

# SERVICES FOR SAP FOR BANKING

## EXPERTISE YOU NEED FOR BANKING SUCCESS

Few industries are as competitive as the banking industry. To stay ahead, you need to get the most out of your SAP for Banking solutions. The SAP® Services organization can help, with a comprehensive portfolio of services that combines skilled consultants, leading tools and methodologies, and targeted training.



In the banking sector, competition is fierce, change is constant, and margins are razor thin. To acquire new customers and increase customer wallet share, you need to constantly introduce new products and improve service levels with real-time access to up-to-date account information across multiple channels. To comply with a growing array of regulatory mandates, you must also maintain the highest levels of transparency even in the face of growing IT complexity. And you must do all this without forgetting your shareholders who demand greater business efficiency and a higher return on investment.

To meet these challenges, banks around the world are turning to process-driven, standardized applications such as those found in the SAP for Banking solution portfolio. But with so much at stake, your decisions on which applications you choose, how to implement them, and how to support them can make all the difference in the world when it comes to maximizing return on investment (ROI).

This is why SAP® Services offers a comprehensive portfolio of services to help you make the right decisions and deploy the applications that will best support your overall business strategy. This portfolio includes expert consulting services to help you make the correct strategic decisions, implement or upgrade to the right solution without disrupting your business, and optimize your environment for ongoing success. All of this helps to mitigate risks associated with the transformation of banking processes.

We also offer the necessary education, support, tools, and best practice methodologies to ensure secure, efficient, cost-effective implementations, rapid ROI, and ongoing value.

### Experts Who Know Your Industry

When you're implementing solutions to address the set of complex challenges facing the banking industry today, you need experts on hand who understand not only your technology but also the ins and outs of your business. That's why all of our consultants are well versed in the business of banking. Having worked with leading organizations in the banking industry over the course of 35 years, SAP has developed the kind of detailed industry experience you can trust.

### Support That Spans the Entire Project Life Cycle

SAP Services offers a wide range of services designed to support you at every stage of the solution life cycle – from needs assessment and planning through building, testing, running, and continuous improvement. These services can be delivered by our experienced consulting teams or combined with services from our SAP partner network. Depending upon your resources and capabilities, we blend services that make sense for you at the level of engagement – from discrete services to help round out your own capabilities to a complete roster of services that support all aspects of your implementation project.

### Developing a Plan

Good planning is the foundation of any successful implementation. This is why we offer extensive planning services for assessing your needs, determining the feasibility of potential implementations, designing business processes, analyzing data quality, developing detailed road maps, and creating an architecture. These early-phase services provide an initial evaluation of your IT and business process issues, a suggested plan of action, and an assessment of the costs and benefits associated with potential improvements.

Let's say that you've identified the modernization of your core banking system as a key strategic concern. Our consultants can help you start off right by analyzing your existing environment, identifying areas for improvement, and generating a feasibility study to guide your transformation. This can be accompanied by an accurate cost assessment for the proposed project, business process design recommendations, and plans on how to ensure quality and minimize risk throughout the project. Our consultants can also offer architectural guidance in the area of enterprise service-oriented architecture (enterprise SOA) so that you can maximize business flexibility and drive down costs. The end result is a solid road map that forms the foundation for informed executive-level decision making.

### Moving Forward with Confidence

Once you've completed the planning stages, our consultants can provide discrete or bundled services that help you successfully deploy your SAP for Banking applications or extend an existing SAP implementation. From program and project design to hands-on implementation, solution integration, and technical support – we offer whatever services you need to achieve success.

Let's say you're implementing the SAP Bank Analyzer set of applications to integrate external financial data with internal data so that you can generate aligned International Financial Reporting Standards (IFRS) reports. To accommodate the wide range of external data available to banks, SAP Bank Analyzer requires intricate configurations and a detailed knowledge of data management. Our consultants can successfully navigate the complex issues involved with IFRS reporting and deploy a solution that works for you. Or they can simply assist your own IT team, providing expert advice to head off deployment bottlenecks and ensure a successful implementation.

### Optimization and Ongoing Support

SAP Services provides a number of services that help you optimize your IT infrastructure. Handling services that range from the upgrade, fine-tuning, and integration of applications to the

conversion and migration of data as well as landscape optimization, our consultants are uniquely qualified to help you get the most out of your SAP for Banking applications. And because your business never stops evolving, the SAP Active Global Support organization also offers ongoing support based on service-level agreements that meet your individual needs.

### Putting Our Tools and Methodologies to Work for You

SAP Services consultants employ a range of tools and methodologies to help speed implementation time, reduce risk, minimize costs, and maximize your ROI. These include the following:

- **ASAP methodology** – a proven way to reduce implementation risk by using standard design templates and accelerators that give you control over all deployment processes
- **Road map composer tool** – a highly effective and pragmatic tool that generates a project-specific extract of key planned activities and then makes this compendium available to the project team as an easily digestible road map
- **Banking services methodology** – a time-tested methodology that provides a proven way for customers to transform existing processes to take advantage of the benefits offered by SAP for Banking applications

### Additional Options

To meet whatever needs you may have, SAP Services also makes available a wide range of additional service options from other SAP Consulting and partner organizations.

- **Productized services** – clearly defined services that are rapidly delivered by the SAP Consulting organization using a proven methodology and banking-specific content to reduce project costs and ensure high quality
- **Global Delivery group of SAP Consulting** – a group that knits together best-in-class capabilities across the globe, offering a flexible mix of onshore, offshore, and near-shore services delivered remotely to fulfill your project requirements and maximize your success
- **Partner ecosystem** – a network of service delivery partners qualified to implement SAP for Banking solutions and deliver other services according to your business requirements

### SAP Discovery System: Making It Easier to Make the Right Choice

The SAP Discovery system for enterprise SOA gives you an easy, low-risk way to explore how SAP for Banking solutions can add value to your business. An affordable hardware and software solution, the SAP Discovery system is delivered preconfigured and pre-installed. This makes it easy for you to quickly evaluate how the enterprise SOA platform under consideration can help you achieve your business goals.

### Enabling Success

One of the best ways to maximize the value of your software investment is to have employees who know how to get the most out of it on a daily basis. This is why the SAP Services organization offers a wide range of education and end-user training options. By offering services from basic knowledge transfer and partner enablement to certification and special instruction for banking consultants, our qualified instructors cover all technical and practical aspects of the applications you choose. You can take courses at any of our training centers worldwide or utilize our on-site training, which offers substantial cost and time savings and more flexible scheduling. We also provide e-learning options that feature secure, remote access to SAP training systems.

### Benefits You Can Bank On

Services for SAP for Banking help ensure you make the right business decisions when it comes to choosing applications to support your business strategy. Our services also help reduce your implementation risk by providing highly trained consultants who can deploy your applications the right way the first time out – thus speeding your time to value. And most importantly, these services help you realize the benefits that attract companies to SAP for Banking applications in the first place – namely, greater business agility, reduced



operational costs, better transparency, improved abilities to meet customer demands, and the scalability to capitalize on emerging opportunities.

#### Find Out More

To learn more about how SAP Services can help you achieve higher levels of success with SAP for Banking applications, contact your SAP representative today or visit us online at [www.sap.com/services](http://www.sap.com/services).

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## Summary

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## Challenges

- Compete for new customers and increase customer wallet share
- Introduce new products and improve service levels with better access across multiple channels
- Comply with a growing array of regulatory mandates
- Meet shareholder demands to increase business efficiency and return on investment

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## Services Offered

- **Project life-cycle support** – A range of planning, implementation, optimization, and support services provided by SAP® Services or SAP partners all over the world, targeted to the level of engagement you require, including clearly defined productized services to speed delivery
- **Training** – A time-tested curriculum of training courses and material designed to help your people develop and sharpen the skills they need to optimize your software

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## Business Benefits

- **Better planning security** with thorough planning support provided by trained consultants who can analyze your landscape and deliver a clear road map for moving forward, complete with accurate cost estimates
- **Reduced implementation risk** with a range of services that ensure your deployment project is completed right the first time so that you can realize value quickly without business disruptions
- **Highly effective banking applications** thanks to optimization services for configuring your applications and landscape for peak business performance, augmented by support options to support continuous business improvement

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## For More Information

To learn more about how SAP Services can help you achieve higher levels of success with SAP for Banking applications, contact your SAP representative today or visit us online at [www.sap.com/services](http://www.sap.com/services).

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