

POWER UP your SAP business with Fujitsu's total hosting solutions



SAP's business management software lies at the heart of thousands of large organisations in Australia and around the world. It is powerful and essential, which ensures it attracts significant investment and resource time. However, organisations are under pressure to reduce technology-related costs while increasing the reliability, flexibility and sustainability of their core business systems.

Fujitsu has the answer. By hosting your SAP applications within our world-class data centres and leveraging our expert management services, you can gain the best of both worlds – greater performance and reliability at lower cost.

Fujitsu's **TOTAL** SAP hosting solution

Fujitsu provides a comprehensive solution that spans SAP-specific Professional Services, sophisticated Data Centre Hosting and an extensive array of Managed Services. We currently provide SAP-related services to more than 300 organisations in the Asia Pacific.

As a total SAP hosting solution provider, Fujitsu's services can be tailored to meet customers' requirements, from co-location to cloud hosting. Most importantly, we take an holistic view of the infrastructure, managed services and professional services required to maximise the performance of your SAP systems.

Business Benefits

Hosting your SAP applications enables you to leverage the economies of scale that the shared-service model delivers for physical infrastructure and managed services.

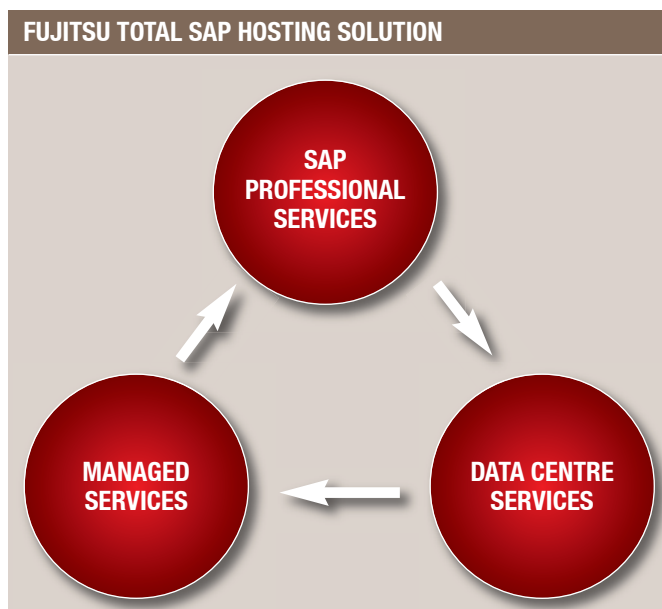
Moving to a hosted approach also reduces risk and enables greater business agility, application availability and compliance. The business benefits offered by Fujitsu's SAP hosting solution include:

- Reduced IT infrastructure investment requirements
- Lower resource and training costs
- High availability of SAP systems across the enterprise
- Rapid response to business requests for new SAP-related services
- Greater ability to innovate and optimise resource allocation
- Improved ability to meet legal, regulatory and other compliance obligations
- Lower risk of server, facilities or application failure

Wide range of delivery options

Customers can select a fully managed SAP hosting service or access specific services. Fujitsu's goal is to help organisations establish and manage a stable SAP system, installed and managed according to ITIL industry standards and backed by service-level guarantees.

- **Co-location** – Locate your servers within Fujitsu's data centre facilities, with options such as remote 'hands' and network bandwidth.
- **Dedicated Hosting** – Includes facilities, network and infrastructure management plus dedicated server hardware. Also available for customer owned equipment with Fujitsu hosting and management.
- **Utility Hosting** – Includes facilities, network, storage and infrastructure management plus a utility platform. This is a shared environment using virtualisation and offering on demand, flexible capacity.
- **Cloud Hosting** – Includes facilities, network, storage and on demand, multi-tenant elastic computing capacity, which can be either dedicated or virtualised. 'Elastic' means that customers must be able to scale both up and down on demand, without a contractual commitment to capacity.



SERVICES and Features

Fujitsu's fully managed service is known as the Total Management Service and includes:

- Data Centre Management
- Service Delivery Management, including Service Desk
- System Management, including database, server, storage, back-up and network management
- Desktop Managed Service, including security, application and client management
- SAP Basis and Application Support, including ABAP, Java and NetWeaver development

State-of-the-Art Data Centres

Fujitsu owns and operates eight data centres in Australia, located in Queensland, New South Wales, Victoria and Western Australia. These comprise more than 27,000 square metres of floor space. Each centre is always operational, highly secure, redundant, telecommunications-carrier neutral and managed by highly experienced technical and administrative staff.

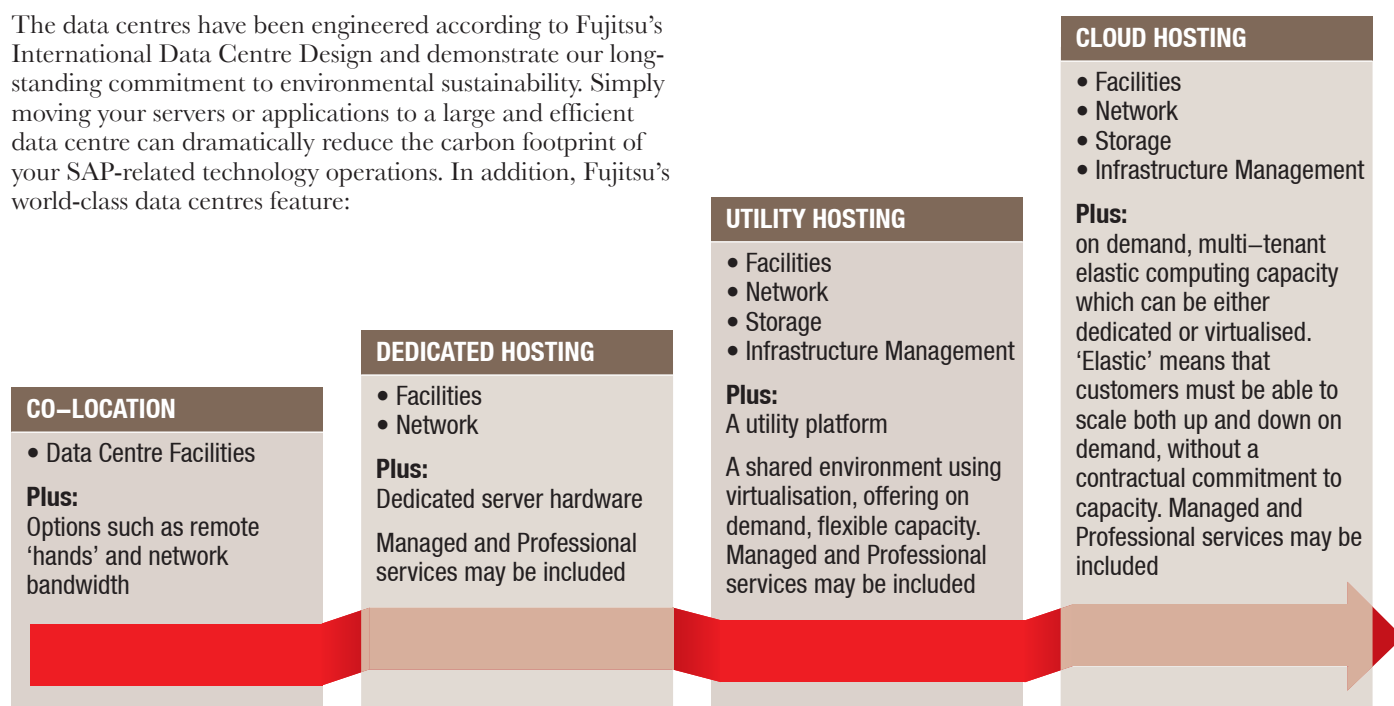
The data centres have been engineered according to Fujitsu's International Data Centre Design and demonstrate our long-standing commitment to environmental sustainability. Simply moving your servers or applications to a large and efficient data centre can dramatically reduce the carbon footprint of your SAP-related technology operations. In addition, Fujitsu's world-class data centres feature:

- Recycling of water and paper
- Advanced power management
- Effective space and thermal management
- ECO friendly materials, such as paints and carpets
- Hybrid cooling techniques incorporating chilled water and air

Fujitsu's data centres are a key plank in our Green IT approach that enables customers to reduce the environmental burden of their IT infrastructure and overall operations. This approach delivers significant benefits in terms of lower energy usage and other costs and risks associated with sub-optimal sustainability practices.

Managed Services

Fujitsu's managed services team comprises more than 1,700 dedicated professionals supporting over 185,000 devices in Australia and New Zealand. This includes in excess of 10,000 servers, 15,000 network devices and 1,500 databases.



WHY Fujitsu?

Our certifications and accreditations for Managed Services and data centres include:

- ITIL – Fujitsu is ITIL-compliant and aligning with v3 of this service delivery standard
- ISO 9001 – product and service quality requirements
- ISO 27001 – management of information security
- TIA-942 – data centre construction guidelines
- ASIO-T4 – Australian Security Intelligence Organisation guidelines for data centres

Why Fujitsu?

Fujitsu has the size, technology expertise and disciplined business processes to act as the ideal SAP hosting provider for your organisation. In Australia, we are the third largest IT services company, with 5,000 staff, more than 2,000 customers and revenue of over A\$1.1 billion a year. We have been operating in Australia since 1972 and New Zealand since 1981. Fujitsu Australia and New Zealand is part of the global Fujitsu Group, with 186,000 staff in 70 countries and an annual research and development budget of US\$2.6 billion.

Global SAP Practice

Fujitsu is one of only three SAP partners to attain all four **SAP Global Partner** status for Services, Technology, Software and **Hosting** and has completed more than 300 SAP implementations and 50 upgrades in Australia. We employ over 300 specialist SAP consultants in Australia alone and more than 2,400 consultants serving over 7,000 SAP customers worldwide.

Our SAP professional services are underpinned by rigorous core methods and cover:

- IT strategy and business case analysis
- RFI/RFP development
- Implementation and process modelling
- Change management
- Application management services

SAP Hosting Assessment Service

Contact us to discover whether your organisation could benefit by changing the way it manages its SAP applications. Fujitsu's SAP Hosting Assessment Service analyses your current approach and requirements then projects potential business benefits that could be gained by moving to a hosted approach.

“Fujitsu’s Global Hosting Partner status is a significant extension of our successful relationship. Through this partnership, customers will benefit from a comprehensive hosted SAP application offering, which is tightly integrated with Fujitsu’s customer-centric approach, allowing them to focus their resources on meeting core business challenges.”

Dr. Bernd-Uwe Pagel, Senior Vice President, Business Process Outsourcing, SAP



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 have 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). AU.FUJITSU.COM NZ.FUJITSU.COM

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