP Central Process Scheduling by Redwood provides a central point of control for all processing.

Benefits at a Glance

- Reduce administrative overhead of managing critical application workload
- Increase the efficiency of end-to-end, business-process workload execution
- Integrate SAP and non-SAP business application processes
- Reduce application workload completion time
- Improve adherence to service level agreements
- Optimize utilization of existing IT resources

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SAP Business Process Modeling and Process Performance Management by IDS Scheer


Measure the performance and visualize the structure of business processes

Need tools to document business intelligence (BI) metadata? Measure the performance and visualize the structure of business processes? These enterprise modeling offerings combine Web-based components that support the process lifecycle for business process design, analysis, optimization, and implementation.

The offerings extend the goals of enterprise modeling - including business process analysis, process governance, and standardization - plus process simulation and optimization to a corporate architecture. Process performance management capabilities enable you to establish continuous process optimization.

Benefits at a Glance

- Decrease of process costs and resource requirements
- Accelerated process times
- Improved process quality and transparency
- Continuous evaluation of process performance indicators and visualization of bottlenecks
- Improved documentation and communication of organizational changes and system landscape optimization

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SAP Extended Diagnostics by CA Wily


Measure your NW applications service levels, customer experience, and the associated impact on business revenue

SAP Extended Diagnostics helps your organization detect and triage application issues proactively - before SLAs are breached and users are affected. With SAP Extended Diagnostics, it is easier than ever to measure IT service levels, customer experience, and the associated impact on business revenue.

With SAP Extended Diagnostics, you can manage IT applications proactively - and reduce customer and employee dissatisfaction, while improving IT output and business benefits.

Benefits at a Glance

- Comprehensive solution
- Reduce negative impact of application failures
- Increase IT productivity
- Real-time monitoring
- Reduced costs
- Increased revenues

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SAP LoadRunner by HP


Optimize quality, performance, and scalability of end-to-end business processes that run on SAP and non-SAP applications

To help you deliver high-performing business processes - and execute, upgrade, and modify existing processes on time and within budget - SAP and HP offer SAP LoadRunner by HP, an application that helps you optimize quality, performance, and scalability of end-to-end business processes that run on SAP and non-SAP software.

With the SAP LoadRunner application and HP, you can mitigate risks related to SAP implementations and upgrades, as well as changes in your production systems. Using SAP LoadRunner, you can better deliver high-performing business processes - and execute, upgrade, and modify existing processes - on time and within budget.

Benefits at a Glance

- Implement, upgrade, and go-live with SAP software on time and on budget
- Enhance application quality and reliability in highly customized, rapidly changing, heterogeneous environments
- Improve performance and scalability of business processes that depend on SAP and non-SAP software

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SAP Test Data Migration Server (TDMS)


Save valuable time and resources making copies of the SAP production systems for e.g. test required by a project

Companies need systems for testing, QA, development, training, and sandbox purposes. Yet, for these nonproduction systems to yield worthwhile results, they must be supplied up-to-date productive data replicated from production systems.

Many companies refresh data by creating a complete copy of the production system - the entire data repository, all customizing settings, and all client-dependent and client-independent data. TDMS enables the SAP customers to make project-oriented copies of the SAP production systems based on relevant data only instead of full-system copies. Selection criteria like time-slice, a few processes, cost centers etc. can be used.

Benefits at a Glance

- Reduced infrastructure and maintenance costs due to reduced volume of data in your test landscape
- Improved quality of your development and training activities because business-relevant and up-to-date test data is available at any time
- Flexibility to work on multiple IT projects in parallel by being able to refresh single clients in development, test, and training environments

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SAP Financial Closing Cockpit


Automate financial period end closing

The SAP Financial Closing cockpit is a robust graphical tool that gives you the ability to accelerate the financial closing cycle through enhanced user efficiency, greater automation, and central monitoring and control.

You can streamline the closing cycle, completing financial closes faster and more accurately while meeting regulatory requirements and financial reporting standards and recording tasks for full audit support.

Benefits at a Glance

- Increased efficiency and greater control through standard reporting
- Less maintenance and administration thanks to single-product solution and Web-based administration
- Improved productivity through improved coordination and collaboration

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FAST-TRACK

**MAXIMIZING
INVESTMENT**

**PERFORMANCE
AND INSIGHT**

**PROJECT SERVICES
AND ASSURANCE**

**TECHNOLOGY
OPTIMIZATION**

TECHNOLOGY OPTIMIZATION

Keep your business running efficiently



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TECHNOLOGY OPTIMIZATION

Keep your business running efficiently



Operations Maturity Assessment from SAP


Learn how to optimize your SAP operations

The Operations Maturity Assessment service from SAP evaluates a customer's support operations to determine areas in need of optimization. If your IT support organization's workload is increasing or evolving as well as if you are running or have just run an implementation of an SAP solution, you will definitely benefit from the SAP Operations Maturity Assessment service.

We will assist you to structure the support organization, stabilize the newly implemented add-on solution as end users gain comfort, manage on-going enhancements and mitigate risks using methodology such as CMMI. At the end of the assessment, you will have a final prioritized plan consisting of 90-day work packages to improve each area of support.

Benefits at a Glance

- Improved partnership between business and IT
- Increased customer satisfaction and business value
- Reduced Total Cost of Ownership for support

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Assessment for Run SAP Methodology


Improve effectiveness of end-to-end solution

If you have a need to optimize implementation, ongoing management of end-to-end solution operation processes in your IT landscape or support organization, you will benefit from Run SAP Scope Assessment.

SAP provides a methodology for the implementation of end-to-end solution operations including: Best practices for IT processes, a roadmap of Run SAP to implement end-to-end solution operations, training and certification program, tools and functionalities, and supporting services to assist your IT teams. After the scope assessment, you will be able to estimate the required effort so that you can set up your project in the right way to be successful.

Benefits at a Glance

- Reduce Total Cost of Operations along the entire solution lifecycle
- Improved management of innovation, integration, and risk

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SAP Application Management Services


First class application management delivered by SAP following go-live

With SAP Application Management Services (AMS), we take care of the daily tasks that enable your business users to get the most from your applications. We support your continuous improvement initiatives by providing the expertise to implement changes and enhancements, such as incorporating new processes, adding a reporting function, or integrating new applications due to a merger or acquisition.

SAP AMS is a remote consulting support 'package' that for a fixed monthly fee gives you dedicated and customer-specific expert support as defined in an SLA with the reaction times, support windows, and support volume for all or selected SAP application and technology areas that you require. SAP AMS can be delivered on a short to medium term to secure flawless operations post go-live while you build up in-house knowledge in your CCoE or long term to secure that you get prime support quality in selected SAP areas.

Benefits at a Glance

- On-demand remote support service
- Direct access to SAP highly-skilled experts
- Cost-effective support service
- Selection of components required to be covered

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SAP Technical Upgrade Planning


Prepare safe and successful upgrades

The Technical Upgrade Planning service for SAP Business Suite allows customers to plan a comprehensive landscape upgrade of their SAP Business Suite software (ERP, CRM, SRM, SCM, PLM) in order to be able to take advantage of new functionality and make sure the software is covered by SAP's support.

The Technical Upgrade Planning service includes an analysis of the software landscape to be upgraded, and gives you such valuable input as a high-level upgrade plan, estimates, hardware rating, project organization, and a proposal for a Technical Upgrade implementation.

Benefits at a Glance

- Expert guidance on upgrade strategy and project planning
- Understand the costs of the upgrade in terms of time, effort, and resources
- Up-front detection of upgrade and integration issues, allowing for prompt resolution
- Minimal disruption of current business activities by providing all necessary information for upgrade project

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SAP System Landscape Optimization


Reliable system changes with minimized downtime and high data consistency

Your existing SAP system landscape needs to evolve in response to changing business demands, re-organizations, and merger/acquisition activity. The services from SAP System Landscape Optimization (SLO) enable companies to transform these challenges and opportunities into reality. In addition, these services can optimize your systems by improving business processes, reduce TCO, optimize global and heterogeneous system landscapes, and harmonize enterprise data, interfaces and data exchange.

The services incorporate best practices, proven methodologies and high performance technologies to help you throughout the entire process. Currency and Fiscal Year Conversions, Company Code/Plant Structure changes, simplified Chart of Accounts, and System/Client merges are typical areas where these services can significantly impact time to complete and significantly reduce risk.

Benefits at a Glance

- High-quality work and data in complex conversion tasks
- Complete service from project management to technical solution
- Flexibility to modify productive SAP solution without interrupting day-to-day business
- Proven methodologies and technologies to increase speed of conversion and reduce costs

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SAP Upgrade Factory


Reduce risk and cost through factory approach

SAP Upgrade Factory provides a full upgrade project delivered partly remotely at a fixed price and covering all phases from initial planning to the technical upgrade. By using SAP Upgrade Factory you get a fast, low risk, and quality assured route for completing technical upgrades.

The service is delivered with expert on-site consulting, combined with secure remote support from SAP's offshore resources, ensuring you make a successful upgrade in the shortest possible time using standardized repeatable processes based on best practice. In addition, we'll adapt the implementation to take into account modifications you have made to your SAP system.

Benefits at a Glance

- Fast and low risk in technical upgrades
- Attractive predetermined price
- Qualified project management
- Proven processes
- Competent remote support

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