

Fujitsu SAP Services SAP Managed Services

Fujitsu's end to end SAP Managed Services will ensure that you are able to optimise the benefits of your SAP landscape and investment, providing end-to-end services for SAP applications and the underlying technologies and infrastructure.



The Challenge

As many managers will know, an implementation does not end once the system has 'gone live'. Ongoing support and maintenance is required to get over those initial teething troubles, to provide advice and guidance as required as well as to ensure that benefit is being leveraged from your SAP environment and ensure return on investment long after the original implementation.

There are some common challenges faced by CIOs and CEOs in the ongoing management of their SAP landscape, including:

- Ensuring best practice is exploited
- Cutting operational costs whilst increasing value from the SAP implementation
- Responding faster to the changing needs of the organisation
- Reducing complexity and ensuring upgrade capability
- Improving end-user & customer satisfaction.

Introducing Fujitsu's SAP Managed Services

Fujitsu can provide a comprehensive end-to-end managed service for your organisation from Hosting through to Application Development. We can also supplement your existing support arrangements with our specialist SAP resources.

Our philosophy of 'Think Global, Act Local' enables us to leverage our global team of SAP experts, enabling you to take advantage of our in-country SAP technical specialists, whilst retaining the cost effective

aspects of near/offshore support as part of a truly blended global support model.

We can provide an **end to end** service solution by engaging with experts across our wider Fujitsu Capabilities which could include:-

- 24 x 7 hardware hosting and maintenance
- Network and Storage Services
- SAP HANA and other database administration
- SAP Technical Monitoring, Support & Development
- SAP Application Support & Development
- SAP Mobile Solutions
- SAP Business Consulting
- SAP Project Implementation

We work closely with your business to provide both proactive and reactive support & development services, in both technical and functional aspects.

We perform routine daily, weekly and/or monthly tasks, covering the activities required to maintain the agreed levels of service availability. These tasks can include database maintenance, spooling and printing, performance monitoring and enhancements, system tuning and transports.

We can also provide application support to nominated members of your staff, via incidents raised with our Service Desk. Each call is assigned to a member of our application consultant team, who will liaise with your own first line support staff or users, to resolve any problems and provide advice and guidance as required on key functional issues. Fourth Line Support can also be managed via direct liaison with SAP Service Marketplace on your behalf.

When engaging Fujitsu Services you will automatically benefit from the Fujitsu proprietary continuous improvement methodology 'Sense and Respond®', which has won Fujitsu numerous international awards, including the 2012 Innovative Reseller of the Year for EMEA. 'Sense and Respond' is about systematically seeking out, capturing and interpreting clues about the emerging and as yet unarticulated customer needs. By proactively analysing and providing long-term solutions to our customers' re-occurring problems, our support organisation focuses on preventing problems rather than solving them.

Features of outsourcing to Fujitsu SAP Business Support Services:

- End to End Support & Maintenance for your entire SAP landscape from Hosting through to Application Development
- Hours of cover from standard UK core hours right through to full 24x7x365 follow the sun, tailored to meet your specific global requirements
- Pricing based on SLA, hours of support, incident and change volumes
- Central logging and categorisation of Service Desk calls by priority, on dedicated software
- A team of expert consultants, available to deal with incidents/defects logged, within agreed service levels
- The administration of ITIL procedures
- Recommendations provided for defect reduction methods/activities
- Use of SAP Solution Manager to ensure dynamic monitoring and management of your SAP environment, ensuring end-to-end management of the entire system landscape, automated alerting when performance falls outside pre-defined thresholds and ongoing Early Watch reporting to ensure system health.
- Facilitation of training workshops to supplement any functionality changes or reviews of functionality versus business need
- Testing services to supplement you testing processes
- Your own ITIL Certified SAP Service Delivery Manager to ensure continuity of service and clear escalation routes
- The compilation and distribution of monthly management reports, tailored to meet your specific requirements

Benefits of Outsourcing

Gartner reports have shown that, with the right outsourcing package, savings of up to 25% can be achieved. Fujitsu can provide a cost effective service, tailored to meet your specific needs, saving the need to resource in house.

Incidents raised with us are quickly and efficiently resolved according to their priority, enabling your business to carry on as normal. In addition our proactive approach will highlight potential problems and areas for improvement. This will enable your business to leverage the most out of your systems, thereby saving costs that can then either be reinvested to finance future IT project requirements or utilised to increase revenue.

Working alongside Fujitsu we also enable you to respond faster to your changing business needs through access to our wider SAP consultant expertise and experience.

Why Fujitsu?

Fujitsu touches the lives of millions of people every day. We help companies and government departments keep UK plc running: from booking airline tickets to getting your driving license, from banking transactions to shopping on the High Street - and much more. Our aim is to help our customers achieve their business goals by exploiting IT in their respective markets. We have a strong presence in both public and private sectors, including retail, financial services, telecoms, central and local government and defence. Fujitsu UK&I is a leading IT systems and services business employing over 11,000 people. Our services include consulting, applications, systems integration and managed services as well as a comprehensive product portfolio. Fujitsu UK&I is

part of the global Fujitsu Group, delivering IT-based business solutions to customers in 70 countries through 170,000 employees.

Fujitsu has worked in partnership with SAP for more than 35 years and therefore has strong relationships with SAP AG at both a local and global level. In addition to our Global Technology Partner status achieved in 2000, we obtained the status of Global SAP Services Partner in 2006 and Global Hosting Partner in March 2007. Fujitsu is one of only three partners who have achieved all three of these accreditations, and we still retain them today.

Globally with over 2,500 SAP consultants, 8,000 customer installations and a SAP Solutions Competence Centre in India as well as our SAP Global Competence Centre in Waldorf - Germany, Fujitsu has the capability to provide end-to-end solutions for the implementation, support, hosting and ongoing management of SAP Applications.

Our industry experience within SAP spans manufacturing, telecommunications, automotive, service based, utilities and retail companies. Additionally our consultants are not just SAP consultants with an in-depth knowledge of the SAP modules, they also come with many years of business experience in a variety of industry sectors.

With our experienced teams of consultants working alongside our 24/7 Service Desks, which are available in a number of languages, we have all the necessary skills to ensure that you receive the best possible service for each and every incident you raise.

What our Customers say

"Fujitsu have supported Post Office Limited with the merging of two of its most critical business systems. The POLSAP service now effectively supports our Product and Branch Accounting team and the Supply Chain arm of the business. Fujitsu provides SAP support to these two key business areas and have responded effectively to our changing business needs, whilst maintaining a high quality service. Their in depth product knowledge is regularly demonstrated in how they manage the service which is reflected in the current level of customer satisfaction."

Helen Love and Ian Humphries – IT & Change Service Management

"Over the past 4 years Fujitsu have provided consistent high quality SAP support which is regularly demonstrated through in depth product knowledge, the ability to respond to our ever changing business requirements and maintaining an essential user service."

Hugh Hamilton – Senior Project Manager,
Police Service of Northern Ireland

For further information

To find out how Fujitsu SAP Managed Services can help you to maximize your SAP investment contact:
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