



Fact Sheet

Global Enterprise Management Services for SAP

Providing global 24 / 7 enterprise support to keep your business running

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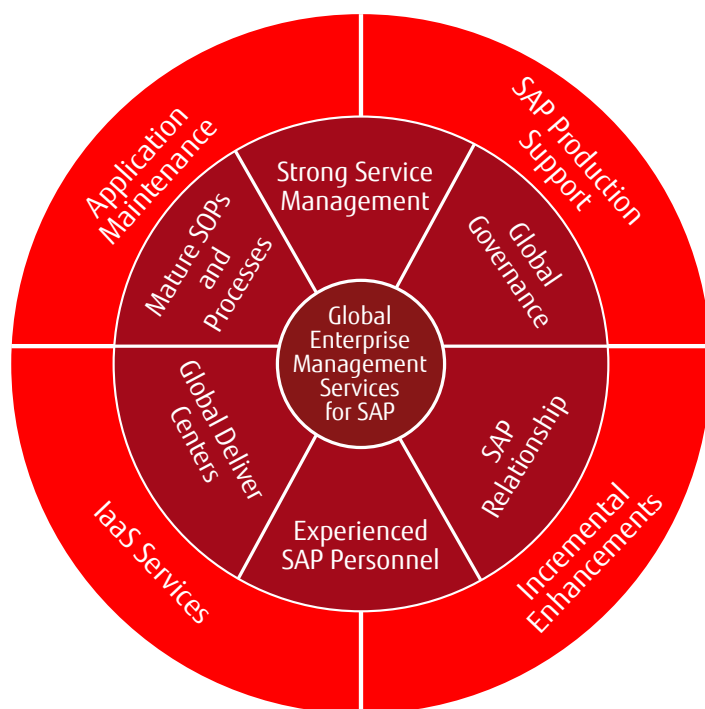
Global Enterprise Management Services for SAP

An Overview

In today's highly competitive world, you need every lever that enables you to provide your services as efficiently and as quickly as possible to your customers. Ever increasing costs and complex sourcing challenges are putting enormous strain on margins, making it increasingly difficult to be a leader in your industry. As a result, IT costs are being reviewed microscopically, leading to strategic IT programs being delivered with less effectiveness and less ROI. However, maintaining excellence in applications is a norm in the industry and it requires significant investments in application maintenance. Shortage of quality SAP skills, attrition, and ever increasing costs of retaining SAP resources bring in another dimension to the challenges. Fujitsu recognizes these challenges and presents its industry leading end-to-end SAP outsourcing industry solution – Global Enterprise Management Services for SAP, including the 'pay-per-use' IT delivery model for SAP ecosystems that radically rationalizes global IT costs. It lets you cherry-pick from an exhaustive range of services to meet your needs. Whether you want support for an individual SAP module, the entire SAP portfolio, Application Maintenance Services, or Infrastructure Management Services, Global Enterprise Management Services for SAP lets you choose your own service stack. Global Enterprise Management Services for SAP also offers the industry leading IaaS portfolio for SAP ecosystem leveraging its significant investments and pioneering developments to create an efficient and instantly available IT delivery model for you.

SAP applications in your organization are fragmented and maintained in a disconnected pattern. This leads to shortcomings in achieving desired levels of efficiency, predictability, and standardization from your SAP landscape. In-house maintenance of SAP ecosystems also leads to a significant CAPEX and recurring resource costs. Global Enterprise Management Services for SAP enables you to move away from these traditional challenges by leveraging its advanced enterprise cloud computing capabilities and ensures you get the desired performance and ROI from your business critical SAP applications at lower costs with globally strengthened IT governance.

Global Enterprise Management Services for SAP leverages Fujitsu's industry leading Best Practices, proven estimation capabilities, SAP Tool suite, mature Support Standard Operating Procedures (SOPs), and a highly scalable and multi-technology hosted 'Enterprise Cloud' service. Global Enterprise Management Services for SAP IaaS



guarantees security, visualization of service levels from a business viewpoint, and highly loaded batch processing. In effect, it provides all the benefits of a 'private cloud' – ability to use only the required resources when they are needed, virtually unlimited computing capabilities, and easy service coordination.

Global Enterprise Management Services for SAP - The Benefits

Global Enterprise Management Services for SAP Global Delivery Model crunches the timelines required to accomplish a comprehensive range of tasks. This leads to a faster time to market for services and significant cost savings. Global Enterprise Management Services for SAP can help you increase your services execution productivity and quality. Predictability of service results and the resultant cost savings are the most important benefits of Global Enterprise Management Services for SAP. The benefits are measurable and specific:

Global Enterprise Management Services for SAP - Delivery Capabilities

Fujitsu is at the forefront of application outsourcing industry. It has achieved this leadership position through a consistent focus on quality, a trait inherent to its Japanese heritage.

Focus on Delivery Innovation

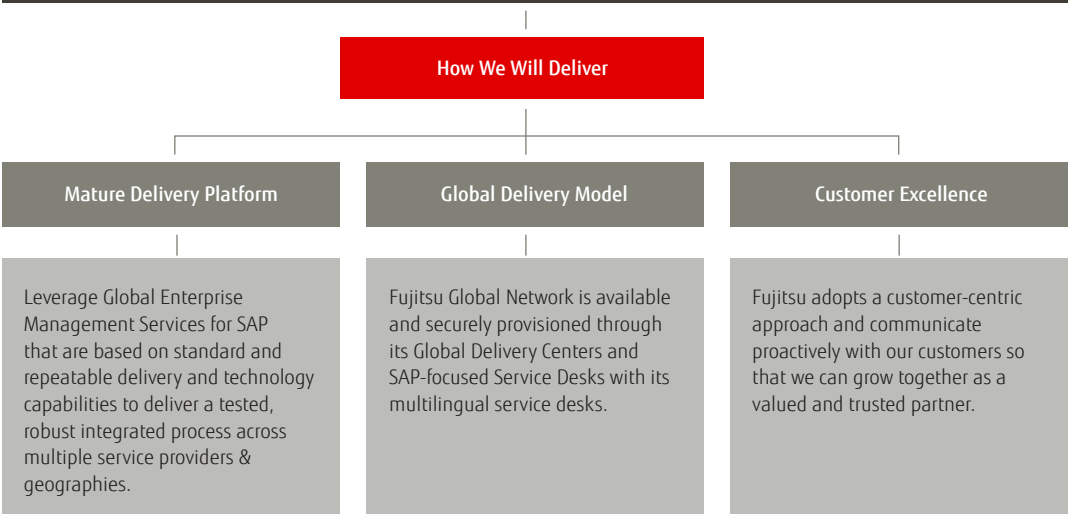
With over four decades of relationship with SAP, Fujitsu has partnered with SAP on several joint technology initiatives, the most recent and highly visible being the SAP HANA Appliance Software Development. Fujitsu is a Gold sponsor SAP Innovation Now and has won several Pinnacle awards. This strong relationship allows Fujitsu to be early in the innovation curve and offer better solutions for the client's needs.

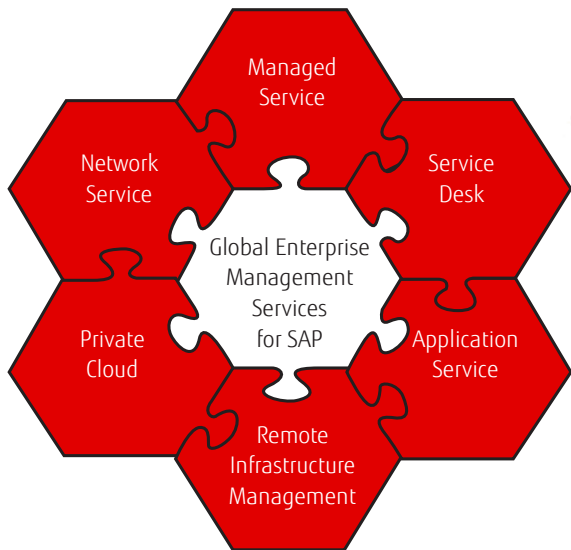
Global Delivery Model

Global Enterprise Management Services for SAP leverages Fujitsu's extensive experience in delivering multi-country SAP ecosystems. This is strengthened by Global Enterprise Management Services for SAP's global governance model that integrates people, processes, tools, and assets, ensuring quality delivery for clients both English and non-English speaking. Global Enterprise Management Services for SAP has mature delivery capabilities in all the major industry verticals.

Tasks	Conventional Global Delivery Model	Global Enterprise Management Services for SAP
Setting up Support Desk	Months	Weeks
Setting up Application Maintenance Support Services	Months	Weeks
SAP Environments Provisioning	Weeks	Minutes
Administration and Governance	Several resources per Application	Few resources per Application

Our clients will experience a SAP global enterprise management service that will drive cost efficiencies now, deliver service flexibility and pricing transparency; to fulfil the differing and ongoing needs of their business segments.





Global Enterprise Management Services for SAP is a complete production support service offering for SAP customers

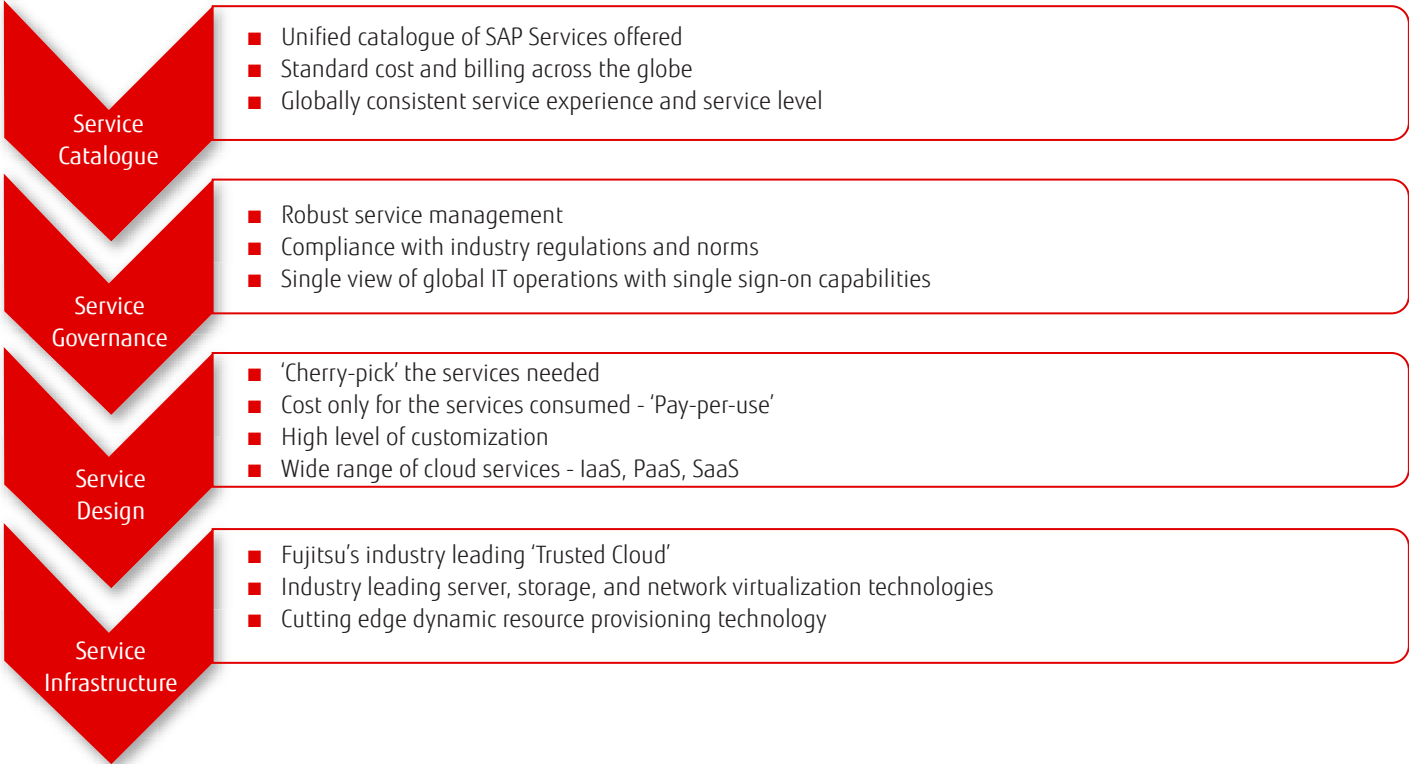
Our unique distributed delivery platform utilizes the best and most cost effective skills and resources globally.

Fujitsu's global delivery centers have been selected to offer a range of key competitive capabilities to meet client requirements.



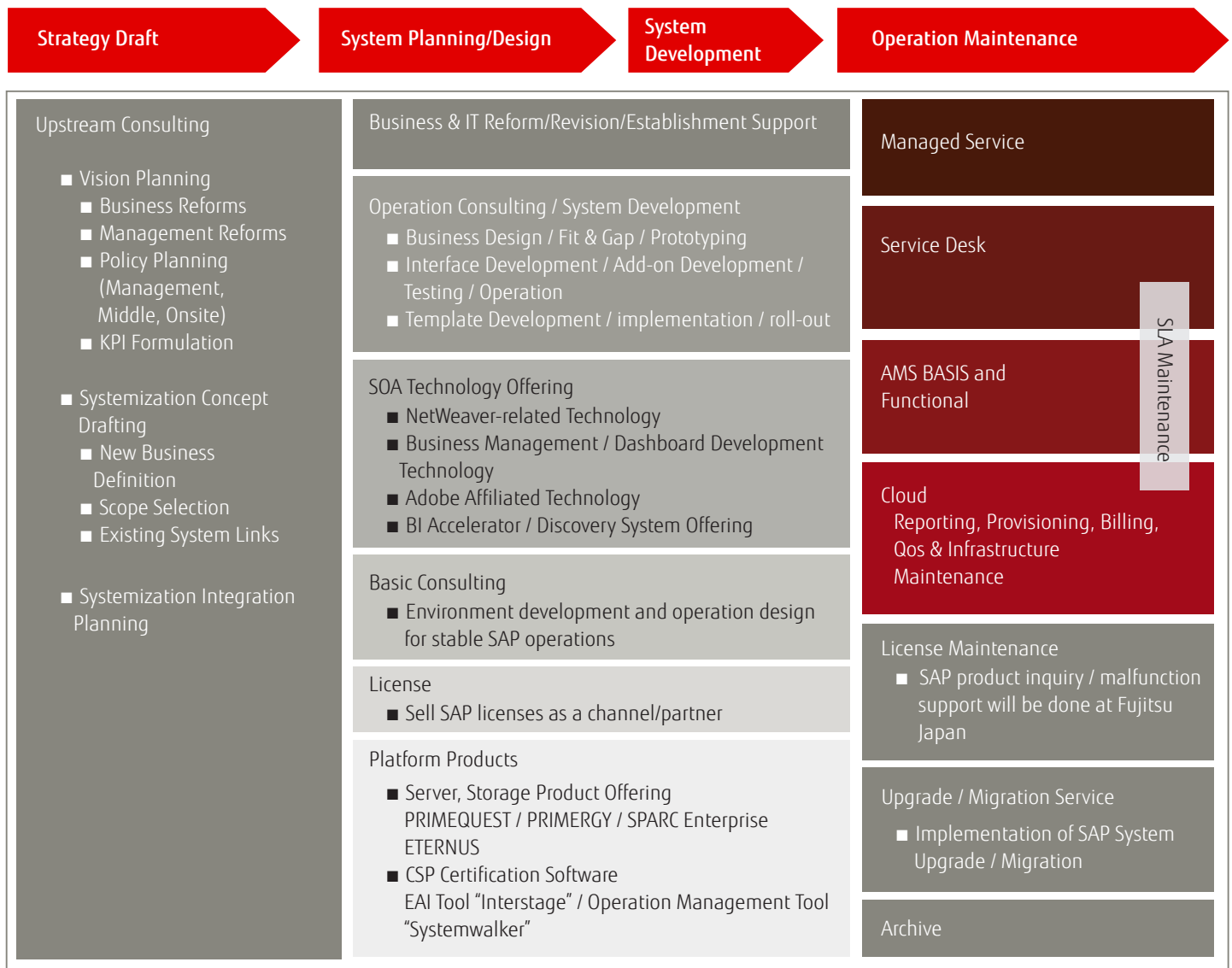
Global Enterprise Management Services for SAP brings to our global clients the best Fujitsu has to offer.

Global Enterprise Management Services for SAP - The Solution



Global Enterprise Management Services for SAP

The Scope of Services



SLA Maintenance

Global Coverage



Why Fujitsu

Rated by Gartner as No. 3 IT Services vendor, Fujitsu is a \$53 billion dollar leader in global IT systems and services providing world-class levels of service.

Our track record spans more than 50 years providing mission-critical support to some of the largest corporations worldwide in government, financial services, retail, manufacturing, and telecommunication sectors.



Ask Fujitsu

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