SAP Solution Brief
SAP Solutions for Small Businesses and Midsize Companies

SAP Business All-in-One for Professional Services

SAP® Software Tailored for Professional Services Providers

Quick Facts

Summary

The SAP® Business All-in-One for Professional Services solution is a comprehensive enterprise resource planning (ERP) solution based on proven industry-specific best practices. Designed for rapid implementation at a predefined price, the software can help you realize a fast ROI.

Business Challenges

- Achieve operational excellence in service delivery
- Deliver differentiated client value in often complex customer relationships
- Manage processes end to end from marketing, sales, and service delivery to subcontractor management and billing

Key Features

- **Business development and customer acquisition** – Track leads, opportunities, and pipeline without error
- **Service delivery** – Execute service engagements promptly, efficiently, and transparently
- **Engagement management** – Be in control from bidding, order entry, and service delivery to subcontracting and invoicing
- **Resource assignment** – Assign the right resources to the right engagements
- **Financials and controlling** – Establish comprehensive financial reporting, analytics, and operations for your service divisions, clients, and engagements

Business Benefits

- **Improve efficiency** through automated support for your business processes
- **Minimize total cost of ownership** with scalable software that supports implementation of company-wide changes and global deployment
- **Grow your business** with help from proven ERP and optional customer relationship management software
- **Improve time to value** by leveraging tools and methodologies that help get your business running efficiently

For More Information

Call your SAP representative, or visit us at www.sap.com/sme/solutions/businessmanagement/businessallinone/professionalservices.epx.

SAP Business All-in-One

Midsize professional services providers seeking to improve operating efficiencies can choose an affordable, integrated solution. The SAP® Business All-in-One for Professional Services solution is designed for rapid implementation, adaptability, and fast ROI.

Like most midsize providers of professional services, your organization faces challenges typical for businesses competing in a volatile and maturing market. While you search for practical and affordable ways to meet these challenges, you are constantly looking for new ways to improve your operations and deliver exceptional client value.

Whether your company is an IT services provider or a consulting company, your organization must achieve faster time to value, control costs, and boost competitive advantage. Your customers desire more complex services across broader regions at lower prices, requiring you to have increased flexibility and agility to meet those needs profitably. You must coordinate global customer relationships, hire and manage a diversified resource pool, and improve poorly integrated information systems fraught with manual and siloed business processes.

The SAP Business All-in-One for Professional Services solution is based on decades of experience SAP has accumulated working closely with professional services providers. This comprehensive and flexible enterprise resource planning (ERP) solution includes support for industry best practices. With this SAP Business All-in-One solution, you get:

- Comprehensive, integrated business functionality to help you gain visibility across your business and streamline your core business processes – from business planning, marketing, and sales to service delivery, subcontractor management, financials, and business analytics
- A flexible and scalable foundation for your business processes, built on the proven SAP NetWeaver® technology platform
- An ERP solution that can be extended with preintegrated functionality for customer relationship management (CRM), supplier relationship management, and business intelligence
- An intuitive interface and role-based navigation to improve employee productivity and adoption

The optional inclusion of CRM functionality for your SAP Business All-in-One solution adds value to your business software and lets you integrate marketing, sales, and service with other related processes.

LEVERAGE SAP BEST PRACTICES PACKAGES

Each SAP Business All-in-One solution is built on SAP Best Practices packages that deliver proven implementation methodology, documentation, and preconfiguration. The SAP Best Practices packages reflect the years of business expertise SAP has acquired as well as insight into the best business practices of thousands of SAP customers worldwide in more than 20 industries. Along with built-in support for the specialized best practices of your industry, the software equips you with the methods of the best-run companies in the industry as well as the flexibility to support your own unique practices.

The SAP Best Practices packages provide a solid foundation for SAP Business All-in-One solutions, enabling you to implement a sophisticated solution in significantly less time than typically required and at a predictable, affordable cost. You gain methods and tools to support best business practices for your industry in key functional areas, such as accounting, sales, and service delivery. Whether you leverage all supported best practices during initial implementation or start with what you need and add more later, you can avoid complex, resource-intensive steps in implementing your SAP Business All-in-One solution. With these best practices, your partner and project team can help accelerate implementation by tailoring the software to your specific company requirements, rather than starting from scratch.

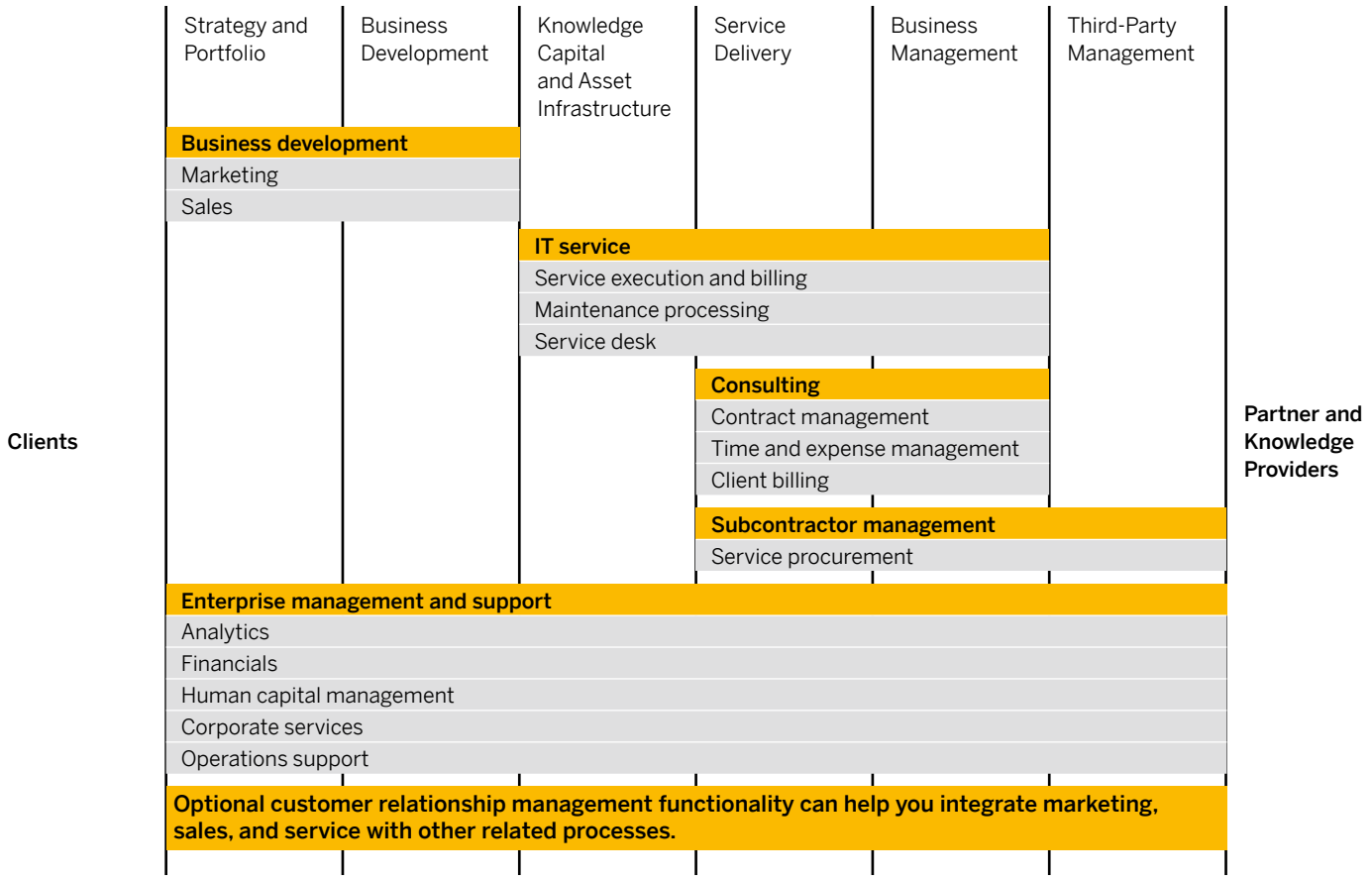
The SAP Business All-in-One for Professional Services solution gives you:

- Complete preconfiguration settings that let you run your software with minimal installation effort
- Extensive reusable documentation that you can use for self-study, evaluation, and project team and employee training
- A clear implementation methodology based on a logical step-by-step process

SUPPORT YOUR PROCESS NEEDS

Functionality in SAP Business All-in-One for Professional Services supports key processes for your operations, from marketing campaigns and customer recruitment to the execution of projects, invoice completion, and cash management (see the figure).

Figure: Key Business Process Support for Professional Services Providers



Improve Customer Acquisition and Lead Management
With the solution, you can improve marketing efficiency and effectiveness and drive customer demand for products and services. The solution, with the addition of the optional CRM functionality, supports campaign and lead management. This lets you grow your business and manage your growing customer base while improving the efficiency of generating and measuring customer pipelines.

Facilitate IT Service Management
For a business model that includes executing IT service management, the software helps you implement service orders and maintain technical equipment. You can also manage service-level agreements and warranties. The solution supports the entire service process, from service notification to service billing.

Support Your Engagement Practice
With SAP Business All-in-One for Professional Services, consulting companies can manage spot consulting as well as complex implementation projects. Functionality includes support for contract management, staffing, time and expense recording, billing, revenue recognition, and profitability analysis.

Enable Service Subcontracting and Procurement
Many professional services companies use subcontractors to balance utilization of resources and acquire skills and expertise. This solution lets you enhance your IT service management and consulting engagement management capabilities by providing functionality for third-party procurement and procurement of goods.

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Help Ensure Optimal Enterprise Management and Support

By integrating financial management with business processes, this solution helps ensure comprehensive financial reporting and performance management. Automated accounting and controlling processes help improve administrative and accounting efficiency. Furthermore, with access to tools and a single analytical platform for the enterprise in a cross-functional and collaborative environment, you can generate a complete picture of your business.

ENHANCE PROFITABILITY AND BUSINESS INSIGHT

With this SAP Business All-in-One solution, you can control profit drivers, tightly link strategic plans to operational performance, and enable a single analytic platform for your business. Analytic tools enable you to define financial targets, develop a realistic business plan, and monitor costs and revenue during execution. From a single source, you can identify which services, technologies, customers, and processes will drive top-line growth and bottom-line earnings.

BENEFIT FROM INDUSTRY-SPECIFIC FUNCTIONALITY

This SAP Business All-in-One solution supports business processes specific to your industry and supports a phased implementation. It offers a safe approach to help you realize fast time to value, and it scales to support your business as it grows. You can implement this solution now and work with one of our partners, who can extend the functionality to address any additional requirements.

FAST-START PROGRAM ACCELERATES TIME TO VALUE

For smaller midsize professional services providers, the SAP® Business All-in-One fast-start program provides a simplified process to evaluate, acquire, and implement an SAP Business All-in-One solution. The program offers innovative tools and methodologies to plan a solution online, receive an immediate cost estimate, and shorten implementation times. SAP enables its partners to offer preconfigured, pretested software that can be preinstalled on optimized hardware from selected hardware providers.

FIND OUT MORE

Call your SAP representative, or visit us online at www.sap.com/sme/solutions/businessmanagement/businessallinone/professionalservices.epx.

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