

Fact Sheet

SAP Application Managed Services

Managing, Innovating and Transforming application portfolio

Challenges

Today most organizations are struggling to maximize their return on IT investments as application support costs are taking up 60% – 70% of their IT budgets, limiting investments for new initiatives that can help meet business needs.

The end user dissatisfaction and lack of application portfolio adoption further causes IT organizations to be continuously doing a catch up with business demands.

All the above factors are resulting in an ever increasing gap between the required IT investments and business demands.

How we can help

The Fujitsu Lean AMS approach focuses on removing waste and increasing efficiency. Fujitsu AMS will help in managing, innovating and transforming your application portfolio while reducing application support costs by 20 to 30% or more, improving service levels and user satisfaction and thereby giving IT organizations an opportunity to meet business demands.

By reducing costs and introducing operational excellence, Fujitsu AMS offerings can help you transform your IT organization, allowing you to focus on new projects. An embedded continuous improvement program will continue to drive down operating expenses over time helping you to undertake additional business aligned strategic initiatives.

Our Lean AMS approach is implemented by professionals who have been trained and nurtured for their support roles and are experienced with Lean delivery processes.

Benefits

The Fujitsu Application Management approach focuses on managing, innovating and transforming the application portfolio while at the same time finding the most cost effective delivery mechanism. The Fujitsu approach:

- Lowers total cost of ownership (TCO) in the delivery of Application Services using a Lean approach and standardization. We typically help clients reduce application support costs by over 30% and adjust the budget to invest more on business value projects
- Provides measurable Optimization and efficiency gains with Fujitsu Continuous Improvement solutions. We commit to YOY cost efficiencies over term with Fujitsu using a lean approach
- Recognizes that organizations are continuously evolving and require business and application transformation through the life of the Application Outsourcing contract. So, working with you, we transform the application portfolio leveraging Fujitsu end to end service offerings
- Ensures that the services are delivered in the most efficient manner with adequate coverage, using the Fujitsu Global Blended Delivery Model, using an optimal combination of Onsite/Onshore/ Nearshore and Offshore delivery resources



The Problem

- Increasing application operations costs and pressure to reduce capital expenditure
- Increased value from applications and investments
- Increase adoption of application portfolio and end user satisfaction
- Desire to internally focus more on the core capabilities

What we offer

Fujitsu offers Application Managed Services for spectrum of SAP and non SAP platforms to fully support heterogeneous environments.

SAP Application Management Services: Application Maintenance, Enhancements and Support in a flexible 24x7 Global Delivery Model across SAP core, new dimension, hosted and managed solutions.

How it Works

Continuous Improvement – Establishing Kaizen through LEAN

At Fujitsu, we believe that the traditional approach of just handling problems quickly is important but is not enough to provide an excellent service to our Clients. The Fujitsu LEAN approach prevents problems, reduces their business impact and enables our Clients to achieve greater effectiveness and efficiency.

Within the Fujitsu Application Support environment, which is underpinned by the ITIL framework, LEAN primarily relates to three distinct processes: **Manage, Innovate and Transform.**

The **Manage** process is where we analyse the demand relating to issues and problems that have arisen over a certain time period and, where possible, identify patterns in terms of the root causes, once identified, remove these causes of failure. In addition this process gathers and feeds analysis data into the **Innovate** step where periodic formal reviews of the application portfolio take place and suggestions for improvements are made. The **Transform** process adapts the now improved applications portfolio to business changes, takes them to the next level while looping back into the proven Manage process and continuous improvements.

Our approach to provide application managed services is based on Lean principles:



Understand client objectives

Define the process Value Stream

Streamline, Simplify and Automate

Implement process for Continuous Improvement and Eliminate waste

Right shore Delivery – Right place, right cost through our Global Blended Delivery Model

We offer an optimal combination of onsite, onshore, nearshore and offshore resources and services using a global blended services delivery model. Our Global Blended Delivery Model provides us with a mechanism by which we can respond to Client's requirements and facilitate the provision of support services worldwide. This model enables us to access application expertise and skills for clients, from across the Fujitsu Group under a single AMS framework.

Quality and Consistency – By applying Industry Standards & Best Practices using Macroscopic and ITIL processes

Best Practice ensures that all aspects of the Application Managed Service are rigorously managed and service quality is aligned with industry best practices. Using best practices results in higher availability and reliability of applications which complies with the service requirements of the clients business. Our best practices are embodied in Macroscopic which encapsulates more than 30 years of knowledge and is the foundation of all of our service offerings.

Seamless Transition – Planned transition to Fujitsu

Over a number of years, Fujitsu has invested heavily in a formal Transition methodology, and continues to refine it at every opportunity, based on the Fujitsu experiences. The method reflects the experience Fujitsu has gained on numerous other transition projects of various sizes and complexities. The methodology of Fujitsu methodology is flexible, in that it is adaptable to each unique transition project to which it is applied. The Fujitsu transition methodology is a major differentiator between Fujitsu and today's competition.

Why Fujitsu

Fujitsu has successful history of working with a wide spectrum of clients with a range of application portfolio's, building customization solutions that meet your specific business needs. Staffed with experienced, well-trained professionals, who leverage the best Fujitsu practices and methodologies and backed by investment in R&D to improve tools and processes, are capable of supporting global clients effectively.

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