

maximizing business value with Right-Fit Application Management for SAP®

Turn business technology into business advantage

Businesses today need to extract value from every aspect of their operations and infrastructure - and that includes their IT. To do this, organizations are increasingly relying on their business applications to help balance cost reduction and revenue growth, enable them to cope with shifts and trends in customer demand, global competition, sustainability and statutory compliance. Managing your applications, therefore, is becoming not just a functional necessity, but a vital aspect of business success, continuity, innovation, and growth. Right-Fit Application Management for SAP from Atos can provide the answer you need to gain real value from your application landscape.

The perfect blend

Right-Fit Application Management for SAP is a tailored approach to managing and optimizing your SAP applications. It perfectly blends foundation services to drive efficiency with business-enabling services that enhance core business processes, boost performance and empower competitive advantage.

Our partnership with SAP

Atos is a long-time SAP global partner, with extensive expertise in SAP platform technologies including SAP Lifecycle Management Services. We are a Global SAP-certified Application Management services provider and one of only three Global Value Added Resellers for SAP, worldwide.

- ▶ Global SAP services provider
- ▶ Global Application Management provider
- ▶ Global Hosting partner (with certified data centers in EMEA, North America and APAC)
- ▶ Global Cloud Services Provider
- ▶ Global SAP Licence re-seller.

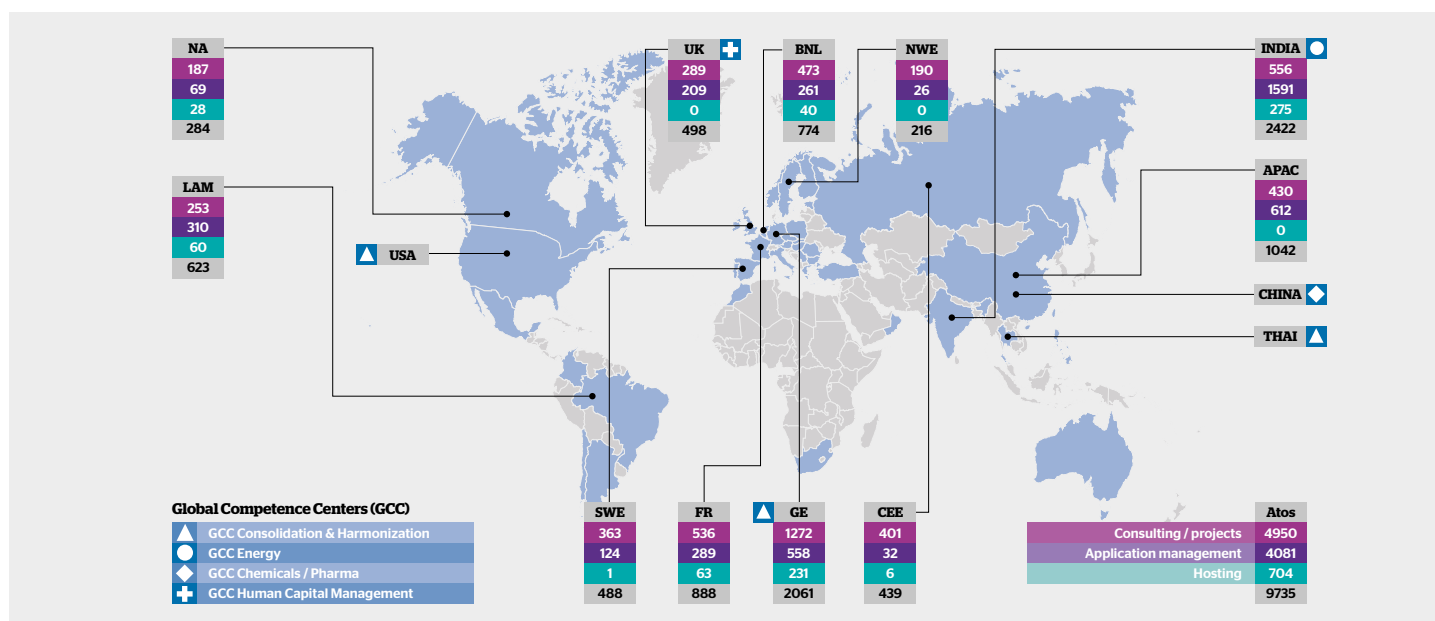


Fig 1: our global SAP footprint, around 10,000 SAP consultants supporting approximately 1 million SAP business users across 90 countries on 5,000 SAP instances

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A value enabler for your SAP landscape

Right-Fit Application Management for SAP is a transformational journey towards enhanced performance and efficiency across your SAP landscape. Your journey takes place in three stages.

Foundation Application Management

We focus on providing low cost and high quality Application Management services to optimize the business operations across your SAP landscape. We tailor our services to align with your business strategy using the right combination of core support and maintenance, change and enhancement, regular service upgrades and ongoing testing.

Our approach adopts SAP Solution Manager and is in line with the 'Run SAP' methodology. We provide end-to-end landscape monitoring across SAP and non-SAP applications to proactively detect bottlenecks and resolve them quickly, as well as make adjustments and refinements to ensure everything is working as effectively as possible.

Business-enabling Application Management

Business process chain management

Here we focus on your end-to-end business process chains as measured through agreed Business KPIs. Atos' strategic monitoring platform, 'The Bridge', in unison with SAP Solution Manager, provides a consolidated view of end-to-end business process chain performance on a 24x7 basis. It provides business alerts and traffic light functionality when agreed Business KPIs are at risk of reaching their threshold. Our Electronic Daily Production Planner management console allows taking prompt corrective and preventive action to safeguard and optimize your vital business processes.

With process chain analytics support from 'The Bridge', we evaluate your business process chains to surface pain points and value potential. We provide you with a selection of value drivers, KPIs and process roadmaps. Together, we identify optimization potential and make recommendations, implement them, and measure the outcome to achieve tangible business process improvement.

The game-changer: Business Process Chain Management

Our new Application Management concept is dedicated to managing your critical business process flows. Such an approach represents a paradigm shift from conventional IT service delivery by bringing together the management of individual technical components that drive key business process chains into an holistic, business-oriented view of performance. Benefits of this approach include:

- ▶ Reduced business disruption
- ▶ Optimized business process performance
- ▶ Support cost reduction
- ▶ Higher end-user satisfaction
- ▶ Greater IT health transparency for all stakeholders
- ▶ All service level expectations met or exceeded.

SAP Consolidation and Harmonization

We know from many successful projects that powerful enterprises require simplified and rationalized SAP systems providing flexibility and scalability, aligned with overall business strategy. The key here is to close the gap that can exist between business and IT operations.

Our SAP Business Process Solution combines proven transition tools, innovative methodologies and expertise in process mapping and redesign. The result is the transformation of your business processes, IT applications and infrastructure into a fully harmonized SAP environment.

Sector-specific Application Management

Our specialized industry knowledge will take you further down the path to process excellence. Here, we establish industry-specific KPIs, standards and templates for value exploration and fine-tuning. You can select from a variety of tools, enablers and accelerators to refine and strengthen your business process model further.

Atos Right-Fit - the three 'building blocks' of your transformational journey

Foundation Application Management addresses your fundamental cost reduction and business continuity challenges. It provides core application support and maintenance, change, enhancement, upgrade and test services.

Business-enabling Application Management tackles your unique business challenges, by consolidating and modernizing your application landscape, helping you evolve your solution towards the cloud, and optimizing your business process performance.

Sector-specific Application Management provides technology, processes and outcome-based service delivery to help drive revenue growth, specific to your industry.

Next steps

Atos knows all about Application Management for SAP. Let us show you how to transform your SAP landscape with specially developed solutions and services outlined here, to help organizations like yours.

For more information, contact: dialogue@atos.net Web: atos.net/en-us/home/we-do/application-management-services.html