ARIBA®

An SAP Company

Ariba® Technology Services

Benefits

- Lower TCO and faster ROI over traditional enterprise behind-the-firewall deployment
- Alleviates demands on IT orgs - Ability to redirect resources to more-strategic tasks
- Faster implementation than internal deployment
- Full functionality and scalable solutions backed by Service Level Agreement
- Access to application expertise - 24x7 user support
- Ariba is the single-point of contact; with accountability for all aspects of the implementation and engagement

Regardless of your needs, Ariba has the right technology services for your organization.

For most companies, maintaining and upgrading commerce technology presents many challenges, including:

- Availability of skilled and experienced resources
- Adequate hosting and application management expertise and/or facilities
- Lack of familiarity with specialized tools and processes
- Little or no experience working with changes to APIs, enhancements, and underlying technologies

How do you make sure your organization has the technology it needs, when it needs it, to increase savings while still decreasing costs?

The answer: Ariba Technology Services

Whether you're looking for a substantial engagement for a CD-based technology upgrade or ongoing support with hosting and application management, Ariba can help by providing customized upgrade, application management, and hosting services.

Why Ariba Technology Services

Experience

- Ariba Global Services has conducted more than 80 percent of all 9r1 Upgrade projects, many of which are now live in production.
- Ariba has provided Hosting Services since 2001 with 90+ CD hosted customers with users across the globe, and hundreds of on-demand customers.

Preferred Access to Ariba Engineering, Support, and Product Management

- Ariba consultants have a direct connection with key Ariba players and can move issues quickly through to resolution. This access supports the goal of delivering the Fixed Fee project on time and on budget, and a direct connection with Engineering and Support is critical to quick resolution.

Our People - Critical Project Resources

- Ariba's project resources available to customers are the most tenured and experienced in the industry. Our technical resources average more than five years of experience at Ariba and bring their best practice knowledge from hundreds of implementations of Ariba solutions to every new project.

Contract Flexibility

- Ariba can design a contract structure that works for your company. Short-term agreements allow you to temporarily reduce headcount or refocus your internal technical resources on other matters, while new customers can use this solution as their internal resources earn the technical side of the applications. Lengthier contracts (one to three years) provide a stable support environment for the Ariba applications while the customer's long-term IT strategies continue to evolve. And fixed cost arrangements are available for fixed deliverable engagements such as upgrades.

Features and Benefits
Upgrade Services

9R1 Assessment

- Full gap/fit analysis for your current deployment against 9R1 features. The assessment evaluates current customizations and future business requirements while providing recommendations for a migration strategy to 9R1.

Full Service Upgrade

- The Ariba Upgrade Service is a comprehensive set of services that will migrate your Ariba applications, customizations, and data to a new release. With the Ariba Upgrade Service, you can significantly improve the efficiency and cost effectiveness of your upgrade project because you get focused resources who leverage standard and specialized upgrade tools, and take advantage of best practices methodology.
- Ariba provides the full migration of your current deployment to 9R1, including all customizations and data. The first half of the project is done offsite in Ariba's Technology Solution Center, followed by onsite delivery of the upgraded solution for system testing, integration finalization, and production cutover.

Upgrade Assist Services

- Change Management and Organizational Readiness
- Expert upgrade technical and functional consulting resources
- Ariba University

The Ariba Upgrade experience is a comprehensive solution that migrates your Ariba applications, customizations, and data to 9r1 more efficiently, and with less risk, than any other internal or external option.

SAP®

About Ariba, Inc.

Ariba, Inc. is the world's business commerce network. Ariba combines industry-leading cloud-based applications with the world's largest web-based trading community to help companies discover and collaborate with a global network of partners. Using the Ariba® Network, businesses of all sizes can connect to their trading partners anywhere, at any time from any application or device to buy, sell and manage their cash more efficiently and effectively than ever before. Companies around the world use the Ariba Network to simplify inter-enterprise commerce and enhance the results that they deliver. Join them at: www.ariba.com

©2012 SAP AG. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG.

The information contained herein may be changed without prior notice.

Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Please see http://www.sap.com/corporate-en/legal/copyright/index.epx#trademark for additional trademark information and notices.

Application Management Services

The day-to-day management of these solutions (whether they reside behind the customer's firewall or in Ariba's hosted environment) has historically fallen to company IT departments. These days, IT managers are being called upon to be even more aggressive and nimble in the management of these key applications while continuing to reduce TCO.

Standard Application Management Services offering includes:

- Adoption and management of unique customer configuration and enhancements
- Advanced functional and technical support
- Monitoring of scheduled tasks and integration events
- Support of custom code
- Management of all code migrations and configuration changes with the hosting provider (or customer operations team)
- Coordination of service pack upgrades

Ariba Application Management Services allow IT leaders to focus on other business areas. Our Application Management Services team is comprised of resources from North America, EMEA, and Asia that have extensive experience with Ariba applications.

Whether your needs are short- or longer-term, Ariba can tailor an Application Management solution that is right for you.

Hosting Services

Ariba Hosting Services provide Ariba solution deployment and operational maintenance in a secure, fully managed data center—enabling companies to realize the benefit of Ariba solutions quickly without being constrained by the availability of their internal IT organization. Customers can utilize Ariba solutions in a much shorter timeframe, over the internet, and your IT department can focus on more-strategic initiatives to support your company's core competencies.

The Ariba Hosting program provides:

- **Hardware** – Dedicated, enterprise-class server(s) from HP to run the web and application servers and all supporting maintenance. Enterprise class firewalls with customized firewall policy are standard. 3PAR data storage and a clustered Oracle Enterprise Edition database tier with automated failover are also included.
- **Ancillary Software** – Oracle license, not only for the production instance but for any secondary instances is included. Veritas for data backup and database tier clustering, Solaris on all servers, WebLogic Application servers and Apache webservers as well as ongoing maintenance of each of these is included.
- **Services** – Hosting includes the initial installation of the licensed applications to as many instances as selected. Ongoing Oracle DBA Support, ongoing Service Pack and hot fix installs for Ariba applications as well as ongoing patches for servers, operating system software, and ancillary software are standard. So, too, is Oracle server maintenance, web/app server maintenance, ongoing security patches across the architecture and 24x7 severity 1 application support. Operational support of the installed instances replaces the support function typically played by a customer's own IT organization in coordination with Ariba Technical Support. Finally, all this is backed by an industry-leading Service Level warranty, along with WebTrust, PCI and SAS70 certifications.

Ready to get started?

To learn more, visit the Ariba website at www.ariba.com or contact your account executive or Ariba Commerce Services account lead.

Copyright © 2012 Ariba, Inc. All rights reserved. Ariba and the Ariba logo are registered trademarks of Ariba, Inc. All other brand or product names may be trademarks or registered trademarks of their respective companies or organizations in the United States and/or other countries.

4/10

Ariba, Inc.
910 Hermosa Court, Sunnyvale, CA 94085
Toll-free (USA): 1 866 772 7422 I Outside USA: +1 650 390 1000
www.ariba.com

ARIBA®
An SAP Company