



MANAGED SERVICES FOR SAP APPLICATION MANAGEMENT FROM EDS

Managed Services for SAP Application Management delivers technical and functional support, operations services, availability management, performance management, and capacity management services for your SAP landscape.

TECHNICAL AND FUNCTIONAL SUPPORT SERVICES

The support services help maintain business continuity in case of an incident or error within your SAP system by performing incident management and resolution according to the performance level defined in your service level agreement. Features include:

- Help desk - A web based remotely hosted application allows users to log incidents, queries, and change requests
- Resources, tools, and process - Our functional and technical consultants (trained in SAP, ITSM, CMMi and project and test management tools) develop, test, and implement solutions for incidents and change requests.
- Root cause analysis - identify recurring issues and recommend potential mitigations

Overview

In tough economic times it is important to maximize the benefit of every investment. Your SAP deployment is no exception. EDS' Managed Services for SAP Application Management ensures businesses can operate their SAP environment in an effective manner, maximizing the benefits of the existing SAP environment. EDS' integrated delivery approach - tools, methodologies, best-shore locations and processes - can reduce your support and operations cost and better manage the complexity of your SAP environment.

Business Challenge

For many companies, SAP Applications are an essential link between business and IT. They support critical business processes, and they help staff perform daily tasks. Ensuring operational excellence, efficiency and quality of SAP services is a key priority for enterprise IT organizations.

The pressure is at its strongest where business critical processes are enabled by SAP applications. Making changes in these business processes typically requires careful planning of updates in the SAP landscape, which can prove difficult and resource intensive, and is rarely achieved in a fast and flexible way.

Managed Services for SAP Application Management offers a superior solution for customers who want to focus their internal resources on optimizing business processes and improving the functionality of their SAP systems. You avoid hiring new staff or worrying about staff attrition through entrusting day-to-day operations, maintenance and support tasks to EDS, an HP company.

We know that you want flexible, multi-year contracts, using structured service-level agreements and EDS governance. We also understand that, once you make your decision, you'll want a rapid transition and immediate realization of benefits. We commit to transitioning services within 10 weeks of signature, based on our standard services and on a standard and stable SAP environment.

And we know that you need value for money - particularly in this year's economic conditions. **Managed Services for SAP Application Management** offers you an initial estimate in as little as 3 business days and guarantees a minimum 20% cost savings on your current SAP support and operational services delivery cost.



PACKAGED APPLICATION OPERATIONS SERVICES FOR SAP

The operations services provide day-to-day processing activities for the SAP system including:

- User administration
- Security and patch management
- Batch job scheduling
- Backup and restore
- Pro-active monitoring

The availability, performance, and capacity management services periodically fine-tune the SAP system and recommend and implement improvement plans to maximize the availability of your SAP system.

By signing an agreement with EDS to use **Managed Services for SAP Application Management**, you can gain more flexibility and better service levels, while reducing operational costs and freeing up internal resources for new projects. Using a combination of a best-shore leveraged team, shared infrastructure and automation tools, EDS, an HP company, delivers the quality services you need and expect at a competitive rate. Reliability, quality, availability - this is EDS' service quality commitment, safeguarding your critical business data and SAP application.

Minimizing your business risk and maximizing your returns

- EDS' proven application governance model can eliminate non-essential tasks, bundle development work together in releases, and tap into EDS' technical competencies and innovation capabilities
- Leveraging EDS' Strategic relationship with SAP and collaborative working with the EDS SAP Centers of Excellence can provide unrivalled access to global support and innovation
- Through active risk management, EDS protects the customer's intellectual property and ensures service performance

The power of the Partnership

Count on the partnership between EDS and SAP to provide best-practice SAP solutions:

- EDS is one of SAP's hand-picked partners for Project MOVE, an initiative designed to accelerate clients' upgrade processes
- EDS is one of the first participants in the Run SAP Partner Program, which is designed to help clients adopt the SAP End-to-End Solution Operations standards for the operation of their SAP solution
- The SAP Enterprise SOA framework is uniquely complemented by the HP Adaptive Enterprise strategy - combining our strengths in business applications, middleware, IT infrastructure, applications management and IT services
- EDS is among the few systems integrators capable of providing complete end-to-end solution offerings for SAP clients from a single source (services, software and hardware)

Why EDS?

EDS and SAP have been working together to provide enterprise solutions since 1990

EDS supports more than 1.7 million SAP users in 54 countries and nine languages

The HP and EDS SAP implementation is one of the five largest global ERP implementations in the world. The single EDS global template serves more than 150,000 users in 54 countries

EDS is an SAP Services Partner in 10 countries spanning the Americas, EMEA and Asia Pacific.

EDS has more than 6,800 SAP professionals in 27 global SAP competency centers, providing global applications implementations, management and hosting services around the clock

HP servers host approximately 50 percent of all SAP-based installations, with more than 60,000 installations and more than 22,000 customers.

EDS
391-B Orchard Road
#17-00 Ngee Ann City
Tower B
Singapore 238874
Tel: (65) 6735 6288