



## Managed services for the mySAP Business Suite

Cost-effective and optimized

Optimizing  
existing  
investments  
in the face  
of change



Today's enterprises are complex value delivery chains that include customers, suppliers, and global business partners. Because your business depends on this connected community, any enterprise application downtime means lost revenue, missed opportunities, and higher costs.

Making the most of your SAP application investments is a key factor in the success of IT operations—and of your enterprise as a whole. When fine-tuned to your environment, the mySAP Business Suite can help you increase sales revenue and streamline business processes by:

- Making realistic commitments to customers based on real-time supplier data
- Enabling inter-company collaboration for better and faster products
- Obtaining up-to-date customer information
- Reducing transaction costs throughout the supply chain

HP managed services for SAP give you maximum application uptime for this mission-critical application environment. Our focus is on helping you make the most of your existing SAP investments and on maximizing the ROI of major upgrades, expansions, or consolidations.

Our services leverage HP's extensive experience in deploying and maintaining the mySAP Business Suite. We manage hundreds of complex SAP environments for enterprises around the world, using automated administrative procedures and high-caliber management technologies. Our services squarely address the complexity and scale associated with SAP.

## The HP Services response

HP Services for the mySAP Business Suite offer an attractive alternative to in-house planning, staffing, and operation of the SAP environment. Our services address the entire architectural stack of SAP data center, from the computing platform to database and SAP basis management.

# HP Services offers managed services and support for all applications in the mySAP Business Suite, including:

- Enterprise resource planning (ERP)
- Supply chain management (SCM)
- Supplier relationship management
- Customer relationship management (CRM)
- Procurement
- Business data warehousing
- Human resources management
- Financial management
- Product lifecycle management
- Marketplaces
- Enterprise portals

## Efficient and comprehensive

### **Faster time to ROI**

By deploying experienced SAP engineers on critical upgrades and expansions, HP minimizes the time to return on your investment.

### **Better bottom-line results**

HP helps to improve your bottom line. HP can help you lower costs by finding the best places to consolidate your SAP environment and by automating administrative procedures.

### **Robust security**

HP managed security solutions for the mySAP Business Suite minimize the risks posed by malicious intrusions and other security breaches.

### **Better IT resource allocation**

Deploying HP managed services for the mySAP Business Suite frees IT staff to focus on core competencies.

### **Improved business agility**

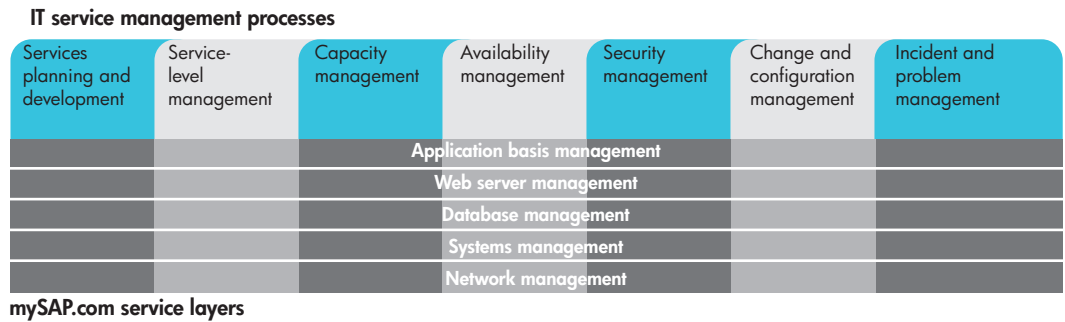
An HP Services support team works with you to align your SAP environment with your specific business requirements. Our flexible, scalable solutions give you an adaptive infrastructure that can quickly respond to change.

### **Solid, reliable performance**

You can rely on proven HP Services methodologies and our record of success. HP has proven expertise in the management of large, complex enterprise resource planning and supply chain application environments. And HP has a long-standing relationship with SAP and hundreds of satisfied SAP customers.

## Service features

HP Services offerings for mySAP Business Suite are categorized into two major groups.



## Features at a glance

HP Services for the mySAP Business Suite address the architectural service layers as well as the surrounding IT processes.

**SAP application basis management**—manages all aspects of SAP application basis, including the transport management system, application patch scheduling, and data archiving operations

**Web server management**—configures and supports the Web server, hardens and secures front-end systems, and can offer specialized Web traffic reporting

**Database management**—administers and updates the database, performs preventive maintenance, and handles imports and exports; replicates, reorganizes, and migrates databases

**Systems management**—offers multiplatform, multivendor support, backup and output management, and system maintenance planning and scheduling, as well as management of development, integration, test, and production systems

**Network management**—manages firewalls, bandwidth, network providers, domain services, and LANs up to the point of contact

**Service planning and deployment**—offers secure hosting, operational planning, installation, configuration, and testing of the computing environment, and establishment of required Internet connections

**Service-level management**—provides a designated account service manager and support team, regular service and business reviews, and regular service reports

**Capacity management**—offers capacity and performance trending analysis and recommendations as well as capacity plan creation and maintenance

**Availability management**—offers availability trending analysis, recommendations, and contingency planning and rehearsals

**Security management**—manages secure and private network cells, access control to SAP data center, and security policy; performs antivirus scanning and system vulnerability assessments, and offers optional services including security audits and intrusion detection and response

**Change and configuration management**—evaluates change requests for environmental impact, executes and manages changes across application environment, documents initial environment, and tracks changes

**Incident and problem management**—offers proactive continuous event monitoring and notification across all service layers, rapid incident resolution, root cause analysis, and problem fixes in a single point of contact; provides quick incident resolution and escalation management

HP has been the worldwide leader in SAP operation for more than 13 years with hundreds of customers and more than 200,000 users.

# You can rely on HP as your provider of managed services for the mySAP Business Suite.



When you choose HP Services to manage your mySAP Business Suite, you are partnering with a global company that has an unparalleled reputation for service and customer satisfaction in the enterprise application arena. HP has been the worldwide leader in SAP operation for more than 13 years with hundreds of customers and more than 200,000 users. In addition, HP is one of SAP's largest and most complex customers, running more than 150 SAP instances—while SAP's own internal mission-critical applications run on HP platforms.

HP is a Global Certified mySAP Business Suite Outsourcing and Hosting Partner, and a Most Valuable Partner (MVP) in the hosting category for mySAP Exchanges. SAP has presented HP with its coveted "Award of Excellence" every year since 1995. Gartner Group rates HP as the leader in supporting mission-critical SAP environments.

HP and SAP have forged a powerful and versatile technology alliance, collaborating in joint product development and integrated services and support processes. Our joint commitment to customer success is highlighted by 15 HP/SAP competence centers worldwide.

## For more information

For more information about how HP Services for the mySAP Business Suite can increase the productivity of your environment, visit our Web site at:

**[www.hp.com/go/services](http://www.hp.com/go/services)**

For more information on HP's complete portfolio of solutions for the mySAP Business suite, visit our Web site at: **[www.hp.com/hps/apps/ap\\_enterprise.html](http://www.hp.com/hps/apps/ap_enterprise.html)**

A large, stylized white 'hp' logo is centered on a solid blue background. The letters are lowercase and have a clean, modern sans-serif font. The 'h' and 'p' are connected at the top and bottom, with the 'p' having a long vertical stem.

To learn more, visit [www.hp.com/go/services](http://www.hp.com/go/services)

© 2003 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

5981-7918EN, 05/2003

