

# SAP Center of Excellence Assessment



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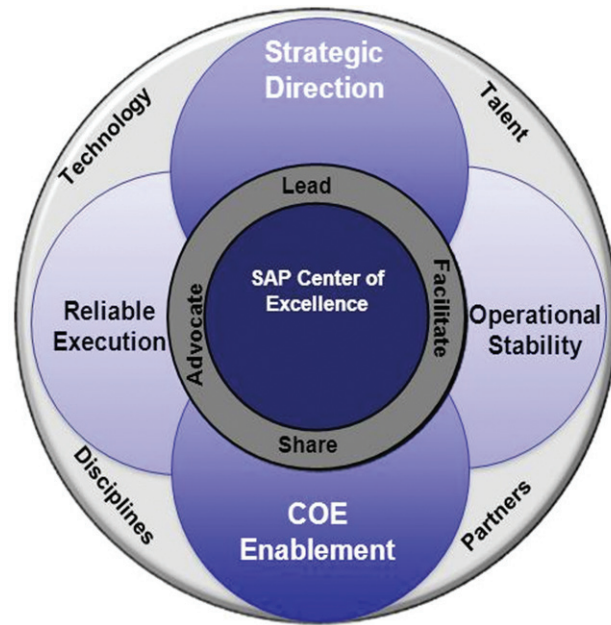
## Highlights

- Develop “ownership” of SAP within the company:
  - Reduce redundant capabilities
  - Manage Inconsistency
  - Prioritize work through the governance process reducing the Free-for-All
  - Increase productivity by streamlining support processes, and knowing the key integration and touch point impacts
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## IBM SAP COE development Strategy

The IBM CoE strategic assessment provides a rapid, yet comprehensive assessment of the existing SAP support environment, people, processes, technology, business, and IT through concept, design, build, and sustain. Each related support element is considered in order to determine the best alignment with long-term business goals and strategic direction. The approach uses IBM’s leading industry practices and leverages our detailed Strategic Assessment. This allows us to provide comprehensive recommendations for optimizing your use of SAP to support your business strategy, reduce the total cost of ownership of your SAP platform and help you do it right the first time by:

- Using a methodical process for evaluating the existing SAP project & support organizations
- Determining the degree of alignment of existing SAP project & support activities with business strategy, objectives and needs and industry leading practices
- Delivering a proposed organization design, services capabilities model, and transition plan which can be executed and deployed in multiple phases



IBM works with its customers to develop:

- COE Model: IBM will work with you to determine the organization model that will meet your goals and best align with your scope and strategic direction.
- Recommendations to close gaps between current state and leading practices are prioritized for you according based on Cost- benefit, dependencies, Speed and ease of implementation, etc.
- A roadmap of initiatives with descriptions for each coupled with an assessment of your change readiness to implement those projects based on priority, timing, inter-dependencies and risks.

Business Benefits:

- Our IBM CoE Assessment will help you make the right decisions for the “what and when” by providing a roadmap, and fact-based information with recommendations based on our global CoE implementation experience. Typical outcomes include:
- Developing “ownership” of SAP within the company: reducing conflicting interests, hard to prioritize demand – frustrated teams and users
- Reducing redundant capabilities: Duplicate activities and resources across geographic and organizational boundaries
- Managing Inconsistency: Lack of standards in methods & tools across SAP initiatives
- Focusing the organizational structure and effectively utilize SAP resources: Resources fully committed to projects and also doing support work – resource burnout
- Focusing team on governance and business transparency and partnering: Increasing the team’s ability to respond to business/end-user needs
- Focusing on the roadmap and develop mechanisms to communicate
- Prioritizing work through the governance process reducing the Free-for-All: Providing guidelines for changes requests and long-term strategic alignment with the business
- Increasing productivity by streamlining support processes, and knowing the key integration and touch point impacts

## Why IBM

- IBM works with its customers by aligning, rationalizing, and harmonizing applications, data, delivery, and support across the globe.
- For more than 35 years, IBM Global Business Services and SAP have successfully combined services, technologies and applications to deliver excellence for our clients.
- Forrester has ranked IBM as the #1 Integration Partner per April 2011 Forrester Wave™ for Global SAP Services Providers.

## For more information

[ibm.com/solutions/sap](http://ibm.com/solutions/sap)



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Route 100  
Somers, NY 10589  
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