

Deloitte / Cegeka
SAP integrated
service offering



Deloitte and Cegeka, offering the best of two worlds

Complementary capabilities

Deloitte Consulting Belgium and Cegeka Group are jointly offering the full range of SAP support services to their clients in Belgium. Deloitte combines its expertise in SAP-enabled business transformation programs and application management services with the infrastructure service capabilities of Cegeka, resulting in an integrated service offering for clients looking to transform their business or outsource the maintenance of their SAP system.

As a Value Added Reseller (VAR) for SAP, Deloitte can offer its clients the full spectrum of SAP related services starting from providing the SAP licences to implementing the SAP solution and supporting it after go-live, all supported by Cegeka's broad, yet specialised ICT infrastructure services.

SAP support on multiple levels

The below delivery model clearly shows how Deloitte and Cegeka jointly cover the full spectrum of SAP related services.

Clients can be supported by Deloitte and Cegeka through all levels, or in one or more specific levels, depending on the client's needs:

- **Level 0:** Business requirements and process improvements are identified at this level. The super users are responsible for testing new functionalities, for safeguarding the quality of the master data and providing initial problem resolution to end users.
- **Level 1:** This level is traditionally known as "Help Desk Operations", i.e. responding to calls,

registration of incidents, prioritization of issues and follow-up of incidents throughout the resolution process.

- **Levels 2/3/4:** Support activities on levels 2, 3 and 4 may vary from functional and technical issue analysis, to break-fix resolution, identification and implementation of change requests, transport management, monitoring of interfaces and batch jobs, coordination of software bug resolution and escalation of issues towards external software providers.
- **Level 5:** This level ensures that software components underlying the application functionality are functioning correctly, and are kept in good health. It also contains SAP Basis Support: tuning, monitoring, system technical escalation, system technical housekeeping jobs, etc.
- **Level 6:** This level includes all necessary activities required to guarantee that all servers, appliances and other IT infrastructure components are working correctly. Typically these activities take place at the Operating system level: monitoring, patch management, incident management, backup restore and capacity management. System management ensures that the IT infrastructure is running smoothly.
- **Level 7:** This level provides a complete infrastructure platform, including hardware and licenses necessary for the different application workloads to run on. Basic capacity such as storage, network and servers may be provisioned in a flexible way. A combination of dedicated infrastructure and a shared (private) cloud model are offered in an integrated fashion.



Multiple engagement models

Deloitte and Cegeka will support the client in choosing the most appropriate model for supporting its SAP systems based on different criteria. For each model, the optimal combination of onshore and offshore capabilities will need to be considered.

In the **Staff Augmentation Model**, the client remains in full control of the SAP support. Deloitte and Cegeka will deliver ad hoc resources for specific domains or in case additional capacity is needed for a limited period of time.

In the **Co-Sourcing Model**, the responsibility for the deliverables is shared. The client makes optimal use of the expertise and the scale of the Deloitte/Cegeka SAP support organisation.

When the client prefers to outsource the SAP support, the **Managed Service Model** is appropriate.

Finally, the **Value Level Based Model** comprehends the most extensive form of outsourcing the SAP support activities. In this case, the service goes beyond merely supporting the SAP solution and systems but also drives optimization of the implemented end-to-end processes.

Standardized approach

Deloitte and Cegeka have a standardized approach for implementing and managing an SAP support organisation. This approach contains the following features:

- Organized through different dimensions: IT Service Management, Value Management, Organisational Change Management, Technology, Project Management and Quality Management.
- Making use of a standard approach for support organisation implementation: for each of the above disciplines, Deloitte has a toolset available to guarantee a fast and efficient implementation.
- Process oriented: Deloitte and Cegeka's process oriented approach is based on industry best practices such as CMMI, COBIT and ITIL. Cegeka's service management and security is certified by ISO 9001, ISO 27001 and ISO 27002 and under permanent evaluation by an ongoing ISAE 3402 and 3000 (Type II) audit process.
- Based on standardized roles and responsibilities: clear and comprehensive descriptions of the multiple roles and responsibilities of an SAP support organisation are readily available.

	Staff Augmentation Model	Co-Sourcing Model	Managed Service Model	Value Level Based Model
Model	Deloitte/Cegeka resources work under client direction and supervision	Deloitte/Cegeka and client jointly responsible for plan and deliverables	Deloitte/Cegeka responsible for deliverables but working in collaboration with client	Deloitte/Cegeka assume custodial responsibility of applications
Location	Onshore and offshore	Onshore and offshore	Client coordination team onsite, rest of the team works remotely	Client coordination team on-site, the rest of the team works remotely
Benefit	Quick ramp-up suitable to handle fast turnaround jobs and filling skill gaps in existing client teams	Cost savings from leveraging joint capabilities plus Deloitte's accountability and scalability	Cost savings from leveraging Deloitte & Cegeka's model and accountability for service levels	Cost savings from leveraging Deloitte & Cegeka's accountability for service level and incentives for continued value improvement
Commercial arrangement	Fixed fee for fixed capacity or T&M	Fixed fee for fixed capacity or T&M or service level based	Fee for service level	Fee for service level plus incentives for driven value
When to adopt?	For anticipated fluctuations in demand, when requirements are not clearly defined, etc.	For offloading non-strategic functions	To reduce cost and improve service to the business	To drive incremental improvement in the achievement of business objectives

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