



**SAP Solution Brief**  
**SAP Remote Application Operations**

## **LEVERAGING SAP OPERATIONAL EXPERTISE IN YOUR OWN DATA CENTER**

**Decrease the Total Cost of Ownership and Increase the Value of Your SAP® Software Investment**

**The resources of many IT organizations today are stretched thin. Yet these same organizations are being asked to reduce operational costs while simultaneously finding time to focus on more strategic concerns of their business. SAP® Remote Application Operations is a service that IT groups can leverage today. Delivered by the SAP Managed Services organization, this offering enables enterprises to keep their SAP software systems in-house while leveraging the technical expertise of SAP personnel worldwide.**

In today's highly competitive business climate, companies are exploring how they can leverage outside organizations to more efficiently and effectively manage their own IT resources. According to industry experts, payroll for technical staff is often the highest operational cost in running an enterprise software system. Furthermore, these personnel are frequently overloaded with ever-increasing demands placed upon their time. As a result, the speed at which an organization can innovate using its SAP® solutions can be limited by the time technical staff can find after performing day-to-day operational tasks. Turning to an outside organization to handle the management of SAP software operations is an effective way to reduce demands on technical staff while simultaneously lowering operational costs.

While many organizations would like to augment their IT staffs with outside resources, most of them have made significant investments in their own data centers. Ideally, they want their SAP software systems to remain in their own internal facilities or in third-party hosting facilities they are already using. For these organizations, SAP created the SAP Remote Application Operations service.

## MANAGING DAY-TO-DAY OPERATIONS

The SAP Remote Application Operations service enables SAP to take responsibility for managing the day-to-day technical operations of your SAP solutions while the systems remain within your own data center or in a third-party hosting facility. SAP experts are connected to your SAP software systems via a permanent secure line and support the system without a physical on-site presence.

The SAP Remote Application Operations service team anticipates the common and complex aspects an IT organization must consider to ensure success – and weighs the priorities they place on each aspect. These priorities depend on many factors, including solution landscape, interfaces and extensions, service levels, availability of staffing, infrastructure sizing, hardware and telecommunication provisioning, allocation of responsibilities, and operational time zones.

SAP Remote Application Operations provides two main areas of service. **Business services** are described in a customized and detailed project plan that identifies the groups within SAP that provide the services and defines SAP's working relationship with your IT organization. **Technical services** are designated in a work plan that describes the technical services SAP provides to keep your SAP software running optimally.

### Customized Support with Business Services

The following primary services comprise the customized project plan for your IT organization. These services are defined with your company in mind to ensure that expectations between your IT organization and SAP are defined and met.

### Account Management

Every organization using SAP Remote Application Operations is assigned a hosting client executive and a technical team lead. These individuals, working as your direct liaisons to SAP, proactively manage your account and services, as well as address any questions or issues that may arise. They monitor and review the jointly created monthly service level agreement to ensure SAP is meeting or exceeding your operational expectations.

### Technical Administration for Basis Services

The technical team works to ensure your SAP solutions are proactively monitored, maintained, and optimized. These professional SAP experts have more experience maintaining SAP software than any other technical group in the world.

### SAP Active Global Support Organization

For organizations engaging the SAP Remote Application Operations service, the SAP Active Global Support organization is responsible for resolving issues and escalations. This not only enables issues to be resolved quickly but also ensures they are integrated with your enterprise's support and maintenance history. In addition, it means expert resources can be leveraged more rapidly throughout the SAP organization to bring rapid closure to issues should they arise.

### SAP Application Management Service

SAP Remote Application Operations can be used in conjunction with the SAP Application Management service. The combination of these two offerings delivers services and support to manage your entire SAP application landscape – from technical administration through application support, enhancement, and innovation.

### Complete Coverage for Smooth Operations with Technical Services

SAP Remote Application Operations manages the following technical areas to ensure smooth operation of your SAP software:

- Database management
- Basis management
- SAP software upgrades, patches, and support packs
- SAP software system-level security
- SAP client operations and SAP software system change control
- System performance and capacity planning
- Service level agreements

By emphasizing both the management of the relationship with your enterprise and support for technical operations, SAP Remote Application Operations ensures that your organization's systems are maintained efficiently and stress-free.

## **BRINGING EFFICIENCY AND COST-EFFECTIVENESS TO YOUR IT OPERATIONS**

SAP Remote Application Operations delivers flexible, tailored services that provide a variety of business and technical benefits to your organization:

- **Reduced operational costs** – By supporting hundreds of customers, SAP is capable of leveraging economies of scale to help reduce your operational costs, regardless of the complexity of your IT environment.
- **Greater financial predictability** – SAP Remote Application Operations not only creates a customized service level agreement with your enterprise but also sets a fixed monthly fee for its services. Your expenses and level of service are predictable and guaranteed.
- **Increased breadth and depth of technical expertise** – SAP's core competencies are its applications and its technology. The expertise, work experience, and intellectual capital that SAP can access are second to none. SAP professionals have more training and experience with SAP technology than any other personnel in the world.
- **Greater focus on core business functions** – Having SAP manage application operations enables your enterprise to free up IT personnel from redundant day-to-day operational tasks to focus on more strategic initiatives and value-add endeavors. This type of work tends to be more rewarding for IT personnel as well, thus helping you retain valuable personnel.

## **GAINING UNPARALLELED SUPPORT FOR YOUR SAP APPLICATIONS**

Enterprises turn to SAP when they want to outsource the operations of their SAP solutions, because no other company is more capable or deeply motivated to ensure the optimal performance of their software than SAP.

### **Unrivaled Knowledge of SAP Products**

Drawing on resources across the globe, SAP Remote Application Operations has unmatched and immediate access to internal SAP resources for consulting, development, support, and education.

Not only does the SAP organization have the most expertise in running SAP solutions and applications, but there is no limitation in the SAP products supported. Whether your organization uses the SAP NetWeaver® platform, the mySAP™ Customer Relationship Management solution, the SAP xApps™ portfolio of composite applications, or any other SAP technology, the SAP Remote Application Operations team can support the solution with experts in each specific area.

### **Best Company for Risk Mitigation**

Many outsourcing organizations lack personnel with in-depth expertise on specific SAP applications. No matter what SAP solutions your enterprise uses, there is no technical learning curve for SAP. The SAP Remote Application Operations team has access to personnel with the most experience in SAP application deployments and ongoing management. In addition, as a result of our familiarity with SAP solutions and technology, we can often proactively prevent issues before they occur to further help mitigate risk in implementations and operations.

### **Most Effective Problem Resolution**

SAP Remote Application Operations can resolve issues more rapidly and efficiently than any other outsourcing organization. This is because service personnel from SAP Remote Application Operations interact seamlessly with the SAP online support system to ensure consistency and continuity with the resolution of issues. In addition, SAP Remote Application Operations can access SAP consulting, development, support, and education organizations to solve even the most complex issues when needed.

### **Flexibility**

SAP Remote Application Operations recognizes that every customer has unique needs. Because we offer a customized set of services for each enterprise, you can select the services that make sense for your specific situation and choose the service level agreement that meets your needs. This means you get a contractual guarantee that your SAP software operates with the availability required to support your business goals.

**LEVERAGING SAP TECHNICAL EXPERTISE**

As organizations continue to increase their focus on core competencies, they turn to outside groups to augment their own IT capabilities. SAP Remote Application Operations is for enterprises that want to maintain physical control of their SAP software systems but also want to leverage the most knowledgeable SAP experts in the world. By using the flexible offering of services, you gain additional technical expertise for your organization without having to move the physical location of your SAP solutions. This approach reduces costs, improves financial predictability, increases the depth of technical capabilities available, and frees up your IT staff to focus on strategic business initiatives.

To find out more about leveraging the knowledge of our SAP experts, visit our Web site at [www.sap.com/services/index.epx](http://www.sap.com/services/index.epx).

**Or contact us at:** SAP Americas, 3999 West Chester Pike, Newtown Square, PA 19073, USA, Tel: 1-888-727-2955

**ABOUT SAP MANAGED SERVICES**

The SAP Managed Services organization delivers a portfolio of services that enable customers to plan, build, and run SAP solutions. The portfolio includes SAP Application Hosting, SAP Implementation Hosting, SAP Upgrade Hosting, SAP Remote Application Operations, and SAP Application Management. Organizations can tailor the services to meet their specific business and IT requirements. Benefits of SAP Managed Services include unrivaled access to SAP expertise, increased financial predictability, and the opportunity to free up internal resources to focus on core competencies.

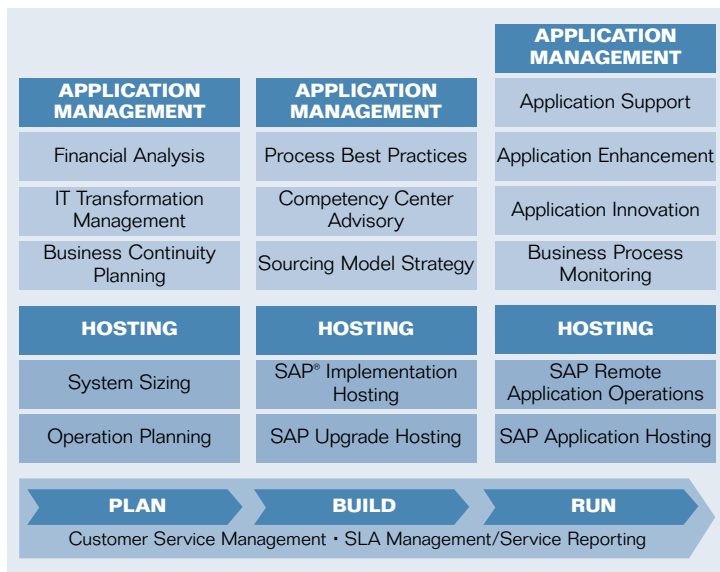


Figure 1: Portfolio of SAP® Managed Services