

Capability Statement

Axon Solutions, Asia Pacific



“Axon is one of the very few organisations that we consider as having the consultancy capability needed to help us (SAP) leverage our vast installed base opportunity.”

SAP UK Managing Director

Axon Globally

Axon is a business transformation consultancy delivering defined business outcomes to our customers through the implementation of SAP best practice process and technologies. Axon is currently the largest global SAP-dedicated consulting firm and is SAP's go-to partner in numerous industries and geographies. We work closely with our customers in long-term relationships enabling them to execute transformational change faster and with greater sustainability than they could independently. In doing so our customers become stronger, more agile, capable of delivering continuous process improvement and capable of managing significant business change.

Totally focused on SAP

As an organisation, Axon is totally focused on SAP, from the initial design of SAP programs through the implementation, optimisation and support of SAP's best practice solutions.

This total focus on SAP means that our clients are able to leverage our methodologies, tools, accelerators and templates – all of which have been designed to deliver SAP best practices, with no compromise to the requirements of either alternative ERP packages or more generic systems development methodologies.



With deep vertical experience

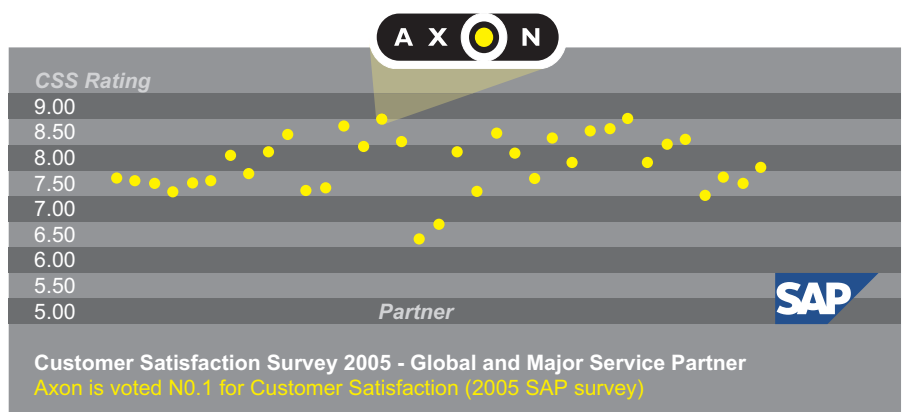
Axon understands the unique requirements of each focus industry and has long worked to build industry-specific experience to ensure that we fully comprehend the business and systems requirements of each industry. Axon's focus industries include Aerospace & Defense, Airlines, Utilities and Logistics & Distribution.

Our Customers

Axon's elite client list spans the globe covering a spectrum of industries and ranging from blue-chip companies and established multinationals to small-medium enterprises.

Among Axon's global customers are Pratt & Whitney, Goodrich, Sikorsky, Eclipse, Air Canada, Tacoma Public Utilities, Aquarion Water, Texas Utilities, Transport for London, Birmingham City Council, Xerox, AA, BP, Britvic, BOC Group, British Bakeries, Arab National Banks, BT Cellnet, Carlsberg Tetley, Centrica, Electrocomponents, Hampshire County Council, Kraft Foods, Orange, Post Office Limited, Vodafone and Yell.

In Asia Pacific our clients include Arch Chemicals, e-Genting, Guinness Anchor Breweries, Hitachi, KL Airport Services, Malaysia Airports, POS Malaysia, SMART Modular and Star Cruises, Resorts World.



Our Consultants

Central to Axon's philosophy is that project delivery quality can only be guaranteed by highly capable consultants who have been trained in our delivery approach and quality standards. In Malaysia we employ over 650+ SAP consultants, all of whom have significant implementation experience. As an organisation, our consultants are focused by industry to ensure that our advisory role is supplemented not only by in-depth SAP expertise, but also deep industry business best practices.



“Axon is growing fast, putting experience before age and turning customers’ dreams into reality.”

IT Consultant Magazine

Axon in Malaysia

With regional offices in Kuala Lumpur, Malaysia and Shanghai, China, Axon has established a world-class SAP consultancy, providing Solutions Implementation and Applications Management on a regional, offshore and onshore basis.

We offer our customers the same high-quality services dedicated to SAP and focus industries. This provides our customers with true global learning opportunities and standardised delivery regardless of region.



- **Largest SAP consultancy in Malaysia**
- **The best people**
 - 650+ staff
 - In-depth SAP expertise
 - Focused industry experience
- **Experienced Solutions Implementation Team**
 - Delivers into Axon customer globally as Axon’s offshore center
 - Delivers regional projects
 - Delivers local projects
- **Largest Independent SAP Support Centre in ASEAN region**
 - 15,000 sq. ft. – Dedicated 24x7 World Class Support Centre
 - Supporting 40 clients; 85,000 Users across 22 countries
 - 70+ dedicated Basis consultants
- **Largest SAP development centre – not a typical ODC**
 - Integral Axon capability delivering services to Axon group
 - Delivers to major Axon customers
 - CMMi certified
 - Industry-specific capability
 - Base for Axon’s global Technology Center of Excellence
- **SAP Training Partner**
 - Committed to increasing the SAP Ecosystem
 - Major contributor to staff development and retention

Axon’s Capability

Axon offers comprehensive SAP services organised into the following lines of businesses:

Solutions Implementation

Axon’s SI team delivers integrated SAP business solutions based on in-depth SAP expertise and industry experience built up over a large number of successful, reference-able implementations. The SI team has successfully achieved many firsts in the delivery of new SAP technologies.

Application Management

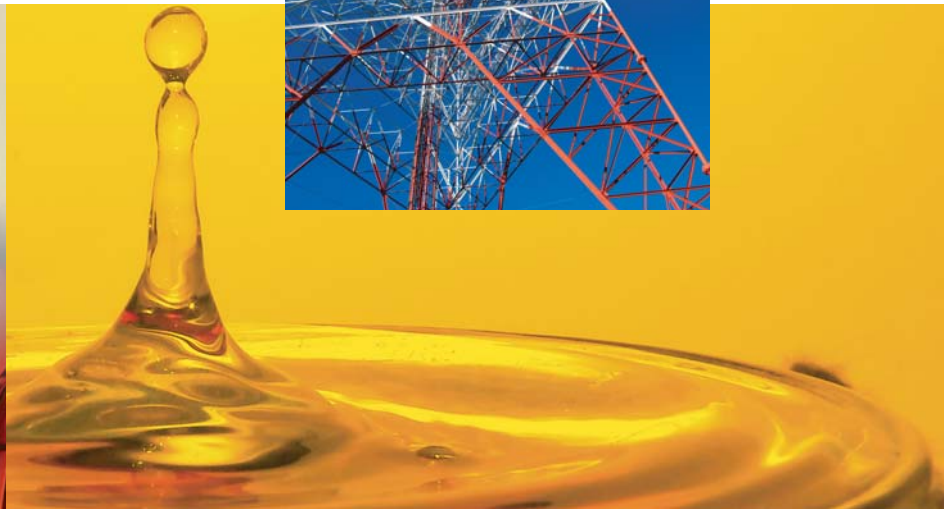
Axon’s AM team provides 24x7 services to over 40 clients in 22 countries, ranging from major multi-nationals to small medium enterprises. The team provides customers with different options for ongoing support and benefits delivery - from a fully outsourced service to selective componentised services. Forming the first line of contact for Axon’s international customer base, this capability provides 24x7 Help Desk support, issue logging, ticket routing and service management.

Basis

Axon’s Basis team offers a full suite of Basis services - from system monitoring to SAP upgrades. The Basis team is well positioned to support customer needs 24x7 with its constantly updated skill set, wealth of experience and the ability to respond rapidly to client issues.

Training

As the exclusive SAP Education Partner in Malaysia, Axon Academy delivers quality SAP education to enable SAP customers and to develop exceptional SAP consultants.



Axon's Vertical Expertise

Axon in A&D

Axon has been focused on A&D for more than 14 years.

- Our consultants led the original SAP implementations for the pioneering SAP A&D clients including GE Aero engines, Rolls Royce, AgustaWestland and British Aerospace.
- Axon has contributed to more than 30% of all live SAP implementations in the global A&D sector. Some of our current global A&D clients include Pratt & Whitney, Sikorsky, Goodrich and Air Canada.
- Locally in A&D, Axon has implemented for MAB, KLAS, HAESL, IECO and Eagle Services.
- Locally Axon currently supports and enhances the SAP solutions for P&W, Goodrich, Eclipse and Sikorsky.
- Axon consultants have worked at over 60 leading aviation and aerospace organisations, including Agusta-Westland, Airbus, Air New Zealand, Bell Helicopters, Cessna Aircraft, Eclipse Aviation, GE Aero Engine Services, Goodrich, Hellenic Aerospace, Israeli Aircraft Industries, Lockheed Martin, Lufthansa, Northrop Grumman, Pratt & Whitney, Raytheon Aircraft, Rockwell Collins, Rolls-Royce, Sikorsky Aircraft, Singapore Airlines, Texas Aero Engine Services and Turbomeca.

Axon's A&D Pre-configured Solution

Built by the most experienced team available in the marketplace, Axon's MRO pre-configured solution extends SAP's technology for aviation maintenance and engineering through the addition of comprehensive and industry focused best practices, software enhancements, implementation accelerators and bespoke training materials. Axon's MRO pre-configured solution is suitable for heavy MRO, engine MRO and component repair businesses. It will dramatically reduce implementation time and costs while ensuring best business practice.

Axon in Utilities

Axon has been focused on Utilities for more than 10 years.

- We were partners in one of the first SAP Utility Industry implementations in the world.
- We primed two of the original six IS-U pilot implementations and were substantially involved in many of the others.
- We developed the first SAP de-regulated billing solution at Mercury Energy and Mighty River Power in New Zealand.
- We have implemented more SAP IS-U CCS projects in the US than any other integrator.
- We are currently delivering the first two implementations of SAP IS-U / CRM Web-IC in the US.
- We implemented the first SAP Utility Mobile Asset Management solution in the US.
- Axon's utilities clients include Tacoma Public Utilities, City of Tacoma, OH Water, Aquarion, Water Utility of NH, NJ and NY, Water District No. 1 of Johnson County, Ocean County Utilities Authority, Marin Municipal Water District, MDC, Sacramento County, Imperial Irrigation District, Rochester Public Utilities, Navajo Tribal Utility Authority, Bluewater Power, Arizona Electric Power Cooperative, First Energy, Sacramento Municipal Utility District, Entergy and CPS Energy.

Axon's Utilities Pre-configured Solution

The wealth of experience that we have developed as a result of our engagements has enabled us to develop utilities industry specific SAP accelerators and templates which we leverage on all of our projects to reduce both the duration and the risk of new implementations. Examples include Best Practice Utilities SAP Training Academy, Best Practice Utilities Templated SAP Solution, Templated Utilities Data Migration Templates, Legacy Data Profiling Methodology, Utilities Process Framework, Templated Training Catalog & Courses, Best Practice Utilities KPI Framework, Templated Role & Business Change Deliverables.

Axon as your partner of choice...

- The world's largest dedicated SAP Implementation partner
- The largest SAP partner in Malaysia
- Rated highest for customer satisfaction of all global and large SAP System Integrators
- Won 2007 SAP Pinnacle Award for Regional Excellence in EMEA NEWS
- SAP Partner of Excellence Awards four of out the last six years
- SAP Malaysia's exclusive SAP NetWeaver Education Partner



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Axon delivers technology-enabled transformation programs in both the public and private sector. We deliver a range of projects from the total transformation of entire organisations to small projects addressing particular opportunities and issues.

More information on Axon can be found on www.axonglobal.com

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