FUJITSU

Data Sheet
Fujitsu Global Enterprise Management Services for SAP

Combining 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 services to your customers as quickly and as efficiently as possible. Ever increasing costs and complex sourcing challenges, together with weak global governance across regions, is putting an enormous strain on margins. As a result, IT costs are being reviewed microscopically, leading to strategic IT programs being delivered with less effectiveness and a low ROI. However, maintaining excellence in applications is a norm in the industry, requiring a significant investment in application maintenance. A shortage of quality SAP skills, attrition, and the ever increasing costs of retaining SAP resources bring another dimension to these issues.

Fujitsu recognizes these issues and presents its industry-leading end-to-end SAP outsourcing solution - Fujitsu Global Enterprise Management Services for SAP. This solution provides an ecosystem that radically rationalizes your global IT costs, while allowing you to '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, Fujitsu Global Enterprise Management Services for SAP lets you choose your own service stack. The solution also offers the industry-leading IaaS portfolio for SAP ecosystem, which leverages Fujitsu's significant investment and pioneering developments to create an efficient and instantly available IT delivery model for you.

SAP applications in your organization could be fragmented and maintained in a disconnected pattern across regions. This leads to shortcomings in achieving your 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. Fujitsu Global Enterprise Management Services for SAP enables you to move away from these traditional challenges by leveraging advanced enterprise cloud computing capabilities. This ensures that you get the desired performance and ROI from your business critical SAP applications, at lower costs, and with globally strengthened IT governance.

Fujitsu Global Enterprise Management Services provides a highly scalable and multi-technology hosted 'Enterprise Cloud' service. It achieves this by leveraging Fujitsu's industry-leading best practices, proven estimation capabilities, SAP Tool suite, mature Standard Operating Procedures (SOPs), and standard toolsets (for automated ticketing, dashboards and reports, a knowledge database, asset management and a self-service portal). 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', with the 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 and support, and shift the savings to drive business growth initiatives.

- Customers need to accomplish this without impacting performance or reliability.

- Customers want to simplify and consolidate their global infrastructure and IT services.

- Customers want to move to utility pricing and delivery models.

- Customers want consistent global delivery.

Fujitsu's Solution – Fujitsu Global Enterprise Management Services for SAP

- Provides a global industrialized model for the delivery of SAP support and infrastructure.

- Provides a global standard which integrates our SAP IaaS Platform with Global Delivery Centers, and a single SAP-focused Service Desk with multilingual service capabilities.

- Ensures that the Fujitsu Global Network is available and securely provisioned through globally distributed access points, providing our customers with global connectivity.
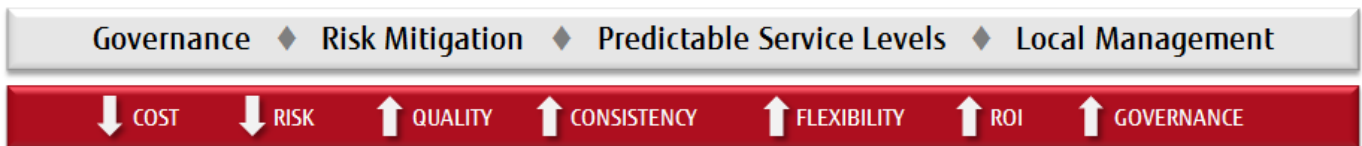
Business Benefits

- Cost reduction through a cost effective delivery structure.

- Quality and delivery control with a focus on continuous improvement

- Flexibility with the *right resource* in the *right place* at the *right time*.

- Industrialization and predictability through process definition and automation.

- Global consistency - one delivery model across One Fujitsu.

- Global governance – single Fujitsu standards.

A complete production support service offering for SAP global, and large regional customers.

Our unique distributed delivery platform uses 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 customer requirements.

Governance ◆ Risk Mitigation ◆ Predictable Service Levels ◆ Local Management

↓ COST   ↓ RISK   ↑ QUALITY   ↑ CONSISTENCY   ↑ FLEXIBILITY   ↑ ROI   ↑ GOVERNANCE

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

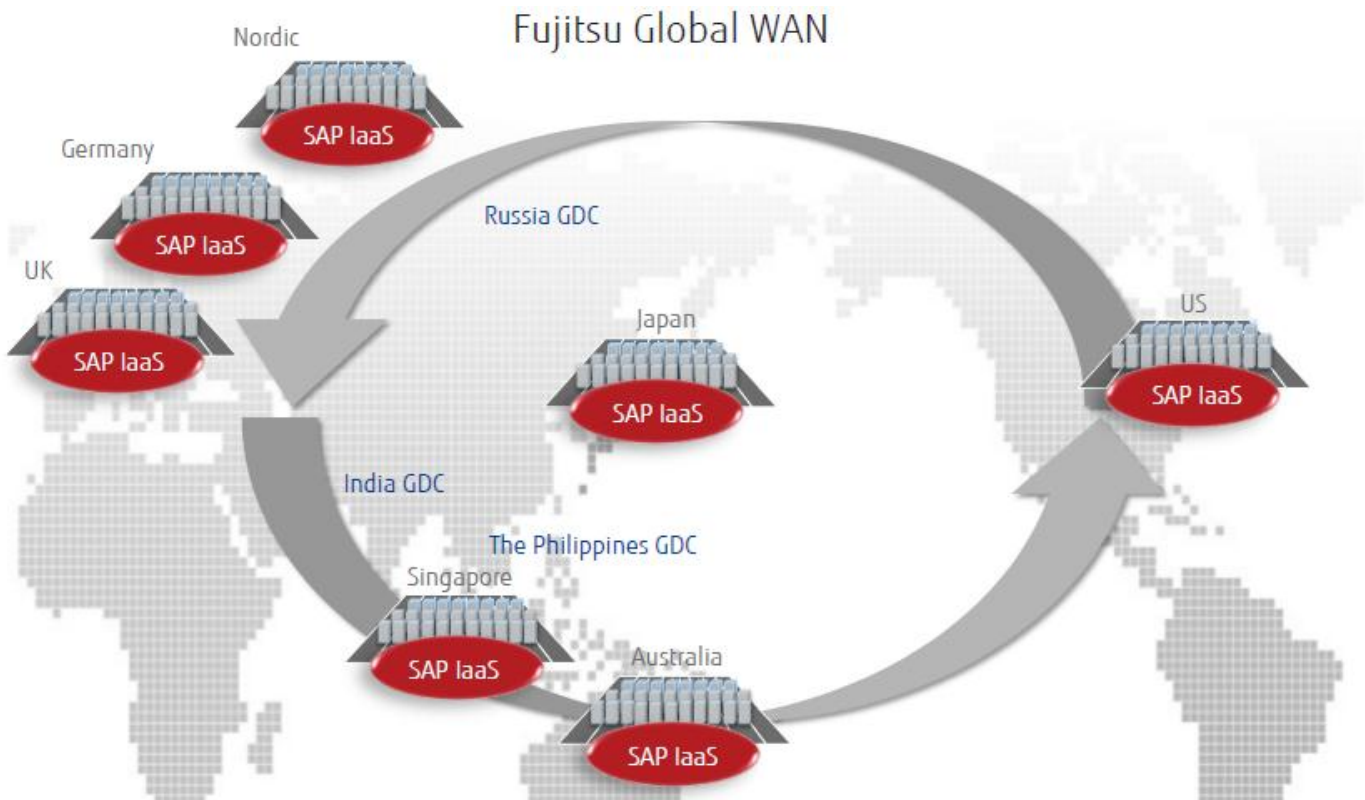| Offering |
| :---: |
| Covering operational support and maintenance of the application |

Enterprise Resource Planning
Functional Modules

HCM	Technology
New Dimension	Reengineering

Training and Change Management

Assessments and Strategy Planning

Global Resource Pool

End-to-end SAP Support

- Full coverage of SAP technical and functional requirements across all SAP modules
- 24/7 Services
- Multilingual service desk
- Integration across Fujitsu global resources and facilities
- Value added options available from Fujitsu: Major Enhancements, Upgrades, New Functionality, Implementations, Archiving, Organization Change
- Flexible commercial options

Leveraging Fujitsu's Technology Investment

- Deployment via existing Fujitsu SAP certified IaaS platforms and T3 managed services
- Provides flexibility to address data sovereignty issues
- Fujitsu Wide Area Network (WAN) provides global connectivity
- Improves solution Total Cost of Ownership (TCO) and ensures business continuity
- Aligns with SAP High Performance Analytic Appliance (HANA) and the Fujitsu Global Cloud Platform

Fujitsu Global WAN

Global Coverage

Nordics
Estonia
UK
Poland
Russia
Portugal
Central Europe
China
India
Japan
Canada
USA
Costa Rica
Philippines
Malaysia
Singapore
Brazil
South Africa
Australia
New Zealand

● 5 multilingual service desks supporting 27 languages

● 3 remote infrastructure management global delivery centers

● 3 application global delivery centers

● 6 Fujitsu cloud managed services

● Other major regional delivery centers

Why Fujitsu

Rated by Gartner as No. 4 IT Services vendor, Fujitsu is a $47 billion leader in global IT systems and services providing world-class levels of service.

Fujitsu's 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.

Source: Fujitsu Limited Annual Report 2013
              Gartner, "Market Share: IT Services 2012" 29 March, 2013