FUJITSU

# UNITING THE ENTERPRISE

# SAP integration and management services

# The Challenge

Business is getting tougher. No matter where you are in the world, competition is increasing as new global markets are opening up. Customers are demanding and expecting to get even more for their money. Cost pressures are mounting across the supply chain. And skill shortages are driving businesses to try and squeeze even greater productivity out of their staff.

## Making life simpler

One of the key reasons that many organisations struggle to handle the challenges that they face is that they are hampered by a complex network of legacy systems and processes. Often these were never designed to work together. Or they are difficult to integrate with the new applications necessary to support evolving business needs. Sometimes different business units or geographic regions will even be using totally different systems to each other.

However, such systems and business processes will almost certainly have evolved over the years and be tightly integrated into your day to day operations. So, it is simply not cost-effective to throw everything away and start again. And the risks would also be considerable.

## In safe hands

While the prospect of creating such a wholesale change might seem daunting it really shouldn't be. There is a solution. Fujitsu offers a full SAP® consultancy and integration service that can help you realise the full value of your IT investment.

By seamlessly linking and integrating your existing and new processes using SAP-based solutions Fujitsu can quickly create a highly integrated operational environment that will deliver significant efficiency and productivity benefits by providing one common data and reporting source across the entire enterprise.

And because we also take into account the underlying IT infrastructure that will be used to support the new application technology we can ensure that it is deployed in the most efficient way in order to minimise ongoing costs and maximise the return on your IT investment.

# The Solution

## The complete solution

To help customers maximise the return on their IT investment and ensure that even the most complex SAP-based projects are deployed rapidly and safely Fujitsu offers a range of end-to-end SAP solutions, including consulting, systems integration, system management, outsourcing and infrastructure solutions.

By combining our in-depth knowledge of SAP products, gained through the successful implementation and operation of more than 5,500 SAP-based installations worldwide, together with our extensive global and industry knowledge, we can provide you with industry-preconfigured templates that reduce implementation time, resulting in significant cost savings.

In addition, Fujitsu offers a choice of innovative, high reliability, high performance infrastructure solutions that are capable of running even the most demanding and business-critical IT architectures.

### Solutions:
- SAP ERP
- NetWeaver
  - Enterprise Portals
  - Exchange Infrastructure
  - Business Intelligence
- Supply Chain Management
- Mobility Solutions

### Services:
- Implementation Service, including preconfigured solutions
- Upgrades
- Outsourcing, including system migration
- Archiving
- Hosting & Managed Service
- Offshore
- Capacity Management

## Taking the first step

Choosing when, where and how to make your first step towards a fully integrated IT infrastructure is critical. That's why Fujitsu offers a range of pre-development consultancy services that are designed to help you plan your SAP IT infrastructure in the most straight-forward and efficient way in order to maximise operational synergy and minimise the associated cost and risks.

Our service portfolio includes:

- **Sizing Services**
  Using state-of-the-art tools, our consultants will analyse and configure your SAP IT infrastructure, so that it is specifically tuned to your needs. We don't just use check lists. Instead, our data is derived directly from your infrastructure, allowing us to give precise and customised recommendations about the optimum size and configuration of your system requirements.

- **Migration**
  Part of the Fujitsu SAP-certified migration services is to counsel you on the transition from outdated server technology to new high performance Fujitsu server platforms. Our vast experience, gained over many migration projects, will ensure that the planning and implementation of your SAP migration projects are conducted thoroughly and safely.

- **System Inspection**
  SAP infrastructures evolve gradually, so you can some times lose track of exactly what your infrastructure landscape consists of. This makes it very difficult to improve infrastructure performance or remove bottlenecks as it is extremely difficult to track down the source of any problems. With our System Inspection service Fujitsu will analyse your complete SAP infrastructure and evaluate your data, so that we can quickly answer any questions or address any issues that you may have. As a result, you can rapidly and flexibly adapt your systems and respond to fast-changing business requirements.

# The Advantages

Fujitsu has 1,500 highly experienced
SAP consultants around the world,
backed up by state-of-the-art development
and verification facilities in three major
SAP Competence Centres.

### The Fujitsu difference

Fujitsu's SAP consultancy and infrastructure services offer a
number of significant advantages to our customers:

### 1) Global coverage

Fujitsu has over 1,500 SAP consultants working alongside
our 35,000 system engineers across the globe. As a result, we
can provide end-to-end service offerings to businesses virtually
anywhere in the world, including the implementation and
ongoing management of the most advanced and cost-effective
SAP solutions.

By combining the comprehensive expertise of our highly
skilled SAP consultants with a range of sophisticated tools
and templates, designed to support the successful creation
and integration of mission-critical applications, we can deliver
highly tailored SAP-based solutions that meet the specific
needs of your industry and your business:

| | |
|---|---|
| • Manufacturing | • Utilities |
| • Financial | • Telecommunication |
| • Retail | • Transportation |
| • Government (Federal/Local) | • Food |
| | • Professional Service |

In particular, our consultants have access to an extensive
collection of SAP tools, engagement best practices, and lessons
learned from prior SAP projects. We also have solid offshore
resources for cost-effective system implementation and
management. In addition, a choice of hosting/outsourcing
services can be provided using our state-of-the-art data centre
facilities located worldwide.

### 2) Fujitsu SAP Competence Centres

Fujitsu operates SAP Competence Centres, located in three
world regions, to help our customers successfully implement
SAP platform solutions on a global scale.

Using the extensive facilities available in our Fujitsu SAP
Global Competence Centres we can also support your
benchmark testing by reproducing your own IT environment.

### 3) Advanced integration

Fujitsu's TRIOLE® is a process for creating industrialised IT infrastructures and services, making them more efficient, more reliable, quicker to implement, and easier to change. With TRIOLE, IT infrastructures have all the consistent quality you expect from goods rolling off the most advanced industrial assembly lines. Form and performance are standardised. Already virtualised and automated, components can be easily reused, keeping costs low, ensuring that development is quick, stable and reliable, and making maintenance, change and growth extremely simple.

Using the TRIOLE framework, together with our wealth of experience and expertise in systems integration, Fujitsu can deliver extremely reliable, high quality, proven and cost-effective SAP solutions in the shortest possible timeframe.

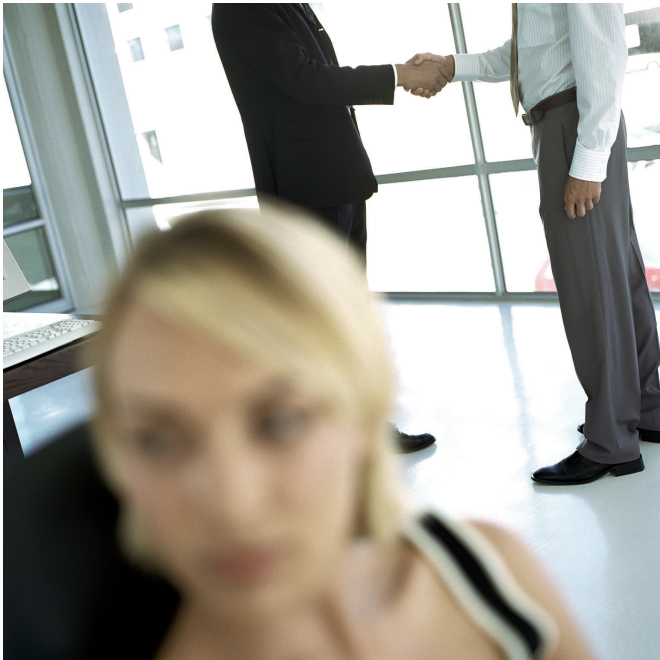### 4) Adaptive computing infrastructure

Fujitsu initiated and contributed significantly to the joint development and successful introduction of "Adaptive Computing", a capability of SAP NetWeaver, with the introduction of our FlexFrame for SAP – an IT infrastructure solution for SAP environments that makes significant total cost of ownership (TCO) savings possible. The FlexFrame solution is based on a clear division of the IT infrastructure for SAP solutions using well-defined building blocks: computing, control, network, and storage. As such, it provides complete flexibility in selecting the right IT components for your business, while also ensuring that they can be integrated quickly, cost-effectively and with minimal risk.

### 5) Effective middleware

Ranked as a leader in application integration and middleware, Fujitsu's Interstage Suite helps companies define a standards-driven foundation for their enterprise-wide Service Oriented Architecture (SOA). Interstage allows organisations to achieve their business goals more effectively by using proven Business Process Management (BPM), Enterprise Service Bus (ESB) and SOA management/governance toolsets to ensure that IT systems are closely aligned to operational requirements and processes. Fujitsu and SAP AG assure the interoperability between Interstage and SAP NetWeaver as one of the strategic technology collaborations between our companies.

# The Credentials



Fujitsu's long-standing relationship with SAP AG provides businesses with a unique advantage in the deployment of mission-critical and global SAP-based solutions.

**A solid partnership**

Fujitsu's relationship with SAP AG stretches back many years to the founding days of SAP AG and the global technology alliance with Fujitsu Siemens Computers and its predecessor companies.

The formal Fujitsu/SAP AG partnership now operates at both a local and global level. As well as our Global Technology Partner status, which was achieved in 2000, we also obtained the status of Global SAP Services Partner in 2006 and Global SAP Hosting Partner in 2007. Fujitsu is one of the very few SAP partners to achieve global partnerships in Technology, Services, and Hosting.

As a result, Fujitsu can provide a compelling end-to-end service and technology offering to customers worldwide, incorporating the latest SAP solutions as well as first-hand support, while also ensuring that our own product development remains closely in line with that of SAP. This combined offering enables companies anywhere around the globe to boost competitiveness by optimising their overall operations using SAP's business applications based on Fujitsu's cutting-edge, high reliability platform products and consulting services.

SERVICES™  TECHNOLOGY™  HOSTING™

**SAP**  **SAP**  **SAP**

GLOBAL PARTNER  GLOBAL PARTNER  GLOBAL PARTNER

# The Platform

**High reliability and high performance infrastructures**
Mission-critical SAP systems require high reliability and high performance infrastructure solutions. To meet precisely these requirements, Fujitsu provides a wide choice of platform solutions.

SAP AG has already implemented Fujitsu servers, storage, and business clients for a wide variety of purposes, from development to production and workspace solutions. Our servers are also achieving high rankings in the SAP Standard Application SD Benchmark as well as other benchmarks, demonstrating that they have the high performance and high reliability necessary to maximise the effectiveness of SAP products.

In addition, new SAP products and SAP partner's products, such as those from Microsoft and Network Appliance®, are interoperable. Fujitsu has the experience and capability to combine such products in an intelligent way in order to optimise the operational efficiency and flexibility of your SAP systems.

## PROVEN HARDWARE SOLUTIONS

**SPARC Enterprise/PRIMEPOWER
The world standard SPARC®/Solaris™ Server**
- High performance, availability, and scalability for critical Solaris applications
- Built with extensive mainframe data centre experience
- Support today's mission-critical/always-on environments
- Provide excellent ROI

**PRIMEQUEST
High-end mission-critical servers for Windows and Linux**
- Built with Fujitsu's heritage of performance and reliability
- High performance Dual-Core Intel® Itanium® 2 processors
- Robust mainframe-class availability and scalability
- Support the most demanding Microsoft® Windows Server™ and Linux environments

**PRIMERGY
Industry standard servers for Windows and Linux**
- A comprehensive family of industry-standard servers
- Scalable, compact, and highly manageable blade servers
- Rock-solid reliability and industry-leading performance
- The perfect choice for enterprise Windows and Linux

**ETERNUS Storage Systems**
ETERNUS storage systems and ETERNUS SF software from Fujitsu offer performance, scalability, availability, and advanced functionality for today's enterprise storage environments. Extensive knowledge and experience designing mainframe storage has been architected into the entire ETERNUS storage family. ETERNUS storage systems deliver uncompromised availability designed to meet the most demanding mission critical requirements of today's business environments.

**Mobile Devices**
Fujitsu notebooks are some of the most reliable in the industry and our Tablet PCs are designed for on-your-feet or at-your-desk computing applications.

## About Fujitsu

Fujitsu is a leading provider of customer-focused IT and communications solutions for the global marketplace. Pace-setting device technologies, highly reliable computing and communications products, and a worldwide corps of systems and services experts uniquely position Fujitsu to deliver comprehensive solutions that open up infinite possibilities for our customers' success. Headquartered in Tokyo, Fujitsu Limited (TSE:6702) reported consolidated revenues of about 4.8 trillion yen (US$40.6 billion) for the fiscal year ended March 31, 2006.