



## SAP Services

### Realize Maximum Value From Your SAP Solution

For many organizations, the implementation and maintenance of SAP business applications can be daunting. Corporate leaders expect a measurable ROI, but cost overruns and maintenance issues can increase cost of ownership and impede improvements in efficiencies.

At Dell Services, we understand the business and financial pressures IT organizations face. From strategic planning and implementation, to application management, outsourcing and the cloud, our services are based on SAP and industry best practices plus the real-world experience of delivering SAP solutions around the globe.

#### Get the strategic solution you need to meet your goals and budget

Whether your needs include a comprehensive solution or a single service, Dell follows a proven delivery approach from start to finish delivering both customized services and standardized solutions. First, we strategize with our customers to architect a solution that meets business and budget requirements. Next, we create or integrate the solution – regardless of who designed it. Then, employing our global delivery model, we execute the plan and provide ongoing management services to help you ensure the results you expect from your investment in SAP.

**Consulting Services.** The Dell team of SAP and process experts offers customers an array of consulting services to ensure that business processes reflect the strategic intent and operational efficiency demanded by world-class organizations. Our services include Business Process Optimization and Alignment, Jump Start Best Practice Visualization, Program Management and Change Management Planning, and Assessment and Scope Definition for SAP initiatives.

**Implementation Services.** The Dell SAP implementation services are based on standard SAP methodologies, including Value SAP and ASAP, coupled with our proven Program Management Methodology and SEI CMMI Level 5-assessed engineering processes. Our services include new implementations (including migrations from other ERP solutions and instance consolidations), global rollouts, and new SAP module implementations.

**Upgrade Services.** For platform or version upgrades, Dell follows proven methodologies that leverage the power of new releases while retaining the functionality of existing ones. We employ comprehensive testing to ensure the integrity of the new applications environment and give customers peace of mind.

**Applications Management.** Through an SLA-based global delivery model, our SAP applications management teams deliver ongoing service quality and productivity improvements. Through our onsite, near-shore, and offshore resources, we can deliver the services you need to meet your business requirements, including help desk support, functional / technical support, systems administration, and monitoring.

### At A Glance

Dell Services delivers comprehensive and individual project services for SAP user organizations following industry-accepted best practices and methodologies. Our proven global delivery model ensures the right balance of resources to deliver the value you expect.

Dell SAP Services include:

- Consulting Services
- Implementation Services
- Upgrade Services
- Applications Management
- Outsourcing and Cloud

**Outsourcing and Cloud.** As a global leader providing full end-to-end capabilities across the Design / Build / Run continuum for SAP customers, we can offer solutions from a cloud SAP development environment to full management of your SAP-centric landscape.

### Trust the experience and expertise of a leader in enterprise solutions

Dell's SAP Services enable companies to improve business performance and often reduce total cost of ownership. With dedicated ERP professionals around the globe, Dell Services has the resources to help you realize maximum value from your SAP solution.

Dell Services can design, implement, and manage your enterprise-wide SAP solutions via our proven global delivery model. Our experience and expertise as a leading technology and systems integrator means you get measurable results — and maximum value — from your SAP solution.

#### Dell SAP Services

- Consulting Services
  - » Business Process Optimization and Alignment
  - » Program Management and Change Management Planning
  - » Assessment and Scope Definition for SAP Initiatives
- Implementation Services
  - » New Implementations
  - » Migrations
  - » Instance Consolidation
  - » New Module Implementation
- Upgrade Services
  - » Platform Upgrades
  - » Version Upgrades
- Applications Management
  - » Help Desk Support
  - » Functional and Technical Support
  - » System Administration and Monitoring
- Outsourced and Cloud SAP Environments
  - » Jump Start for quick prototyping and visualization of SAP solutions
  - » Development Environments
  - » Design / Build / Run for end-to-end capabilities

#### Benefits

- Dell Services is an SAP Services Partner in the U.S., mySAP Services Partner, Certified ASAP partner, and SAP Special Expertise Partner; Dell is a Global SAP Technology Partner
- Dell Services is SEI CMMI Level 5, ISO9001 and BS7799 Certified
- Industry best practices-based delivery framework leverages lessons learned to ensure high-quality business results
- Global delivery model uses balanced onshore / offshore resources to deliver applications services based on ITIL, CMMI, and ASAP methodologies
- Dedicated SAP resource pool with broad and deep skills base
- Deep domain expertise in multiple industries including:
  - » Process Manufacturing: Mill Products, Fabricated Metals, Chemicals
  - » Life Sciences: Medical Devices
  - » Discrete Manufacturing: Aerospace and Defense
  - » Consumer Packaged Goods: Food Products
- Quality audits by independent auditors to review effectiveness
- Reduced costs through offshore leverage and financial flexibility through dynamic resource allocation model

For more information about any of our service offerings, please contact your Dell representative or visit [dell.com/services](http://dell.com/services).



Dell is a Global Technology Partner.  
Dell Services is a North American  
Services Partner, my SAP Services  
Partner, and Certified ASAP Partner.