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SAP BASIS SERVICES OFFER

Why Sopra Steria Benelux is proposing an SAP Basis offer?

In Europe, many of our SAP customers consider that the administration of their SAP system, although fundamental, is costly and brings little or no added value.

It is estimated that the administration of SAP systems represents between 5 and 10% of the budget for all SAP services within a company.

What is the reason for this? In Belgium, profiles are rare and specific. This leads to higher overall prices and sourcing difficulties. In addition, the constant evolution of technology makes this ecosystem increasingly complex.

Therefore we have developed a model that meets these challenges. This model is already in place with many European clients and has proven to be effective and qualitative. Both in terms of service level guarantees and cost reduction.

Interested? This brochure details our SAP Basis service model.

1.
Why us? Sopra Steria's SAP capabilities

Sopra Steria Benelux has developed an SAP offer based on 4 axes:

Go to CLOUD

IaaS – PaaS - SaaS

Select and prepare your move to cloud solutions and services. Deploy **cloud apps** with a focus on Concur, S/4HANA Cloud Analytics. Set-up a flexible on-demand infrastructure with **SAP on Cloud.** Build, extend, integrate, and deploy cloud applications with **SAP RISE.**

Move to S/4HANA

S/4HANA Enablers

Provide guidance to successfully position, plan, manage and deliver S/4HANA projects. Activate **Building blocks** to accelerate & make easier your migration roadmap: UI5 Factories, Data Migration, ABAP on HANA Optimization, Real-Time Analytics... **Leverage S/4HANA innovative capabilities** to improve your Business Processes.

Create NEXT-GEN APPS

Digital Platform & New Usages

Develop, extend, and deploy **mobile-ready cloud applications** on SAP Cloud Platform. **Integrate technologies** like machine learning, blockchain, RPA, the Internet of Things and conversational AI.

Ideate & Initiate **Co-design** workshops. **Bring your Own Service** approach.
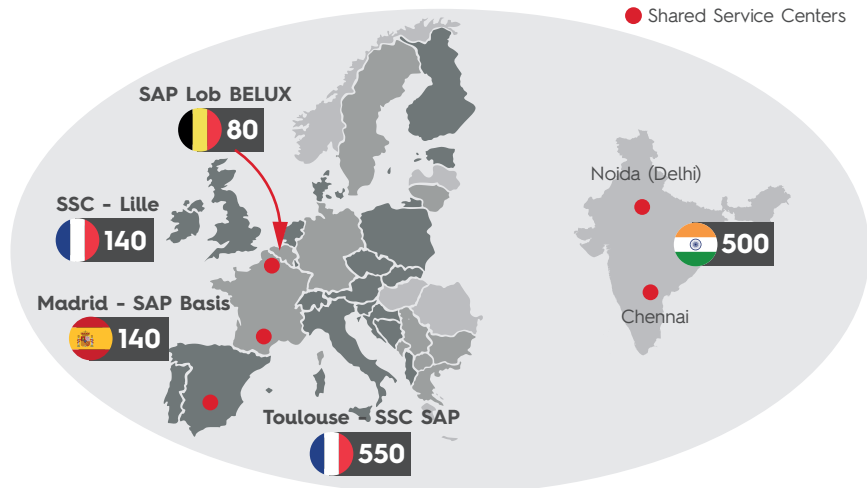
DATA & ANALYTICS

End-to-End Data Management

Clean and process your data with BO **Data Services & Information Steward.** Manage your master data using **Master Data Governance.** Prepare adhoc Data Set for your Analytics, Business Users, Data Scientists, thanks to HANA capabilities. Explore all the functionalities of **SAC.**

A recognised player in Europe for its Managed Services capabilities, Sopra Steria relies on specialised service centres to deliver SAP activities

- Several operational projects; satisfied customer
- Model adapted to your context; guaranteed proximity
- Experience in numerous shared and industrialised X-Shore models

● Shared Service Centers

SAP Lob BELUX — 80

SSC – Lille — 140

Madrid – SAP Basis — 140

Toulouse – SSC SAP — 550

Noida (Delhi)

Chennai

500

2.
Our SAP Basis solution: a comprehensive service catalogue

A shared and industrialised Service Centre, covering all SAP Basis activities, offering:

- A delivery model adapted to your context
- Local teams
- A near-shore centre of expertise
- A rapid and controlled transition to a new service model
- A fixed price commitment with a guarantee of results
- Extreme flexibility of the system (Ramp up / Ramp down)
- Performance monitoring via SLA and KPI
- A clear and detailed service catalogue:
  - Fixed price per service, you pay per environment you consume
  - 90+ standard services divided into 6 axes (go to point 4 to learn more about the axes)
- Proactive monitoring
- Return on investment after 6 to 9 months (30% annual average according to the model)

3 months
transition

6 months
for first ROI

30 %
savings

3.
Success story of one of our major Belgian customers

Thanks to our SAP Basis solution, Sopra Steria was able to offer this Belgian customer an innovative service model that:

- Guaranteed business continuity for the applications and their users during the transition phase
- Improved the time-to-market for new SAP products, with a high-performance service model
- Enabled the evolution from a Time & Means model to a flexible operation based on fixed price services
- Provided 24/7 corrective and evolutionary maintenance of SAP Basis
- Optimised the workload (from 15 to 10 FTEs) within the framework of solid service level agreements (SLAs)
- Better cost optimization resulting to better TCO (Total Cost of Ownership)

// With this new model, our client was able to increase SAP Basis managed services, aligned with all of its agile functional projects to deliver new SAP systems while avoiding delays often caused by audit/security requirements. //

Régis Roba
*Director of the Private Sector Business Unit at Sopra Steria Benelux*

Outcomes

The transition was completed in three months without any incidents. Our client had a return on investment after 9 months, a gain in the first year, and each subsequent year a 30% gain on the previous overall SAP Basis budget.

4.
Our complete service portfolio

The scope of work to be done is grouped in a **set of processes-oriented** Services that can be executed independently or combined as needed.
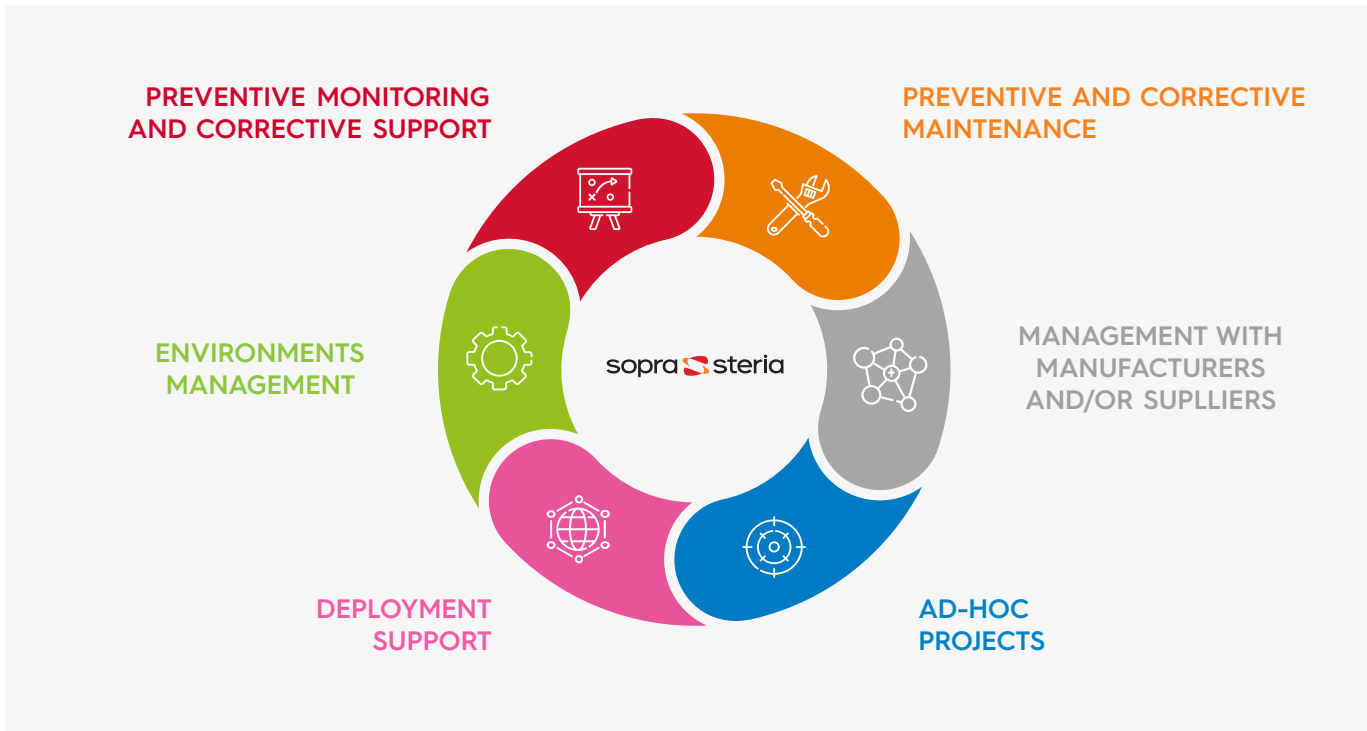
Would you like to know the details of our service catalogue?

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