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**Application Management
Services (AMS) for SAP**



Context

Many companies currently invest millions to establish evermore complex enterprise software solutions, but often leave the real value of these solutions untapped. They succumb to the common misconception that creating the system is an end in itself; once the ribbon is cut, the benefit is achieved and new needs won't emerge. The decisions and their timing for how an enterprise application will be supported have a profound impact on application total cost of ownership (TCO), risk, end-user satisfaction, and solution agility. At the same time, this leads to a continuous rise in maintenance and support costs. Organizations need specific expertise, robust operating methods, and tools that seamlessly enable work across a global team environment.

Deloitte's AMS for SAP specialists provides a flexible structure that enables businesses to fine-tune application management services (AMS) to their IT and business objectives. Deloitte's regional and global delivery network offers access to the right resources, the right skill sets, and the right experience to solve our clients' most important application management objectives, anywhere in the world. We can help clients to overcome challenges to improve application performance and achieve better business results. Our full AMS lifecycle, from strategy through build, operate, and innovate, gives you more from your application portfolio investments by going beyond the traditional AMS for SAP model and focusing on business optimization and innovation, rather than just point-in-time metrics, support, and Service Level Agreements (SLA).

Where it matters

Deloitte AMS for SAP offers a complete range of industry leading services, including managed services advisory, enterprise resource planning, business intelligence, systems integration, and digital and managed services. This capability is underpinned by our managed service advisory function, which helps our clients to select the optimum managed service model and successfully transition to the target state.

AMS Managed Services Advisory

The selection of the best-fit managed service model and vendor is critical to delivering the level of service and improvement in the provision of IT services that our clients require. Our Managed Service Advisory function assists our clients in selecting the optimum managed service model and successfully transitioning to the target state.

Our capabilities include:

- Business case and feasibility studies
- SAP deployment and implementation roadmap
- Target SAP operating model
- Architecture design, including risk and cost effectiveness
- On-premises cloud or hybrid architecture
- Private or public cloud comparison

AMS for SAP Enterprise Resource Planning (ERP)

Implementing an SAP enterprise resource planning (SAP ERP) platform can present unexpected challenges. Some organizations struggle to attract and retain the talent required to manage their evolving ERP systems. Others spend too much of their IT budgets on ERP application maintenance and support. Furthermore, others face difficulty building the product and business expertise they need to wring continuous value from their package applications. Leveraging an integrated design-build-run model, we align our resources with your core ERP strategy to streamline implementation and provide additional support as required. This

lets you optimize your cost savings, risk mitigation, and return on investment.

Our capabilities include:

- SAP Application development and services-oriented architecture design
- Service Accelerators
- Sap Center of excellence, strategy, and operations design
- Design-build-run SAP S/4HANA, on HANA and ECC

AMS for SAP Business Intelligence

Creating a competitive advantage with your information management solution takes technical ability, sensitivity to business needs, and management experience in equal measure. We offer a cost-effective way for your company to break the development paradox, advance the maturity of these critical systems, and focus on creating business value. You need a robust SAP business intelligence solution designed to turn your data into a strategic corporate asset. This is just what Deloitte's Business Intelligence Competency Center (BICC) provides. Drawing on proven industrial methodologies, in-depth industry knowledge, integrated delivery, and a flexible resourcing model, our professionals deliver a full range of application support, solution management, business process support, data governance, and quality support services.

Our capabilities include:

- Analytics and reporting solutions
- Development and support for enterprise data warehouses
- Enterprise content management
- Enterprise data integration & management
- Master data management, data quality, data control

AMS for SAP Systems Integration

Our managed services are designed to help your organization use smart, efficient ways to optimize and generate more value from application portfolios. Our Systems Integration services, specialized with the SAP Netweaver (PI/PO) are designed to deliver value throughout every phase of the application portfolio life cycle and to help our clients realize their return on investment through ongoing maintenance and operations. When your application management decisions are well informed, you can accelerate implementation, improve IT performance, reduce both costs and risks, and focus on core organizational competencies.

Our capabilities include:

- Cross-platform custom development (RICEFW developments)
- Testing and migration services
- Authorization administration
- Database and system administration, including DBA centers of excellence
- Full system lifecycle design, development, and implementation support
- Maintenance, operations, and enhancements

Digital AMS for SAP Cloud Technologies

Digital SAP platforms present a unique IT challenge: many are client-facing, the marketplace is constantly changing, technologies continually evolve (Concur, Successfactors, Hybris, Ariba, Leonardo), and the required technical skill sets are difficult to come by. As a result, many organizations find themselves with a complex digital environment that is difficult to manage and costly to maintain. We can help you cut through the complexity with an integrated “one-stop shop” digital services experience. Our digital application development and maintenance services specialists offer the technical, functional, and design talent you need to effectively leverage today’s digital platforms.

Our capabilities include:

- Concept, design, and build digital experiences
- Client and supplier relationship management
- Digital content/web
- Internet of things and learning machine
- Mobile and web



How Deloitte can help

Deloitte's AMS for SAP capability is built on the following principles:

- Full-lifecycle, seamless business and technology services across core consulting and application management
- Global capabilities and footprint with local market expertise
- Significant breadth and depth of capability with the ability to integrate commodity services with high-value capabilities
- The right combination of industry, technology, process, and full lifecycle assets integrated into our go-to-market strategy and client delivery
- Accountability for measured business and IT outcomes that serve clients' unique needs
- Scaled for speed, quality, agility, reduced risk and efficiency
- Standardized global operating model, methods, tools, and processes
- Unique business model that allows us to serve clients with precision, thereby matching solutions to unique needs

Deloitte provides full-life cycle SAP AMS, spanning the entire continuum from upfront advisory services through to application optimization and

innovation. We leverage deep SAP specialization from our industry, technical, and functional competency centers to deliver differentiated AMS results to our clients. Deloitte has been a strategic partner with SAP in many different roles since 1989, and is recognized by SAP as a certified provider of AMS services. Our direct one-to-one relationships with SAP leadership help us lead the marketplace by influencing and aligning early with their product strategy and roadmap.

Our SAP technology platforms supported are:

- SAP Finance (FI, CO, PS; TV, FM, TRM, BPC)
- SAP Business Intelligence (BW, BO, Lumira, MDM, embedded with HANA)
- SAP Human Capital (HCM)
- SAP Digital & Cloud (Fiori, Screen Personas, Concur, Successfactors, Hybris, Ariba, HCP)
- SAP Logistics (MM, SD, PM, EWM, QA)
- SAP Sales & Trading (CRM, Hybris, GTS)
- SAP Security (Authorizations, GRC)
- SAP Technical (ABAP, BC, HANA DB, S/4HANA)
- SAP Industry Solutions (Public Sector, Manufacturing, Healthcare, Utility, Telecom, Financial Services)

Gartner named Deloitte as a leader in EMEA in SAP Application Services in its January 2017 report titled, *Magic Quadrant for SAP Application Services, EMEA, 2017.*)

Solution description

AMS for SAP provides cost-effective solutions to help IT departments drive business value and resolve complexity. An estimated two out of three IT euros are now spent maintaining existing technology. This is forcing IT executives to simultaneously control costs, reduce risk, improve returns, and respond to the ever-changing needs of the business. In addition, the services delivered must be of the highest quality or else cost savings will never be achieved.

Deloitte practice deploys a proven, process-centric approach based on industry best practices, including ITIL-based service processes. The AMS engagement structure and scope is assembled to best meet the objectives, capabilities, and requirements of the client.

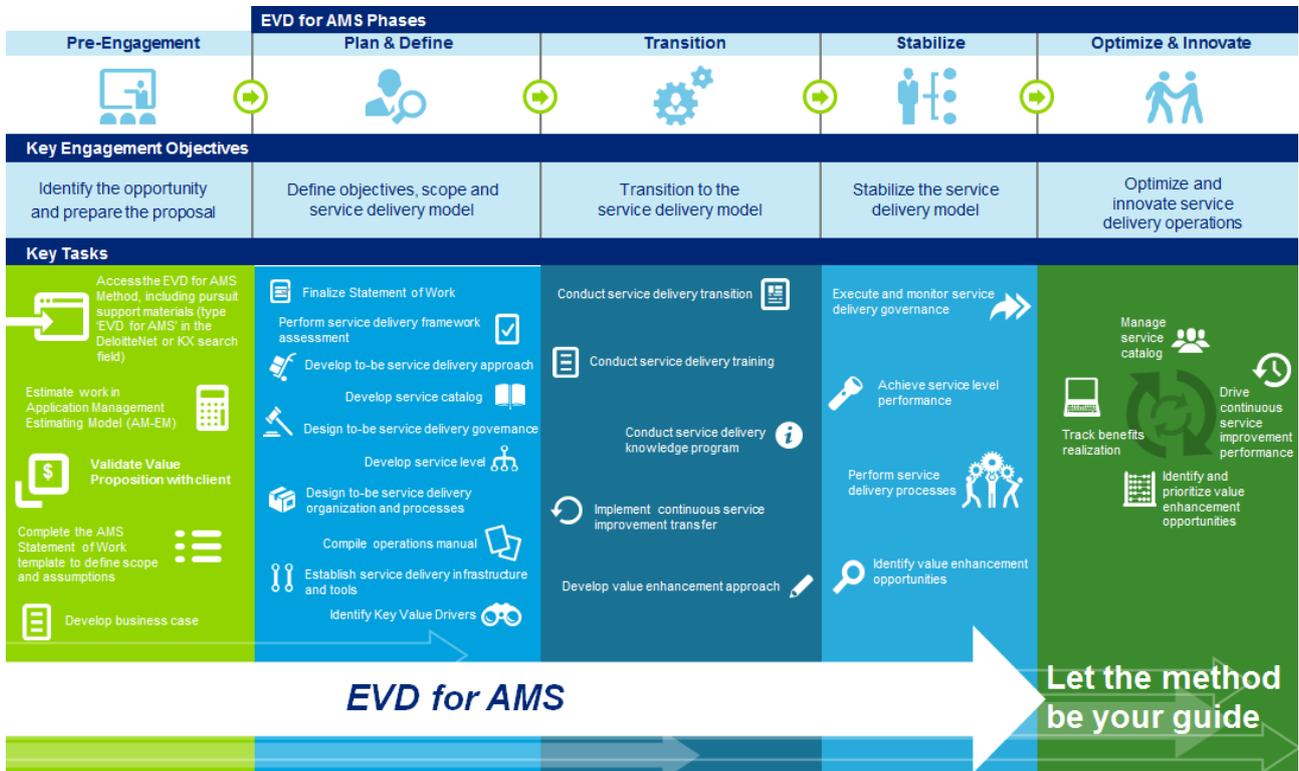
Deloitte has developed and maintained a strong set of tools, methodology, and accelerators to support implementation through application support. These tools are tailored to provide industry and technology specific repeatable and robust solutions.

The Enterprise Value Delivery for Application Management Services (EVD for AMS) provides a detailed approach to designing, implementing, and operating a world-class AMS delivery operation that is focused on driving sustained business value through speed, efficiency, and cost reduction. It is combined with an SAP-specific EVD methodology, providing a single, comprehensive implementation method that presents a collection of deliverables (templates, samples) and accelerators organized by discipline and sub-discipline. The method supports consistent delivery, quality service, and measurable value.

EVD for AMS key features are:

- **Business Aligned Value Delivery:** focuses on aligning IT and business roles and responsibilities and systematically identifies improvement opportunities, measures value impact, executes the improvement, and tracks the benefits.
- **Rapid Solution Design and Transition:** focuses on a simple and fast design process for a leading application management operation and guides transition to quickly achieve stabilization.
- **Comprehensive Governance:** focuses on creating governance structures and procedures to reduce risk, maintain compliance, and focus on priorities.
- **Delivery Optimization:** emphasizes optimization through root-cause analysis, trend analysis, and use of leading tools and practices while enabling globally distributed delivery.

EVD for AMS is differentiated by its focus on efficient implementation, optimization, and business outcomes.



Bottom-line benefits

Deloitte member firms' worldwide infrastructure spans multiple regions and provides clients with access to a large pool of technology talent. Our practice delivers functional and technical capabilities across a global platform to continuously deliver on client-specific business objectives. We are relentlessly focused on driving down costs, improving quality, and accelerating value in every aspect of our services.

We offer a proven, cost-effective way for companies to rapidly stabilize their enterprise solutions and transition into application optimization and innovation.

Your benefits are:

- Cost and efficiency
- Resource optimization
- Quality and risk management
- Agility and innovation

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