



# APPLICATION AND USER MANAGEMENT

## SIMPLIFY IT AND ACCELERATE END-USER APPLICATION ADOPTION

### For midsize companies that need to improve employee support and control access to business applications

The SAP® Business ByDesign™ solution is intuitive and simplifies IT.

Unlike other solutions, SAP software can be configured and consumed as needed with a comprehensive set of built-in services, without disrupting the business.

Only SAP Business ByDesign, a unique on-demand business solution, delivers a high degree of automation, self-help, and remote services.

What can be improved?	How do I improve?	What does SAP® software enable?	What can I achieve?
#1 Meet and exceed user needs; minimize business interruption and need for costly IT staff	Resolve task-related issues easily; collaborate with external service providers	Incident forwarding; built-in global services	<p><b>Operating metrics:</b> fewer incidents; higher user satisfaction level; low average incident response time</p> <p><b>Financial results:</b> lower cost of employee support; minimized IT costs</p>
#2 Ensure proper security is in place to protect data and control employee access	Deploy employee access controls and segregation of duties	Preconfigured security settings; progressive data disclosure; secure data transfers	<p><b>Operating metrics:</b> fewer password resets requested by employees; higher data and access reliability levels</p> <p><b>Financial results:</b> low total IT security costs; reduced cost to create and maintain employee authorization</p>

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