SAP® Application Management Services

Reduce the cost and complexity of SAP application management and boost business performance

As markets evolve and global business competition grows, organizations increasingly turn to SAP applications to execute their business processes. And as the demand for SAP applications has grown, so has their breadth and complexity.

Today, the high cost of maintaining skilled internal SAP support staff, the lack of internal best practices and inherent problems with service and delivery reliability have caused many organizations to seek an outsourced solution for SAP application management. For these organizations to achieve operational and strategic objectives, the solution must comprise superior technical expertise, dependable support, continuous knowledge management and measurable cost efficiencies.

Achieve higher operational efficiencies at lower costs with SAP application management services from Dell

Dell SAP Application Management Services help companies strengthen their competitive position by reducing cost of ownership while improving business performance. Our deep industry expertise, technical expertise in SAP® applications and efficient global delivery capabilities combine to bring businesses an SLA-based model that incorporates proven methodologies and best practices to enable continuous quality improvement of services at optimum costs.

Dell SAP Application Management Services include:

- Service desk support
- Functional and technical support
- System administration and monitoring

Focus on your business-building core capabilities

Our deep industry and technical expertise, dedication to continuous improvement in service delivery quality and quantifiable performance measurement framework enable our customers to focus on business-building core capabilities while entrusting their application management to us. We employ application health checks, ongoing optimizations and business process changes to achieve and deliver value. Dell SAP Application Management Services include:

- **Service desk support** — We offer around-the-clock, ITIL-based service desk coverage for SAP users in your organization. Our service desk staff continually assesses opportunities for improvement in incident management and call resolution through training programs for service desk staff and business users, as well as through updates to support tools.

- **Functional and technical support** — Our functional consultants leverage their experience across multiple engagements and domains to assist business process owners in incident resolution with supplemental minor enhancement support. Their expertise extends across core SAP ERP modules and additional software portfolios such as CRM & SRM, as well as the Business Objects portfolio. Our technical consultants' expertise spans SAP and non-SAP technologies, including ALV reports, Smartforms, User Exits and BADI, LSMW, Workflow, ALE/EDI, SAP Netweaver Business Warehouse and RICEF objects.

- **System administration and monitoring** — Our system administration team supports implementation and rollout of new SAP projects through system configuration support and transport management, while our monitoring team uses SAP-provided tools such as CCMS and Solution Manager to monitor SAP system performance and execute corrective and routine maintenance activities such as backup and archival. Together, these teams are responsible for service levels, capacity and availability management.

SAP Application Management Services

Our delivery methodology ensures the right mix of resources for your business

Through our SLA-based global delivery model, Dell commits to provide cost effective, reliable service with ongoing quality and productivity improvements. Based on your business requirements, we provide the right mix of onsite, nearshore and offshore resources to meet your business needs.

- **Knowledge transfer** — Your business process owners impart business knowledge to our team, while your SAP subject matter experts (SMEs) share SAP environment knowledge (such as RICEF objects inventory, SAP solution components and industry solutions, business process usage profile, transport paths, network and hardware environment) with our team. Our basis experts will work to understand the system landscape, SAP environment monitoring and administrative procedures performed through SAP Solution Manager Central Monitoring.

- **Observation** — Following knowledge transfer, we validate the acquired knowledge by observing your team delivering SAP support services. We refine the process documentation based on our improved understanding of the in-practice techniques.

- **Assisted support** — Dell assumes support responsibility, assisted by your team. You confirm that we are poised to assume application management responsibility; then, working with you, we define SLAs important to your business and strive to meet or exceed the SLAs.

  Dell practices an "onsite before offshore" philosophy to foster interaction, cultural awareness, friendships and continuing knowledge transfer between your team and ours. A metrics-based framework helps confirm the readiness of our team to assume your SAP application management.

- **Steady state** — Once transition is complete, Dell assumes responsibility for all in-scope services defined in the Service Level Agreement. Knowledge management tools help ensure continuous service quality improvement while our offshore team provides "follow-the-sun" support.

Dell can manage your SAP applications via our proven global delivery model. Our experience and expertise as a leading technology and systems integrator for businesses across various industries worldwide can help you achieve measurable results and maximum value from your SAP applications.

Dell SAP Application Management Services include:

Service desk support:
- Centralized service desk
- 24/7 coverage
- Multichannel support (web, phone, e-mail, chat channels)
- Incident management utilizing Dell's proprietary ITIL-based Issue Management System

Functional and technical support:
- Incident and Request management (ABAP programs, SAP configuration, interfaces)
- Minor functional/technical enhancements (business analysis and RICEF development)
- Testing using eCATT procedures and/or third party testing tools (such as Quality Center)

System administration and monitoring:
- System monitoring using SAP Solution Manager Central Monitoring
- OSS support from SAP
- Change and Release management
- DBA support
- SAP user role and security management
- SAP application fixes, hot-packs and patches

Benefits of Dell SAP Application Management Services:

- Our global delivery model employs balanced onshore and offshore delivery of applications services based on ITIL, CMMI and Run SAP methodologies.

- We offer deep domain expertise in industries, including consumer products, metals/rolled goods, food and beverage, telecommunications, pharmaceuticals and process manufacturing.

- We optimize cost efficiencies through offshore leverage and our dynamic resource allocation model.

- Our global team of functional and technical experts ensures uninterrupted business operations and ongoing productivity improvement.

- We craft service improvement plans (including technology and process improvements) and establish improvement goals based on relevant business metrics.

- Our service delivery model features scalable capacity to meet evolving business needs.

- Our knowledge-management tools and structured induction programs ensure that new team members are productive in the shortest possible time.

- Leveraging our SEI CMMI Level 5 support processes, we create a blended operational process framework incorporating current support practices to ensure quality support services with high levels of user acceptability.

Trust the experience and expertise of a leader in SAP application management

Dell has delivered Application Management Services to diverse customers worldwide for more than 10 years, by continuously refining our ITIL- and CMMI-based service delivery methodologies and capabilities. We leverage this expertise to deliver best-in-class services that meet our customers' unique needs and goals.

- Through our global network of technology delivery centers and associates, we support around-the-clock operations reliably and with predictable service levels and we offer consultative and technical expertise that extends beyond SAP system issues.

- We offer extended services such as infrastructure support and Cloud solutions, making us a convenient single source for SAP applications and related services.

- Our flexible pricing models ensure that you pay only for what you commit to use and we'll stand beside you with innovative risk-reward based business models to support your success.

Dell is a Global Technology Partner. Dell Services is a North American Services Partner, my SAP Services Partner, and Certified ASAP Partner.

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services

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