

SAP Services
SAP Custom Development

SAP® CUSTOM DEVELOPMENT

EMPOWERING COMPANIES TO ADDRESS
UNIQUE, COMPETITIVE, AND CHANGING
BUSINESS REQUIREMENTS



THE BEST-RUN BUSINESSES RUN SAP™



CUSTOM DEVELOPMENT OFFERINGS FOR YOUR COMPANY

At the SAP® Custom Development organization, we offer a comprehensive range of flexible development and project management services to deliver custom solutions that meet your individual business goals. For example, we offer services to help you:

- Extend or enhance existing SAP solutions
- Build completely new and innovative business solutions
- Migrate legacy solutions onto the SAP NetWeaver® technology platform
- Support custom solutions developed by SAP
- Leverage enterprise service-oriented architecture (enterprise SOA) today

To ease your development efforts, we also offer adaptable custom solutions that can be used as a starting point for building your own unique solutions. Some examples include the following:

- E-billing for joint venture accounting
- Public budget formulation
- IDEX country-specific solutions
- Resource management
- Multiresource scheduling
- SAP Railcar Management Component software
- Order-engineering workbench
- Stock-balancing management for trading goods

Our development architects, project managers, and developers are positioned worldwide to help you create and support high-quality, individualized solutions and ultimately evolve your IT infrastructure into your custom business process platform, based on enterprise SOA.

BENEFITS TO YOUR COMPANY

Be Innovative

Our services address your unique and changing business requirements.

Maintain Agility

We facilitate your ability to quickly and safely adapt to changing business needs.

Leverage Your Investment

We help you leverage your existing investment in software, hardware, and people.

Gain Flexibility While Reducing Costs

Our offerings ensure service flexibility and reduced delivery costs through optimal access to global resources.

Protect Your Investment

We assure your peace of mind with custom maintenance options that best protect your IT investment from SAP.

Access to Knowledge

You gain access to a vast global network of SAP and partner services.

PROFESSIONAL PROGRAM MANAGEMENT

We assemble a team of specialists with skill sets that match your needs. Then we draw upon proven SAP development methodologies and our extensive knowledge of the SAP Business Suite family of business applications to minimize the risks and maximize the benefits of your custom-developed solutions.

Risk Mitigation

We ensure that your custom-developed solution is synchronized with the SAP product road map and release strategy, mitigating the risk of business interruption.

Adaptability

Our customers decide how much assistance they want. You can retain overall control or turn over the entire project to SAP Custom Development.

Upgradability

We follow SAP development methodology and standards to ensure high quality and protect upgradability.

Support

Support options are available to help protect your investment throughout the life of your custom solution.

CUSTOMER TESTIMONIALS ABOUT SAP CUSTOM DEVELOPMENT

Air Products and Chemicals Inc., based in Allentown, Pennsylvania, is a supplier of gases that operates in more than 30 countries with more than 20,000 employees and revenues of US\$8.1 billion. The company needed to account for the significant fluctuations in exchange rates that occur during global projects. With the development of a new solution, SAP Custom Development services made it safe and easy to perform currency conversions.

“As always, SAP Custom Development delivered in full in every respect. We especially appreciated their flexibility in accommodating our schedule changes. Already we’re planning further customizations, and there’s no doubt whom we’ll ask to perform them.”

Debra Hughes, Project Manager, Air Products and Chemicals Inc.

Medtronic Inc., based in Minneapolis, Minnesota, has 32,000 employees and 2005 revenues of over US\$10 billion. It is the world leader in medical technologies for people with chronic diseases. The company used SAP Custom Development services to achieve breakthrough business process improvement, facilitating medical kit shipments that were not possible with the base solution.

“We use our loaner process to get the right product to our customers when they need it. SAP Custom Development helped us redesign and implement our mission-critical process in the SAP ERP application. We can now take this process and implement it globally to better support our customers.”

Mike Mathews, IT Manager, Medtronic Inc.

Hollister Incorporated, based in Libertyville, Illinois, is an independently owned global company that develops, manufactures, and markets healthcare products, servicing over 90 countries. From its earliest days, Hollister has placed a strong focus on community – a connection to people. That connection drives the company to continue developing new products and services to meet the healthcare needs of people throughout the global community.

“The highly experienced SAP Custom Development team made the complex enhancements we needed to meet our shipping requirements on time and within budget.”

Ryan Nowak, Supply Chain Applications, Hollister Incorporated

ABOUT SAP CUSTOM DEVELOPMENT

SAP Custom Development is a global organization that helps customers seize new market opportunities and respond dynamically to new business challenges by developing unique custom solutions based on their current SAP platform. Whether you need to extend and enhance an existing SAP solution or build an entirely new and innovative application, SAP Custom Development can deliver high-quality custom solutions tailored to your business needs. We have highly qualified developers in areas such as the ABAP™ programming language, Java, JavaScript, XML, and Microsoft .NET.

With our extensive development experience across industries and application areas and our access to a network of more than 8,000 standard SAP developers, SAP Custom Development is able to execute projects of all sizes and deliver immediate value to our customers. Development architects, project managers, and developers are positioned in 10 development centers across the globe, ensuring a well-balanced mix of on-site and remote project team members. This helps ensure service flexibility while reducing delivery costs. With SAP Custom Development, customers are able to adapt to rapidly changing business and market conditions flexibly, quickly, and safely while leveraging their existing SAP investments.

To learn more about what SAP Custom Development can do for your company, visit www.sap.com/services/customdev or contact your local SAP representative.

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