

BUSINESS TRANSFORMATION CONSULTING

ALIGNING BUSINESS REQUIREMENTS AND STRATEGIES WITH IT

The Business Transformation Consulting group from SAP® Consulting provides services that help companies align their business strategies with their information technology. Its world-class services bridge strategy and execution, enabling you to maximize returns on your IT investment and optimize processes organization-wide.



In addition to challenges brought about by a rapidly evolving marketplace, companies are routinely impacted by economic, political, and nature-related events. In order to navigate through this often-volatile landscape and sustain success, businesses need flexible, adaptable IT.

To achieve this, corporate leaders must take a holistic approach to running their operations – one that incorporates strategic development, planning, and execution and bridges the gap between business and technology.

Today many companies are engaging expert support to help them create an environment that encourages business innovation and growth. And more than ever, they are turning to services from SAP® Consulting and its Business Transformation Consulting group.

The Solution

With unparalleled expertise in a wide range of industries, the Business Transformation Consulting group of SAP Consulting has the resources to understand your company's unique needs. Our consultants will evaluate your business model and processes, determine how to align current practices with best practices, and create a value-based road map. By providing services that deliver integrated support – from strategy creation to execution – SAP Consulting and its Business Transformation Consulting group help organizations realize maximum benefits from their IT and position themselves to respond quickly and adeptly to change.

Our Portfolio

We offer a comprehensive portfolio targeting five main areas.

IT Strategy and Architectural Design

Our expert consulting services help clients design and implement the optimal enterprise and technical architecture by focusing on three key components: alignment, consolidation, and utilization. Our experts can help clients align business strategy to architecture domains and lower their total cost of ownership (TCO) by reducing the complexity of their IT environment. We also will help you improve utilization practices.

Our services address issues with existing platforms and transition strategies, as needed, with an overall focus on streamlining the IT landscape. These services help you quickly implement and benefit from service-oriented architecture (SOA), enabling you to reuse software components more effectively and respond faster to change. Key deliverables may include:

- Analysis of business and architecture strategy
- Enterprise architecture road map
- Initiative definition, technology investment prioritization, and implementation road map and master project plan
- Cost-benefit analysis of initiative
- Process, system, and technology gap analysis
- Definition of target application landscape and architecture
- Health scorecard for enterprise architecture

Business Process Optimization

Business process assessment and design services help customers get the highest value out of their SAP solutions, while process-modeling services help them avoid costly mistakes and reduce risk. These services accelerate the design and implementation of best practices-based processes and help ensure knowledge transfer for optimal use of IT tools and continuous improvement.

In order to navigate through this often-volatile landscape and sustain success, businesses need flexible, adaptable IT.

These services focus on the identification of strategic processes, process pain-point analyses, and process modeling. We also offer solution proposals and gap analyses as well as state-of-the-art resources, such as the SAP Solution Manager application management solution and the SAP Business Process Optimization application by IDS Scheer. Key deliverables may include:

- Linkage of business targets to process improvement opportunities
- Detailed solution design; technical setup
- Process training for business and IT stakeholders
- Documentation and handbook for modeling and process integration

Strategic Information Management

Today companies need fast access to transparent information and the right

analytical tools to ensure they can make sound, intelligent decisions. To this end, we provide comprehensive strategies and solutions for all aspects of information management, covering business intelligence (BI), master data strategy and governance, and information architecture and deployment.

Solutions that support successful information management include SAP BusinessObjects™ BI solutions as well as the SAP NetWeaver® Business Warehouse and SAP NetWeaver Master Data Management components. Key deliverables may include:

- Business intelligence best-practice and benchmark assessment
- BI road map
- Business and benefit case
- Infrastructure recommendation for BI enablement
- Analysis of data and its role in business processes
- Enterprise data models
- Metrics for data standards and data process performance
- Data improvement strategy and plan
- Implementation of enterprise data strategy

Organizational Management

Our organizational management services help companies find the best way to manage their SAP software landscapes, reduce their TCO, and increase organizational effectiveness. These important services are grouped into three categories: strategy and design for Customer Center of Expertise organizations, organizational change management (OCM), and learning performance optimization.

Customer Center of Expertise services help companies set up or improve their Customer Center of Expertise organi-

zations to ensure optimum support of mission-critical processes. Key deliverables may include:

- Current state and risk mitigation assessment
- Recommendations to apply best practices and reduce TCO
- Recommendations for organizational model
- Staffing plan
- Performance metrics and measurements
- Implementation recommendations
- Governance process framework
- Project risk assessment report and recommendations

Services for organizational change management, which is critical for project success, provide a range of approaches that support customer needs, including budget requirements. Services range from a “do-it-yourself” OCM toolkit to assessments, safeguarding, and longer-term support. Key deliverables may include:

- Overall change management strategy
- Project risk assessment report and recommendations
- Communications plan
- Training assessment and gap closure plan
- Business readiness review

Services for learning performance optimization are designed to assist you at key stages of the education lifecycle. These services guide you from the planning stages of a deployment to the solution build and implementation, through live operation. Key deliverables may include:

- Training via the SAP Productivity Pak application by RWD (also known as RWD uPerform)
- Project team training strategy

- Learning and deployment strategy
- Learning needs analysis
- Education readiness review
- Usage health check
- Management of end-user training

Value Realization

Realizing value is a top priority today – for both IT and business organizations. Our value realization services help customers identify key value enablers and build business cases that are actionable and measurable during and after implementation. In addition, value-based road maps help companies align business and IT strategy for improved and coordinated planning.

All value realization services are designed to help our clients achieve business value from their SAP solutions more quickly. Key deliverables may include:

- Strategy and operational goal summary
- Business benefit calculations and details
- Cost model summary
- Sensitivity analysis
- Critical key performance indicators for value measurement and management
- Value audits prior to implementation
- Process for ongoing measurement and management of value postimplementation
- Value realization road map
- Prioritization of solution portfolio
- Current overall business process and technology assessment
- Phased deployment plan

Our Team

The Business Transformation Consulting group of SAP Consulting is comprised

of highly experienced senior-level consultants with a wide range of industry and technological knowledge. More than 50% of the team members have held C-level or VP positions prior to joining SAP. Most of them hold MBA degrees.

Our Knowledge Base

In addition to in-house knowledge, we continuously upgrade our library of resource collateral detailing leading best practices developed in collaboration with our customers and the Americas' SAP Users' Group (ASUG). Clients can access more than 3,500 benchmark studies based on customer surveys, as well as 1,000 business cases targeting all major industries. Our consulting teams are in frequent communication with external experts and the analyst community, helping ensure a continuous flow of up-to-date market and best-practice information.

Our Proven Methodology

The Business Transformation Consulting group of SAP Consulting has successfully completed more than 500 engagements leveraging proven best practices. Our goal is not to reinvent the wheel but rather to deliver value to your organization as quickly and efficiently as possible.

We support a collaborative approach and will work with you in whatever capacity you choose – for example, as an advisor, coach, consultant, or longer-term partner. In addition, we are dedicated to working with other systems integrators or vendors in our vast partner network to help ensure that we deliver optimum value to your company.

Our experts can help clients align business strategy to architecture domains and lower their total cost of ownership by reducing the complexity of their IT environment.

Maximum Returns

The Business Transformation Consulting group of SAP Consulting helps you:

- **Improve IT relevance** by enabling your IT organization to grow beyond its role as a technology service provider into a full-fledged partner to the enterprise
- **Increase your ROI** through innovative and creative concepts delivered by our expert consultants
- **Improve operational performance** by optimizing business processes based on best practices and by enhancing process governance
- **Reduce total cost of ownership and free up funds for innovation** by enhancing your IT strategy and landscape and effectively managing your SAP investment

For More Information

For additional information on the Business Transformation Consulting group of SAP Consulting, please call us at +1 866-609-1124 or visit us online at www.sap.com/usa/services/consulting/bts.

Summary

The Business Transformation Consulting group of SAP® Consulting provides business transformation services that enable companies to align their business strategies with their IT. It offers world-class services, integrated support, and an IT road map that can help you maximize returns on your IT investment and optimize processes organization-wide.

Business Challenges

- Respond to marketplace changes faster and ensure continuous innovation
- Translate business strategy into an effective IT plan
- Align technology with business needs
- Gain optimal return on IT investments

Key Features

- **IT strategy and architectural design** – Expert consulting focused on all aspects of the SAP technical environment, including governance, solution architecture, and landscape strategy and design
- **Business process optimization** – Services to help customers assess and design their business processes so they get the most value out of their current and future SAP investments
- **Strategic information management** – Comprehensive solutions for all aspects of information management, including business intelligence, master data strategy and governance, and information architecture and deployment
- **Organizational management** – Services that help companies optimally manage their SAP software environment and ensure effective change management to maximize value and minimize risk
- **Value realization** – Services to help customers define a value-based road map and build a business case that is actionable and measurable during and after implementation

Business Benefits

- **Greater IT relevance**, by enabling your IT organization to grow beyond its role as a technology service provider into a full-fledged business partner
- **Higher ROI** through innovative and creative concepts delivered by our expert consultants
- **Better operational performance** by optimizing business processes based on best practices and enhancing process governance
- **Lower total cost of ownership and more funds for innovation** by enhancing your IT strategy and landscape and effectively managing your SAP investment

For More Information

For additional information on services from the Business Transformation Consulting group of SAP Consulting, please contact any one of our SAP Services representatives. Call us at +1 866-609-1124, or visit us online at www.sap.com/usa/services/consulting/bts.

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