SAP Information Sheet
SAP Services | Lifecycle Management Services for IT Operational Efficiency

Laying the Foundation for Faster Innovation by Optimizing IT

You're looking to IT to enable faster, more impactful innovation to drive business success. Innovation helps companies rise to meet growing challenges and execute on strategies. But if you're still using most of your budget to maintain current IT operations, how can you achieve this goal? By making IT run more efficiently to free up budget for innovation. The SAP Services organization can help.

Summary

As part of a multiyear engagement, SAP will partner with you to optimize your IT operations in a way that reduces complexity, risk, and cost, measured by key performance indicators (KPIs) as your foundation for innovation. Once your operations are running optimally, you can reallocate budget toward impactful innovation. As innovation projects are completed, we'll help you optimize them as well so you continue to run your IT as a lean and agile operation, enabling you to leverage the latest innovations quickly.

Business Challenges

- Achieve operational stability
- Reduce complexity
- Make IT infrastructure more scalable
- Improve IT-enabled business agility

Key Features

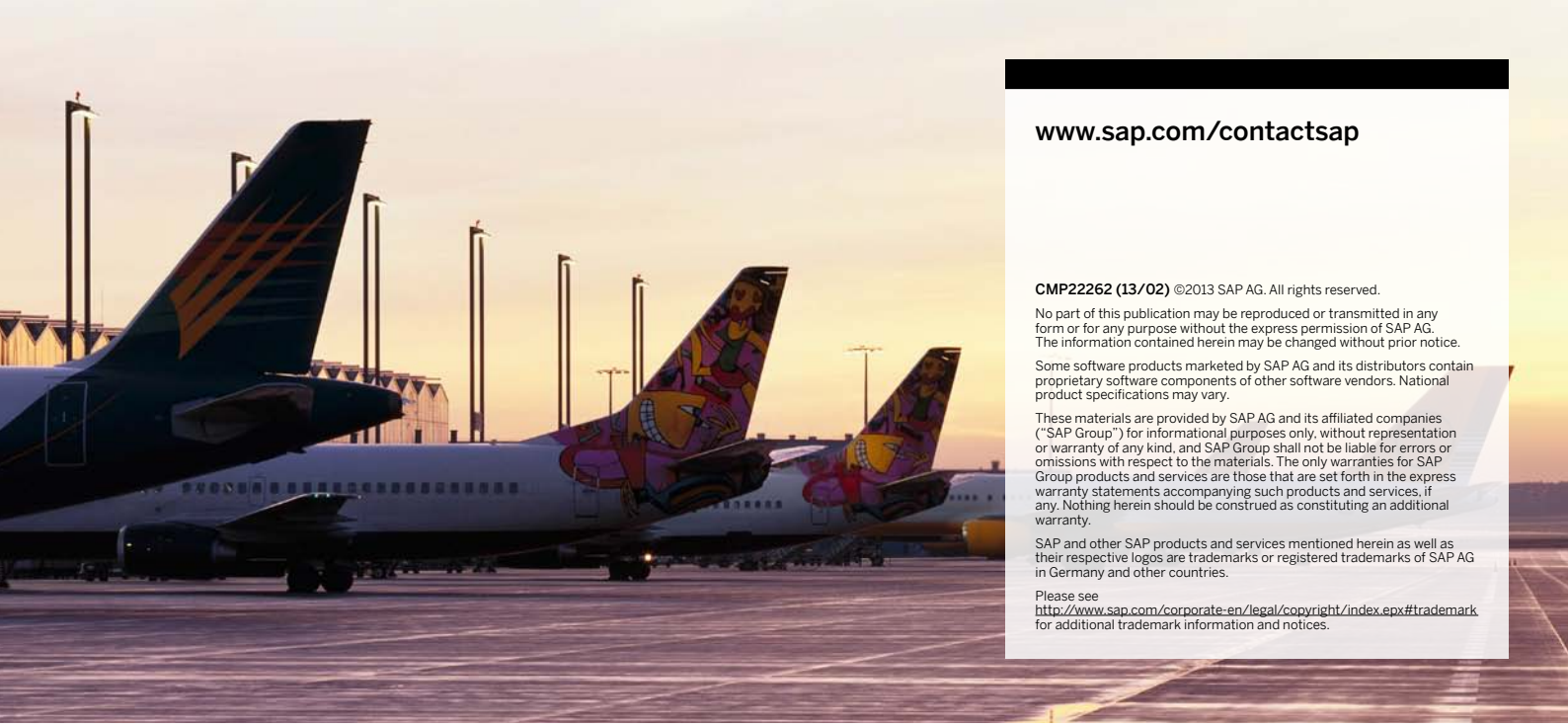
- **Embedded SAP expertise** – Shift day-to-day IT operations to SAP® Consulting to free your resources for innovation
- **Premium knowledge** – Engage a dedicated efficiency program advisor to analyze your business and IT operations and develop a business case and road map for increasing efficiency and reducing costs
- **Business-case partnership** – Jointly develop KPI improvements to demonstrate measurable results
- **Execution assistance and measurement** – Work with SAP consultants to execute on the optimization road map and to measure KPI improvements
- **Postproduction support** – Work with SAP experts to optimize operations of new innovations

Business Benefits

- **Shift budget allocations** to fund innovation without increasing overall IT costs
- **Reduce total cost of ownership** in a tangible fashion
- **Increase business agility** by funding new technologies – such as mobile solutions and the SAP HANA® platform – and increasing readiness for technical innovation
- **Accelerate IT cost savings** by leveraging premium knowledge of SAP experts on IT optimization

For More Information

Call your SAP representative, or visit us online at www.sap.com/services/operations.



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A WIN-WIN RELATIONSHIP PAVING THE WAY FOR RAPID INNOVATION

As an IT executive, a top priority is enabling rapid innovation. But the budget of most IT departments is consumed by running projects and day-to-day IT operations. There's little left to invest in business-critical innovation. And this places your company at a serious disadvantage.

What if you could have a senior SAP efficiency program advisor who specializes in IT operational optimization analyze your business and offer a win-win proposition? We'll help you dramatically increase operational efficiency so you can shift a significant percentage of your current IT budget to impactful innovation projects. And to demonstrate that we believe this approach works, we'll set specific goals for key performance indicator (KPI) improvements.

You can have all this and more with lifecycle management for IT operational efficiency services from SAP.

A FRAMEWORK FOR CONTINUOUS INNOVATION

Through a mid- to long-term engagement of two to three years, you gain the premium knowledge of a dedicated SAP consultant and extended team specializing in IT optimization. We become part of your IT operations team to help you optimize systems and processes, drive down total cost of ownership (TCO) to free up resources and budget for innovation, and prepare your IT landscape to support rapid innovation. The goal is to help you drive fast adoption of innovation on an ongoing basis to support your corporate strategic goals.

Know Your Objectives

Through a series of interviews and assessments and an analysis of data from IT systems, your efficiency program advisor will understand the opportunities and risks of greatest concern for your C-level team. Together, you'll discuss ways to mitigate risks, reduce costs, and make the most of opportunities to deliver measurable KPI improvements.

Define a Business Case and Road Map

Next, your efficiency program advisor maps your IT operations "status quo" against your business objectives and current TCO framework. The resulting gap analysis is used to develop a road map for continuous improvement and IT-enabled business innovation. Your advisor creates a business case for making the recommended changes and investments, complete with detailed ROI analysis and commitments by SAP on KPI improvements.

Implement the Road Map

Working with an extended SAP team and your IT department, your efficiency program advisor helps implement the road map. Using proven services for IT management and operations, application lifecycle management, platform optimization, and continuous improvement, we implement embedded, end-to-end governance solutions, processes, and infrastructure that drive results.

Measure Success and Define New Opportunities

Your efficiency program advisor measures success by tracking improvements in costs and KPIs as defined in the business case. Because your business is continually changing, he or she also discusses potential cost savings and KPI improvement opportunities identified during implementation, which starts the process over again.

The Next Step: Innovation Stewardship

Lifecycle management for IT operational efficiency services from SAP lays the foundation for you to take advantage of the innovation stewardship services for next-generation businesses – premium services from SAP designed to help customers identify specific business cases where they can apply new SAP® technologies and solutions. An innovation steward works with the customers offering unique expertise to guide and facilitate all innovation-related activities. Learn more at www.sap.com/services/operations.