



IBM Application Services supporting mySAP Business Suite Solutions

Applications management, infrastructure and professional services for your SAP solution

Highlights

- **Leverages software as services model to hasten speed to benefits**
- **Delivers end-to-end SAP management services, helping to optimize solution ROI**
- **Provides professional support and application enhancements to optimize SAP capabilities**
- **Offers a choice of delivery models to support varying application management needs**
- **Supports Netweaver solutions including ERP, SRM, SCM, CRM, PLM, BW and Enterprise Portals**

Speeding time to benefit using the software as services delivery model

As IT departments face mounting pressure to enhance their companies' competitive edge and to reduce costs, many are turning to the utility computing model for their SAP applications. IBM is the leader in delivering software as a service for companies interested in accelerating speed to benefit, improving reliability, maximizing asset utilization, and deferring costs for infrastructure, tools and talent.

Helping to improve SAP solution ROI with end-to-end management services

Applications on Demand is a flexible, "pay-as-you-go," utility-like service delivering end-to-end enterprise applications management solutions for a fixed monthly fee.

IBM has hundreds of SAP application instances under management and is triple-certified by SAP.

- *Certified SAP Implementation Partner*
- *Preferred Consulting Services Provider for SAP*

IBM's staff of certified SAP professionals have extensive experience in SAP's entire mySAP Business suite. IBM's SAP team members average over nine years of SAP experience and 15 successful upgrades each. We have deployed Netweaver Solutions including ERP, SRM, SCM, CRM, PLM, BW and Enterprise Portals. IBM has also delivered industry-specific solutions for clients in pharmaceuticals, chemicals, automotive, discrete manufacturing, public sector and high-tech.

IBM manages over 50 SAP R/3 Enterprise clients and has completed over 250 Fortune 1000 SAP R/3 Enterprise projects including technical and functional upgrades and new implementations.

IBM provides applications management services, professional services, infrastructure management and IBM iSRVCE™—a technology resource management (TRM) software solution that provides client IT staff with a unified console for service request management, knowledge sharing and reporting tools.

When to use IBM Application Services supporting mySAP Business Suite Solutions

On demand—want to improve IT throughput and establish an applications management model to support your business most effectively

New implementation—planning new ERP system or addition of Netweaver components including BW, CRM, SRM, SCM, PLM and enterprise portals

Upgrades—considering substantial investments in infrastructure or need access to a highly skilled resource pool of certified SAP experts who average nine years of SAP experience

Cost cutting—you must reduce applications management costs by 25–50% or more

Need improved reliability—process improvements and IBM's investment in tools and technology

Speed—get faster payback from your SAP investment

Applications on Demand offers IBM Application Services supporting mySAP Business Suite Solutions - OnSite to deliver applications management for SAP applications running on your infrastructure and IBM Application Services supporting mySAP Business Suite Solutions - Full Service for an end-to-end managed service. Our Professional Services staff is dedicated to assist you in every phase of the implementation lifecycle, from planning through execution, as well as providing ongoing support to maximize the ROI potential of your SAP solution.

Optimizing solution capabilities with the help of professional services

IBM Professional Services for SAP allow our clients to tap into an experienced pool of certified SAP experts for help with:

- *Project management*
- *Functional support*
- *Enhancements*
- *Archiving solutions*
- *New implementations*
- *Offshore services*
- *Upgrades*
- *Sandbox environments*
- *Jumpstart solutions*
- *Education/training*
- *Migration services*
- *Staff augmentation*

IBM's Archiving Solution for SAP can greatly reduce time, complexities and costs associated with data archiving projects.

IBM's BW Jumpstart program can deliver a full BW solution on hosted infrastructure within rapid timelines.

IBM's SAP Upgrade program can put IBM's upgrade tools, methodology and experience to work on your technical or functional SAP upgrades.

IBM Application Services supporting mySAP Business Suite Solutions - Enhancements is a set of fixed-priced application enhancements, such as reports, modifications, customizations or interfaces, for your SAP application. IBM Application Services supporting mySAP Business Suite Solutions - Enhancements is delivered on demand from a menu of fixed-priced, high-quality event-based deliverables. Moving to IBM Enhancements shifts clients away from a focus on FTEs or hourly rates, and provides pricing predictability. IBM also offers multiple levels of functional support and custom development, including BASIS administration, and ALE, EDI and ABAP development.

Offering a choice of delivery models to support unique needs

IBM offers different delivery models to suit our clients' applications management needs.

IBM Application Services supporting mySAP Business Suite Solutions - Full Service is an end-to-end enterprise solution delivering applications management and infrastructure support services—servers, storage, networking, monitoring, security, 24x7 break/fix support and data center.

IBM Application Services supporting mySAP Business Suite Solutions - OnSite is a remote applications management service for SAP instances running on client managed infrastructure and is available for a predictable monthly fee. IBM OnSite allows clients to benefit from IBM's application management expertise while leveraging existing

investments in infrastructure. IBM OnSite represents the fastest, least-expensive means to access experienced applications management talent to support applications in a scalable 24x7 model.

IBM Application Services supporting mySAP Business Suite Solutions - Development offers a fully installed SAP environment deployed in as little as five days, within a “pay-as-you-go,” utility-like model. IBM Application Services supporting mySAP Business Suite Solutions - Development represents all of the benefits of having your own solution center at a fraction of the cost of having to build one.

IBM Application Services supporting mySAP Business Suite Solutions - Development helps IT organizations reduce operational expenses by accelerating projects and deferring long-term investments in assets that are only required temporarily.

IBM Full Service	All applications management and infrastructure to deliver applications on demand
IBM OnSite	Expert remote managed services of applications running on your infrastructure
IBM Development	A fully patched development environment in as little as ten days
IBM Enhancements	Application enhancements with fixed pricing based on deliverables, not hours
IBM Professional Services	Expert implementations, upgrades and project help



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