

# Global Enterprise Management Services (GEMS) for SAP

Global Enterprise Management Services (GEMS) for SAP combines Fujitsu's SAP competence, global delivery centers, and cloud platforms to lower total cost of ownership while improving application performance and reliability.



## 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 together with weak governance globally across regions are putting enormous strain on margins. As a result, IT costs are being reviewed microscopically, leading to strategic IT programs being delivered with less effectiveness and low 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 recognises these challenges and presents its industry leading end-to-end SAP outsourcing industry solution – Global Enterprise Management Services (GEMS) for SAP, including the 'pay-per-use' IT delivery model for SAP ecosystems that radically rationalises global IT costs. It lets you cherry-pick from an exhaustive range of global 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, GEMS for SAP lets you choose

your own service stack. GEMS 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 global delivery model for you.

SAP applications in your organisation are fragmented and maintained in a disconnected pattern across regions. This leads to shortcomings in achieving desired levels of efficiency, predictability, and standardisation from your SAP landscape. In-house maintenance of SAP ecosystems also leads to a significant CAPEX and recurring resource costs. GEMS 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.

GEMS 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. GEMS for SAP IaaS guarantees security, visualisation 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.

## Business Challenges

- Customers want to reduce the cost of SAP operation & support, and shift the savings to drive business growth initiatives
- They need to accomplish this without impacting performance or reliability
- They want to simplify and consolidate their global infrastructure and IT services
- They want to move to utility pricing and delivery models
- They want consistent global delivery

### Fujitsu's Solution - GEMS for SAP

- The Global Enterprise Management Services (GEMS) for SAP provides a global industrialised model for the delivery of SAP Support and Infrastructure
- GEMS for SAP provides a global standard which integrates our SAP IaaS Cloud Platform with Global Delivery Centers and a Single SAP Focused Service Center with Multilingual Service Center
- GEMS for SAP also ensures that the Fujitsu Global Network is available and securely provisioned through its globally distributed access points to provide our clients global connectivity

### Business Benefits

- Cost reduction through a cost effective delivery structure
- Quality and delivery control with a focus on continuous improvement
- Flexibility through the Right Resource in the Right Place at the Right time
- Industrialisation and Predictability through process definition and automation
- Global Consistency - one Delivery Model across One Fujitsu
- Global Governance - single Fujitsu standards

### End-to-end SAP Support

- Full coverage of SAP technical and functional requirements across all SAP modules
- 24/7, multilingual service center
- Integration across Fujitsu global resources & facilities
- Value added options: Major Enhancement, Upgrades, New Functionality, Implementations, Archiving, Organisation Change
- Utility pricing models

### Leverages Fujitsu Technology Investment

- Deployment via existing Fujitsu SAP certified IaaS platforms and T3 data centers
- Provides flexibility to address data sovereignty issues
- Fujitsu Wide Area Network (WAN) provides global connectivity
- Improves solution Total Cost of Ownership (TCO) & ensure business continuity
- Align with future directions such as SAP High Performance Analytic Appliance (HANA), Fujitsu Global Cloud Platform



### 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.

In collaboration with



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### About Fujitsu

Fujitsu Australia and New Zealand is a leading service provider of business, information technology and communications solutions. As the third largest ICT company in the Australian and New Zealand marketplace, we partner with our customers to consult, design, build, operate and support business solutions. From strategic consulting to application and infrastructure solutions and services, Fujitsu Australia and New Zealand has earned a reputation as the single supplier of choice for leading corporate and government organisations. Fujitsu Australia Limited and Fujitsu New Zealand Limited are wholly owned subsidiaries of Fujitsu Limited (TSE: 6702).