



### **EDS leads SAP applications management**

In addition to providing a comprehensive, end-to-end portfolio of SAP implementation, upgrade and consolidation services, EDS offers unparalleled support for your SAP systems, delivered through our SAP Applications Management and Hosting services. Our full-service approach to providing management and hosting services provides not only greater flexibility and cost savings, but also a balance of performance, reliability and risk management. We ensure your SAP software is optimized and the integrity is maintained, allowing for cost-effective upgrades and preparedness for change and innovation. This capability is particularly valuable for clients running their solution operations using the Run SAP methodology.

SAP, a member of the EDS Agility Alliance, chose to work with EDS as a founding member of the Run SAP partner program because of our leadership in the SAP applications management market.

**SAP**® Certified  
in Run SAP methodology

## IMPROVE YOUR SAP ENVIRONMENT

### RUN SAP METHODOLOGY

Even in today's uncertain times, you still need to keep your mission-critical SAP system running at its best to support your business needs. As part of our Enterprise Application Solutions for SAP, EDS, an HP company, and SAP® are working together to help you do that - and more.

#### **Standardize your SAP environment like never before**

The Run SAP methodology extends SAP's ASAP methodology into the operations of your SAP environment. A phased methodology based on EDS' and SAP's combined world-class knowledge provides best practices procedures, content, services, training and tools for end-to-end solution operations, along with a standardized and proven implementation method.

EDS is the first company to be certified by SAP AG to provide solution implementation and solution operations for clients using the Run SAP® methodology.

#### **Get the most out of your SAP investment**

The Run SAP methodology and the use of SAP's Solution Manager enable you to add functionality and standardization that give you immediate benefit. Within the current SAP enterprise license structure, the Run SAP methodology is included. To maximize your SAP investments, the key is to quickly integrate this methodology into your SAP operation. The Run SAP methodology is deployed to address several key aspects of running your SAP landscape, including:

- **Run SAP Root Cause Analysis** - Allows proactive management monitoring of the critical JAVA and ABAP applications
- **SAP's One Transport Order** - Automates and synchronizes the transport to production of ABAP and JAVA-based changes, ensuring synchronization across your heterogeneous SAP landscape
- **Business Process Interface Monitoring** - Monitors critical transactions, enabling early detection of problems with key high-volume interfaces



## ADDRESSING ALL YOUR APPLICATIONS MANAGEMENT NEEDS

### Service excellence

- Guaranteed service levels
- Best practices

### Service-based pricing

- Predictable monthly costs
- Flexibility to choose and modify service options

### Global delivery

- Global consistency
- Worldwide SAP service and support centers
- Tiered service packages, enabling full choice in onsite, nearshore and farshore support ratios

### Security and business continuity

- Real-time service and regulatory updates
- Compliant user access administration

EDS, an HP company  
5400 Legacy Drive  
Plano, Texas 75024

phone: 1 800 566 9337  
visit: eds.com  
e-mail: info@eds.com

## A phased approach to standardization

The Run SAP methodology includes 17 standards combined into four packages:

- **End-to-End Starter Package** - Standards address root-cause analysis, documentation, monitoring and administration elements, creating a common approach to ongoing operations
- **Change-Management Starter Package** - Standards address a basic approach to change management
- **Change-Management Advanced Package** - Advanced change-management standards, including change-request management and testing
- **Business Process Automation Advanced Package** - Advanced business-process automation and monitoring standards, including job-scheduling management and transaction consistency

## What you can achieve

To maximize the efficiency of your SAP system, we offer combinations of standards and packages tailored for your needs. The solution can be implemented as part of an implementation project, which enables the Run SAP standardization as the system is being built, or as part of your existing steady-state environment. We evaluate your specific needs using our scoping and assessment process and then work with you to perform the implementation solution that enables the Run SAP methodology. And, we continue to work with you to provide solution operations services via our comprehensive SAP applications management services.

## Expertise that spans your applications footprint

- 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.
- 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' Run SAP-trained personnel are regionally focused to suit the needs of clients across all major geographies.
- 100 percent of EDS' applications-management professionals located in key North American and EMEA competency centers are Run SAP-trained and certified; additional training continues on a global basis throughout 2009.