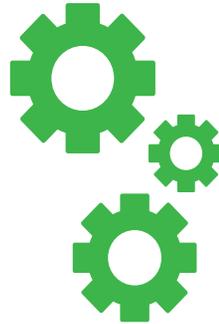


Connected Services & Product Quality Solution

by Accenture and SAP powered by SAP HCP for Internet of Things

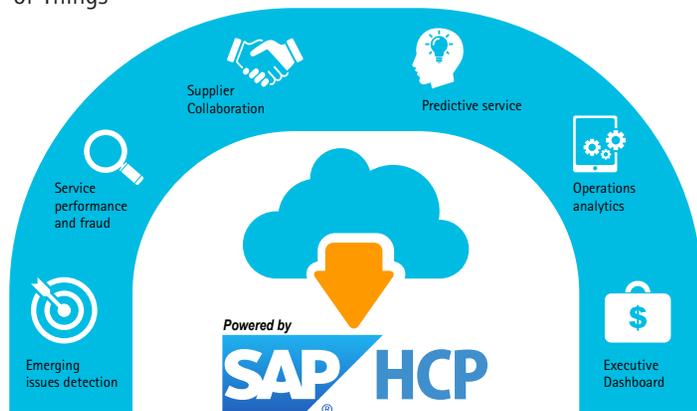
Industry challenges

- **\$149 billion** estimated amount spent on product repairs and warranty by manufacturers to be optimized
- The explosion of real time data: Estimated **\$25 billion** connected products by 2020
- **Extended collaboration** breaking the silos between engineering, manufacturing, quality, service and supplier teams
- Advances in **remote diagnostic and firmware update capabilities** for connected Products



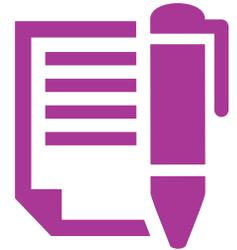
Our solution

- Build on top of the standard **SAP HANA Cloud Platform** for Internet of Things



Our approach

- **Integration** of connected products, claims and quality data in one platform
- Based on a **scalable and modular** solution
- Set of **warranty and service applications** to improve products quality and warranty operations, end-to-end
- **Connector** to existing business applications like SAP Warranty and SAP QIM
- A **Solution as a Service** fully-configurable service, out of the box



Benefits for our clients

- **Goals:**
 - Reduce the average time to resolve issues* by **30%** (for example from an average of 300 days to 200 days)
 - Reduce warranty spend cost by **10%** by optimizing product quality & service maintenance
 - Increase service revenues by **3%** through new predictive services
- **Charter Client Program** selection



* Time between first issue occurs and production fix

Our Experience and People

- We have the world's largest team of SAP practitioners (43,000+ globally)
- 500+ dedicated warranty professionals globally, 10 years of SAP Warranty system integration, Operations Analytics Centers of Excellence in Barcelona and Mumbai
- A Global Delivery Network with 200,000+ consultants in 50+ centers
- 17 Accenture Innovation Centers for SAP (with our Kronberg center completely dedicated to SAP HCP)
- 30 Pinnacle awards including: Cloud Services Partner/Provider of the Year (2015, 2014) and Cloud Co-innovation Partner of the Year (2013)
- 40 year relationship with SAP, founded on CEO commitment as well as strong strategic collaboration in functional and industry areas
- The Accenture and SAP Business Solutions Group (ASBSG): A pioneering the collaborative process of delivering innovative digital solutions and services. It combines the vast resources of Accenture and SAP into one team, dedicated to bringing market-differentiating solutions to life faster and easier than ever before.

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About the ASBSG

In the Accenture and SAP Business Solutions Group (ASBSG), two global leaders have come together as one team to help you collaborate, innovate and create industry-specific solutions for your clients.

The ASBSG is pioneering the collaborative process of delivering innovative digital solutions and services, based on our clients' biggest business challenges. It combines the vast resources of Accenture and SAP into one team, dedicated to bringing market-differentiating solutions to life faster and easier than ever before.

About Accenture

Accenture is a global management consulting, technology services and outsourcing company, with more than 323,000 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\$30.0 billion for the fiscal year ended Aug. 31, 2014. Its home page is www.accenture.com.

About SAP

As market leader in enterprise application software, SAP (NYSE: SAP) helps companies of all sizes and industries run better. From back office to boardroom, warehouse to storefront, desktop to mobile device—SAP empowers people and organizations to work together more efficiently and use business insight more effectively to stay ahead of the competition. SAP applications and services enable more than 253,500 customers to operate profitably, adapt continuously, and grow sustainably. For more information, visit www.sap.com

About ASBSG

Upstream Production Operations by Accenture and SAP is managed by the Accenture and SAP Business Solutions Group. A first in the SAP ecosystem, the

Accenture and SAP Business Solutions Group helps companies to meet their objectives by combining the vast resources of Accenture and SAP into one team dedicated to bringing customized, market-differentiating solutions to life.

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