

Achieving high performance with application outsourcing for SAP



High performance. Delivered.

Your IT environment today leaves no room for error. Your SAP applications are the lifeblood of the organization and they have to be there when the business needs them.



But budgets are tight and you often cannot find the skills you need to effectively maintain and enhance those applications. Innovations like the cloud and mobility are important to the future of the business, but finding the bandwidth to implement new solutions with your existing resources is another matter. And the pressure is on to deliver an ever more efficient SAP environment and to have an increasing impact on strategic development programs.

With those challenges, it is hardly surprising that more and more IT executives are looking for an application outsourcing partner for their SAP applications. The question they are asking, though, is: who can help me meet my most pressing needs:

- Deliver every time, all the time, without fail.
- Keep making my SAP application environment more efficient and powerful.
- Help drive continuous improvements in the value we deliver to the business.

There's just a handful of application outsourcing providers that can answer that call, and among them, Accenture is a leader.

Our unique approach to application outsourcing for SAP

With Accenture, you get more than a contract. You get focus and assurance that you can both meet your cost goals and achieve ongoing value from the

relationship—from implementation to SAP optimization to upgrades to augmenting your SAP environment with the latest technology innovations.

Rapid implementation and transition

Accenture delivers value in an application outsourcing relationship quickly—using an agile, low-cost transition process that leverages our unique asset, Accenture Insight for Enterprise Systems (AIES). AIES provides an extensive, customized analysis of your existing SAP environment that generates a clear, accelerated transition path and ongoing guidance to drive continuous improvement across all aspects of your SAP application landscape.

Flexibility and scalability

We rapidly create a reliable and highly productive SAP environment. Our solution factories for SAP serve multiple clients by providing standard services and access to innovative assets through a shared pool of highly specialized experts. This model offers more than 10–15 percent cost savings compared to custom application outsourcing solutions.

Proactive optimization

We never stop looking for opportunities to fine-tune your application landscape. Accenture has a robust methodology to optimize your SAP solution, complemented by specific tools and methods attuned to the SAP environment, that we have developed based on two decades of extensive experience with thousands of clients:

- Process Standardization methods and tools evaluate the configuration of more than 80 enterprise business processes, helping to simplify and optimize how business gets done.
- Our Custom Code Optimization asset simplifies and rationalizes the custom code you have built to make it more efficient.
- Accenture's Business Optimization Seeker for SAP is a comprehensive performance diagnostic solution enabling the rapid identification of potential performance improvements in an SAP environment.

No upgrade headaches

We take away the headache of implementing SAP upgrades and patches using robust application insights that help us deliver planned upgrades at a reduced cost. Our upgrade tools and accelerators automatically correct code and eliminate versions not supported by SAP.

Business innovation

We help you pragmatically integrate emerging technologies such as cloud, analytics, HANA and mobility into key processes to materially improve your business.

For example, our Private Cloud for SAP solution has enabled clients to achieve up to 30 percent reductions in total cost of ownership, while also helping them take advantage of newer technologies such as analytics and mobility.

The benefits

Accenture's application outsourcing services for SAP can help your organization increase productivity and quality as well as improve your service execution and reliability. Our clients achieve real, measurable benefits including:

- Reducing costs from 20 to 50 percent.
- Increasing productivity by 30 to 50 percent.
- Improving end-customer service, meeting more than 90 percent of critical service level agreements (SLAs).
- Achieving greater than 90 percent on-time and on-budget delivery for applications.

We also enable our clients to reinvest cost savings in more strategic initiatives to advance the goals of their businesses. And, with our improved productivity, we increase speed to value, allowing you to get more out of your systems faster.

Accenture—the leader in application outsourcing for SAP

With a 30-year history providing SAP services and 20 years providing application outsourcing services, Accenture can deliver reliable, cost-effective outsourcing solutions for SAP while simultaneously optimizing your SAP environment and helping you drive toward greater business value.

Unquestioned reliability

We make it work, every time. According to independent benchmarks from QSM and Software Productivity Research, we outperform the industry in the delivery of application outsourcing services to our 600+ clients. We meet SLAs 11 percent more often than competitors and perform 9 percent faster in response and resolution time. Our productivity is in the top 30 percent for application development.

Accenture has been ranked the world's number one outsourcing service provider for four consecutive years by the International Association of Outsourcing Professionals.

The SAP leader

Accenture is one of SAP's largest implementation partners, with more than 36,000 global SAP resources. We co-innovate with SAP through our access to innovations and upgrades in advance of the marketplace. Accenture has won 23 SAP Pinnacle Awards and the SAP Award for Excellence. In 2012 we received three Partner Impact Awards, for Mobility, Custom Development and Business Analytics.

Global delivery excellence

Our Global Delivery Network includes more than 146,000 professionals in over 50 centers with unmatched technical, functional and industry expertise. We offer flexible delivery models to suit your requirements, including the ability to reduce costs by leveraging offshore resources.

Deep industry knowledge

Every one of our delivery professionals is offered industry-specific training. So your delivery partners know more than just the SAP technologies and applications; they know how to drive value through technology for your industry. We also have an industry-specific accelerator, the Accenture Advanced Enterprise Solution (AAES), a patented and proven framework that improves the speed, quality and value of industry-specific SAP solutions.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 246,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$25.5 billion for the fiscal year ended Aug. 31, 2011. Its home page is www.accenture.com.