



## SAP Outsourcing Services from itelligence

# MINIMIZE YOUR RISK AND FOCUS ON WHAT YOU DO BEST.

Managing SAP is an increasingly difficult and frustrating task for IT directors of midsized organizations without the resources to fully staff a dedicated, experienced internal team. These directors face daily challenges in evaluating the best methods to consistently and reliably protect and maximize the investment, while finding time to focus on core business needs and deliver measurable value. However, these aren't the only issues decision makers have to evaluate as they consider options.

Instead, directors also have to focus on having the very best physical IT environment. For example, if an organization's internal IT department does not have a data center that meets and exceeds the highest standards for security, redundancy, connectivity and availability, there could be danger ahead. Also, if they aren't already, IT decision makers need to have an executable, team-tested plan for core business systems like SAP to recover if disaster strikes. This is where a true, world-class hosting partner can make the difference—both by helping organizations plan ahead and by providing a full spectrum of emergency basis services and disaster recovery protection whenever the need arises.

IT decision makers deserve to have an easy choice when selecting a hosting partner. For example, directors should be able to readily determine which potential partner has the right chemistry to collaborate with their internal team and the most experience with SAP and their industry's unique needs to hit the ground running.

In addition, based on extensive conversations and hands-on projects with hundreds of diverse organizations, IT directors consistently tell us hosting services should include an efficient, flexible and cost-effective framework. These decision makers want access to a full range of basic and advanced proactive and reactive capabilities. By listening to their needs and continuously enhancing our services, we proudly deliver these comprehensive services:

- **Emergency Basis Services:** On-call 24x7 support or Basis on-demand
- **Basic Monitoring with Basis On-Demand Services:** Proactive monitoring checklist with Basis services options
- **Remote Administration:** Automated monitoring, service desk and second level administration
- **Full Hosting and Support Services:** Strategic partnership to deliver system stability, optimization and business continuity
- **Disaster Recovery:** SAP disaster recovery solutions (hot or cold) with flexible Recovery Point Objectives (RPO)/Recovery Time Objective (RTO) options

**itelligence**

**itelligence** is one of only 11 SAP Global Hosting Partners in the world, and the only one dedicated to the midmarket. This status ensures quality, integrity and safety of all processes. As SAP's largest Business Partner in the world with 300 reliable, deeply skilled experts and a 20-year history of success in the midmarket, itelligence meets all managed hosting and support needs of more than 600 companies and 90,000 users around the globe.



### itelligence's value proposition

Through our rock solid support and flexibility, you can confidently rely on us to monitor and safeguard your SAP investments so you can focus on core business needs. Utilizing the latest, industry-standard ITIL concepts and practices, itelligence's expert administration and monitoring staff are Foundation Certified. We safeguard your company's SAP systems 24/7 by physically monitoring your SAP environment. Our state-of-the-art, highly secure data center environment features power redundancy and multiple connectivity options to meet your business hosting needs. In addition, our virtualization capabilities include flexible hosting infrastructure offerings—from dedicated physical servers for larger organizations planning to regularly utilize the entire landscape to enterprise virtualization for organizations wishing to reduce cost, improve operational efficiencies and increase server utilization, among other objectives.

#### Comprehensive Services include:

- Guaranteed Service Level Agreements
  - System Availability
  - Dialog Response time
  - Service Desk response time
- Infrastructure: Data center space and connectivity
  - Environmental Controls – 24x7 monitoring and immediate response
  - Multi-level Security
  - Fire Suppression
  - Redundant, multi-level power supply and backup
  - SAS 70 Type II certification
- Hardware
  - Redundant Storage Area Networks
  - Stand By Replacement Hardware
- Maintenance
  - All Hardware Protected By 24x7 Maintenance Contract
- System Administration and Monitoring
  - Covering all aspects of the systems (network, database, SAP system)
- SAP-Specific Services
- Flexible Backup and Restore options
  - Offsite and onsite tape storage
- Flexible Disaster Recovery options

### itelligence Quickstart

Once you're ready to start a project, you do not want to lose time purchasing hardware and establishing an SAP administrator group. itelligence Quickstart can help your company achieve a fast and cost-effective project start. Quickstart provides a temporary landscape, enabling you to concentrate on the business side of the deployment.

#### Services include:

- Hardware for the project
- System installation, monitoring and administration
- Transition support to production environment hosted or in your data center

If your company is considering SAP managed hosting services, itelligence Support Advantage is the smart, cost-effective choice. Plus, our U.S.-based SAP consultants are accessible and available at your site or remotely to be your guide to a broad range of SAP functionality.

Benefits of using itelligence Support Advantage include:

- Deep SAP and business expertise—with a personal touch
- Customer-focused solutions that offer as much or as little support as needed
- A single point of contact for all of your SAP needs

No other company offers midmarket companies the combination of exclusive SAP focus, breadth and depth of technical and application support services and worldwide outsourcing capabilities. Why trust anyone else? Choose the leader.

**Choose itelligence.**

