



## SAP Hong Kong Professional Service: The Right Service for the Right Solutions

Since SAP Hong Kong started operation in 1992, we see the need for the local consulting team to offer implementation services to maximize customer satisfaction. SAP professional service team possesses a full range of implementation expertise, ranging from financials, logistics, human resources to e-Procurement, customer relationship management (CRM) and supply chain management (SCM). By these services, we aim to bring value to our customers in terms of enhanced performance, higher productivity and greater revenue.

### Leveraging the Services

Today, our team of consultants, which takes up about half of the local capacity, offers consulting services to all sizes of local enterprises as well as multinational companies from different industries. In addition to providing professional consulting services covering the whole range of SAP solutions, SAP professional service team also offers the following types of services:

- Ad-hoc solution expertise to both customers and partners
- Post-implementation support
- Conduct project and solution reviews
- Conduct continuous business improvement studies
- Starter packs on Business Information Warehouse, reporting, archiving, etc.

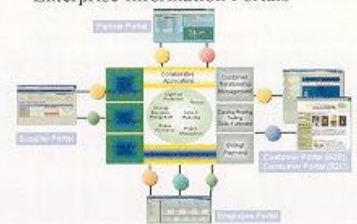


### SAP Approach

To maintain the highest standard of consultancy service, all SAP consultants are certified in at least one area of the SAP solutions. Combining the technical expertise and business knowledge, SAP develops best business practices to help companies achieve high Return on Investment (ROI).

While the project implementation period varies depending on the scope and resources available from our customers, SAP combines experience from our customers and partners to develop a five-phase AcceleratedSAP (ASAP) for more efficient implementation:

### Enterprise Information Portals



- Project preparation
- Business Blueprint
- Realization
- Final Preparation
- Go-live/support

Depending on individual project case, SAP Hong Kong also adopts a TeamSAP approach by which SAP consultants will work with partner consultants to achieve the highest quality of project implementation.

With the sound business knowledge and technical know-how, companies of all sizes can draw on the skills and resources of SAP to optimize business success while capitalizing on new market opportunities.

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