SAP Information Sheet
SAP Services
SAP Consulting

ASSESSMENT SERVICE FOR A CUSTOMER CENTER OF EXPERTISE

OPTIMIZING IT PRACTICES TO DELIVER THE GREATEST VALUE

This service from SAP® Consulting assesses your business and IT activities and provides insight to help create or improve a Customer Center of Expertise location.

Summary
A Customer Center of Expertise (Customer COE) location can help your support organization significantly reduce operating costs on a per user basis. SAP® Consulting can help you implement or improve your own Customer COE with services that are tailored to your specific needs. These services cover vision and strategy development, assessment, and setup and development of a Customer COE. This information sheet provides an overview of the assessment service for creating or improving a Customer COE.

Business Challenges
- Reduce the costs of your support organization
- Identify potential areas of improvement by implementing or optimizing a Customer COE
- Leverage best support practices recommended by SAP and other companies
- Maximize the use of SAP software and other IT solutions
- Gain better agility to support new markets, business models, and business strategies
- Optimize and enhance existing IT solutions efficiently

Key Features
- Analysis of your business and IT operations as they relate to your support organization
- Classification of the maturity of your Customer COE
- Analysis of IT support processes and procedures
- Identification of the challenges facing your Customer COE
- Transfer of best practices for centers of expertise
- Optimization potentials and high-level recommendations
- Foundation for the more extensive service covering the setup and development of a Customer COE
- Partnership with SAP Consulting as a trusted advisor and point of contact

Benefits
- Improved collaboration between business and IT organizations
- Better adaptability to continuously changing business requirements
- Enhanced planning and control of strategic business processes
- Reduced total cost of technology ownership through improved IT efficiency
- Greater sharing of knowledge for better enterprise-wide understanding of business processes and SAP software
- Extensive and cross-functional cost control over the solution landscape
- Identification of the potential cost efficiencies and value of a Customer COE to guide management decision making

For More Information
Contact your SAP representative today, or visit www.sap.com/services/BTS.

Keep Pace with Changing Business Requirements

Today's IT organization needs to establish a reliable and secure infrastructure that enables greater business flexibility to adapt rapidly and seize opportunities. Outdated IT practices or centers of expertise that have not kept pace with changing demands can drive up cost and derail the value of IT services. SAP® Consulting can help rectify this situation with its assessment service for a Customer Center of Expertise (Customer COE) location.

Maximize IT Effectiveness

Gaining a clear understanding of your IT organization helps determine the scale, complexity, and effort required to meet today's business challenges through a Customer COE. With this assessment service, you can lay the foundation for driving changes to produce a more effective service and support organization by creating or improving a Customer COE.

This service helps you understand the practices needed to maximize the use of SAP solutions, provide optimal user support, and raise the level of competency. It enables you to spotlight potential strengths and weaknesses in your support organization, reduce IT maintenance and support costs, and plan for future needs. Developed and delivered by SAP Consulting, the service follows a standardized approach depicted in the table.

Get Started with SAP Consulting

With this service, you can maximize the impact of your organization's collective software knowledge, leverage best practices, and realize the greatest ROI in SAP software. To learn more, contact your SAP representative or visit www.sap.com/services/BTS.

Assessment Service for a Customer Center of Expertise

Phase	Activities	Deliverables
Preparation (off- or on-site)	▪ Clarify your specific situation ▪ Describe the approach of SAP® Consulting ▪ Secure management commitment ▪ Identify contact persons ▪ Define the information you must provide prior to the assessment	▪ Clarified objectives and expectations ▪ Defined project schedule
Execution via on-site workshop	▪ Conduct the initial knowledge transfer needed to deploy or improve a Customer COE ▪ Identify the role of IT ▪ Define your business challenges ▪ Identify areas for improvement ▪ Evaluate the maturity of your existing support organization or Customer COE via questionnaire ▪ Transfer best practices for a Customer COE ▪ Devise a high-level action plan on how to become a best-practice Customer COE	Comprehensive assessment of the potential value of deploying or improving a Customer COE
Final results (off- or on-site)	▪ Evaluate internal and SAP recommendations ▪ Assess possible SAP services ▪ Prepare the final presentation	▪ Final presentation ▪ SAP recommendations

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