

SAP INFRASTRUCTURE-AS-A-SERVICE

EFFICIENT OPERATION OF YOUR SAP SOLUTION

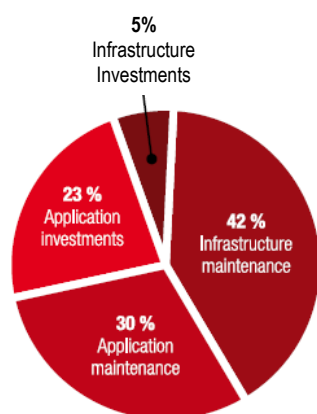
Numerous companies are faced with the problem of not being able to invest in innovative solutions, usually because they are already financially restricted by the high operating costs of their existing IT solutions. When you consider that most SAP users spend more than **70%** of their IT budget on operating their SAP infrastructure, then it is obvious that there is hardly any opportunity to introduce innovations and thus gain competitive benefits. The logical result is that operating costs must be reduced. Furthermore, fault-free access to the networked systems and their information is decisive for business success. Even the briefest of downtime results in lost productivity, income and possibly customers as well as missing out on business opportunities.

SAP Infrastructure as a Service from Fujitsu - a global SAP partner – delivers the availability of customer's SAP applications. Customers also benefit from a comprehensively managed infrastructure on a "On Demand" basis allowing higher cost efficiencies yet with minimized risks.

Customer requirements

- You want to know the costs involved in operating your SAP systems and require cost transparency
- You want to have financial freedom for innovations by reducing operating costs
- You want to free up your resources to focus on your core business
- You are looking for ways to cope with such IT complexity as the requirements from your business processes increase?
- You would like a platform that allows you to freely and easily explore the possibilities of innovation on your SAP platform
- You have personnel bottlenecks and are looking for ways to solve this problem

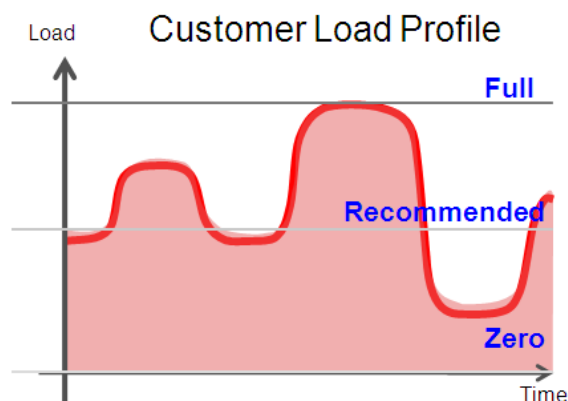
THE COSTS OF SAP OPERATIONS



- Rising Complexity
- >70% of the IT budget for running SAP operations
- <30% of the IT budget for innovations to improve business competitiveness

Business can change only as fast as IT can

Our Offer - SAP Infrastructure as a Service



Fujitsu's SAP IaaS offering provides customers with SAP resources on a "On Demand" basis. This is provided as an annual subscription for a "Baseline" measured amount of resources. The "Baseline" is available in three options:

- **Zero.** All resources are provisioned to customers as 100% "On Demand" basis.
- **Recommended.** A pre-determined amount of resources will be allocated after conducting an analysis of the customer load profiles. Additional resources required for activities such as batch processing will then be allocated on an "On Demand" basis.
- **Full.** For customers who would like to have an even more transparent cost of running their SAP environments we are able to fully allocate resources for their load requirements.

SAP Infrastructure as a Service means that Fujitsu takes on the responsibility for the provisioning of all required resources for the customer's needs and ensure the availability of those applications.

Also included as well is a comprehensive suite of SAP infrastructure managed services that ensures that the daily operations traditionally required as part of the administration and running of the SAP landscapes are provided. The range of services include ensuring SAP infrastructure operations, support and maintenance of the SAP system basis and databases as well as the preventive services, such as backup, restore or disaster recovery.

All these services and resources are packaged together as a service to the customer with a simple subscription model. Fujitsu is a global SAP technology hosting and service partner with many years of experience. Its ideal competence ensure that the various individual customer requirements are successfully implemented.

Service description

Bottlenecks in your IT operations result in overworked employees. From the experts from Fujitsu they will support you with the following service included with your SAP IaaS subscription:

- Administration of the SAP IT infrastructure
 - Hardware
 - Middleware
 - Operating System
 - WAN
 - Networking
- Maintenance & Patch installation
- Data backup and recovery
- System backup and recovery
- Disaster Recovery and testing
- Incident and Event Management (Call routing, tracking, escalation management, reporting) for OS, DB
- Capacity planning
- Alerting and reporting
- Call Centre support

Facilities

Hosted in our certified datacentres, qualified specialists ensure that your SAP infrastructure is professional operated based on recognized industrial standards. We will be your partner who provides flexible yet secure solutions that meet requirements.

- Modern high-performance data center
- Certified and audited security standards
- Private cloud
- Clearly measureable standardized performance
- Performance-related invoicing
- Disaster prevention & recovery

Customer benefits

- Availability as required
- Increased flexibility and performance-related invoicing
- Create space for innovations
- Cost efficiency and transparency
- Flexible provision of operational services

Our competence for your success

Creating solutions requires a good understanding of the requirements and objectives involved.

We closely design the optimal solution with you.

A module procedure model with clear structures and targets form the basis.

- The Customer Needs Assessment analyzes your requirements and create a joint understanding
- We develop a draft concept in the strategy workshop with your input
- Solution and operational concept and specifications are the templates for the implementation and operation

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