

PLATINUM CONSULTING SERVICE FACILITATES CHANGE

PROVIDING EXPERT GUIDANCE DURING COMPLEX SAP IMPLEMENTATION

Via its platinum consulting service, SAP® Consulting provides senior-level experts to help customers resolve difficult integration challenges. These experts have the product knowledge and change management expertise you need to implement solutions faster than ever before – and at a lower cost and risk.



As companies grow, they must adjust their business processes to compete effectively in today's challenging global business climate. These adjustments are critical to their success. But when preparing to make significant additions or refinements to existing SAP® software solutions, the project team assigned to the task may be overwhelmed by what the process involves. In broad terms, a complicated update project requires the team to:

1. Translate desired business improvements into specific software requirements
2. Understand the complexity of the technology and the integration issues involved in the implementation
3. Manage ongoing change requirements

Your IT team, like many others, may not have the experience needed to plan and achieve complex projects efficiently. To avoid project delays, you need to support the team with experienced consultants who can offer expert advice and a proven implementation methodology – from the planning stage on. To achieve a successful implementation, you and your team must be able to anticipate or recognize gaps in scope and direction as well as mitigate other project-related issues. Without expert help, you run the risk of implementing poorly designed processes that can result in significant additional cost and effort.

Distinctive Consulting Throughout the Project Life Cycle

The platinum consulting service offered by the SAP Consulting organization is designed to meet the challenges of implementing or refining business processes in increasingly complex IT environments. Members of the platinum consulting service are senior-level SAP consultants with superior product knowledge and change management expertise developed through years of experience facilitating successful projects for SAP customers and business partners. Acting as expert advisers and guides, these consultants provide pre-eminent support to your IT team members, helping them plan and implement new SAP software and resolve any integration issues that may arise.

The decision to call in this level of expertise is based on ongoing consultations between you and your SAP client partner. When you leverage platinum-level expertise, you can expect significant added value from your software investment, lower total cost of ownership, and a continuing optimal return on the capital you have invested – throughout the project life cycle.

Platinum service professionals provide a distinctive consulting experience by offering unmatched expertise in the many roles that support critical project milestones – roles that include planning, advising, overseeing, and conducting postproject reviews. At the early stages of the project, the SAP experts help your team set expectations and directional strategy. Some experts are embedded in the project long term, guiding and mentoring the project team. When the project is complete, the platinum consulting team remains involved on a part-time basis, checking that regular evaluations and quality checks are conducted and that the project is helping you meet your objectives and manage risk. To help ensure you achieve the most cost-effective solution possible, platinum consultants assume responsibility for satisfactory results including the quality and on-time delivery of SAP products and services.

Customers leveraging platinum-level expertise can expect significant added value from their software investment, lower total cost of ownership, and a continuing optimal return on invested capital throughout the project life cycle.

Throughout the project life cycle, the platinum consulting team emphasizes the importance of building collaborative work environments by maintaining contact with you and other company executives.

It creates professional credibility and serves as a bridge to professional services within SAP.

Leverage Top-Level Expertise for Complex Projects

As companies such as yours begin automating their complicated business processes project by project, each project introduces different levels of software complexity. And platinum consultants – the most experienced team members within SAP Consulting – make sure that your expectations are met for the most problematic of these projects. They can service all SAP solutions and applications, including those for enterprise resource planning, human capital management, supply chain management, customer relationship management, supplier resource management, and product life-cycle management as well as for the SAP NetWeaver® technology platform.

By delivering premium advice, hands-on assistance, and a proven implementation methodology, platinum consultants offer the following support:

- Continuous knowledge transfer to project team members, ensuring a consistent SAP implementation approach and execution
- Deep understanding of your requirements, which enables your team to meet its established timeline
- Collaboration in creating and defining overall project objectives and requirements
- Extensive industry expertise, which includes strategic solutions for more than 27 industries and thorough understanding of the best practices that support these solutions

- Criteria for setting priorities that ensure timely, high-quality project outcomes
- Strategic-level senior management and process design workshops that encapsulate high-quality service and better-quality client satisfaction

By taking advantage of the platinum consulting service, you can realize the following benefits:

- Faster software implementations at lower cost
- Reduced total cost of ownership and increased ROI
- Best-in-class project management throughout the project life cycle
- Mitigation of project and business risks
- Decreased support costs as a result of faster and higher acceptance among end users
- Readiness to quickly adopt new releases and changes in functional processes
- Resolution of difficult integration challenges and problems

The platinum consulting service can help your company resolve the challenging integration issues and complex problem scenarios that occur in today's dynamic business climate. Through knowledge based on 35 years of successful SAP implementations in more than 100,000 installations, it can help you implement solutions efficiently at a manageable cost – at the same time reducing project and business risks and ensuring faster consensus building.

For More Information

For more information on how the platinum consulting service from SAP Consulting can help your organization, please contact your SAP client partner, call us at +1 866-609-1124, or visit us online at www.sap.com/usa/services/consulting.

By delivering premium advice, hands-on assistance, and proven implementation methodology, platinum consultants continuously transfer knowledge to project team members, helping them meet their timeline and establish overall objectives.

SAP: Delivering IT-Powered Business Innovation

As the world's leading provider of business software, SAP delivers products and services that help accelerate business innovation for our customers. We believe that doing so will unleash growth and create significant new value – for our customers, SAP, and ultimately, entire industries and the economy at large. Today, more than 46,100 customers in more than 120 countries run SAP applications – from distinct solutions addressing the needs of small businesses and midsize companies to suite offerings for global organizations.

From Walldorf to Wall Street: The SAP Success Story

Founded in 1972, SAP has a rich history of innovation and growth that has made us a true industry leader. SAP currently employs more than 43,800 people in more than 50 countries worldwide. SAP is listed on several exchanges, including the Frankfurt Stock Exchange and NYSE under the symbol "SAP."

Knowledge, Experience, and Technology for Optimizing Business

We leverage our extensive experience to deliver a comprehensive range of solutions that empower every aspect of business operations. By using SAP solutions, organizations of all sizes – including small businesses and midsize companies – can reduce costs, improve performance, and gain the agility to respond to changing business needs. SAP also has developed the SAP NetWeaver technology platform, which enables our customers to achieve more value from their IT investments. Our professionals are dedicated to providing the highest level of customer service and support.

A Philosophy for Leadership and Strong Performance

SAP strives to define and establish undisputed leadership in the emerging market for business process platform offerings and accelerate business innovation powered by IT for companies and industries worldwide. As part of its commitment to corporate citizenship, SAP also contributes to economic development on a grand scale.

Acting as expert advisers and guides, platinum consultants provide preeminent support to a company's IT team, helping the team plan and implement new SAP software and resolve any integration issues that may arise.

SAP is recognized as a leader in demonstrating the highest level of integrity in its corporate governance and practices. These efforts are informed and driven by the core values of SAP – customer focus, integrity, quality, commitment, product excellence, and passion.

SAP's successful growth strategy is based on our own technology innovation, co-innovation with customers and partners, and intelligent acquisitions. With world-class software, value-added services, and unparalleled expertise addressing the unique demands of organizations in more than 25 industries, SAP continues to grow its market share as the world's leading provider of business software.

Summary

The platinum consulting service offered by SAP® Consulting helps companies implement or refine business processes in increasingly complex IT environments. The service comprises senior-level SAP consultants with superior product knowledge and change management expertise who provide preeminent support to a company's IT team.

Challenges

- Translate desired business improvements into specific software requirements
- Ensure that the project team understands the complexity of the technology to be implemented
- Facilitate change as quickly as possible, avoiding risks and minimizing costs
- Manage changing requirements as needed

Supported Business Processes and Software Functions

- **Expert support for complex projects** – Provide senior-level SAP consultants to assist the customer's IT team through a challenging implementation
- **Specific support for SAP products** – Offer the expertise of consultants with years of experience in all SAP software including the SAP Business Suite family of business applications and the SAP NetWeaver® technology platform
- **Ongoing support for the customer project team** – Transfer knowledge on a continual basis and mentor team members on SAP technology
- **Postimplementation follow-up** – Continue checking and evaluating the implementation to ensure it is performing as expected

Business Benefits

- **Implement even complex software projects** more efficiently with support from SAP platinum experts
- **Mitigate the project and business risk** involved in an update project by drawing on the expertise of highly experienced consultants
- **Decrease support costs** by securing faster and higher acceptance among end users
- **Enable the ready adoption of new software releases** by ensuring that the current project is properly integrated
- **Resolve difficult integration challenges** and problems by drawing on years of SAP expertise
- **Reduce total cost of ownership, increase ROI**, and enjoy business benefits quickly with the support and collaboration of SAP experts

For More Information

Contact your SAP client partner or visit us online at www.sap.com/usa/services/consulting.

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