

Five ways to strengthen your core business applications

Unlock the value of your application
ecosystem with innovative technologies



Overview

Are your business systems holding you back?

Applications built to operate in yesterday's model may prevent you from overcoming the challenges of today. The data from your core business applications—resource and process planning, customer relationship management, human resources—can provide a wealth of deep insights that enhance visibility and support critical decision-making throughout your organization.

Once you've harnessed the power of your data, it's time to accelerate and maximize the resulting insights with the latest technologies. By applying innovative technologies like AI, the Internet of Things (IoT) and edge computing to your data, you can drive exponential value.

IBM can help. Our team of industry problem solvers and designers work with you to create an effective roadmap for digital transformation and optimize the value of your application ecosystem.

01

Services for SAP

SAP and IBM have the innovation and industry expertise to help set your strategy and see you through transformation. We are actively working with businesses around the world to define the standard for how AI, machine learning and other intelligent technologies are used effectively and responsibly.

02

Services for Microsoft applications

IBM and Microsoft combine the best of our products and services to support our clients' success. We have complementary offerings designed for every key Microsoft solution.

03

Managed services for SAP applications

Moving critical workloads to cloud can be complex and challenging. We can help build, install, configure, secure, optimize and deliver valuable data insights and performance for your business-critical application workloads—even if they're hosted on third-party clouds.

04

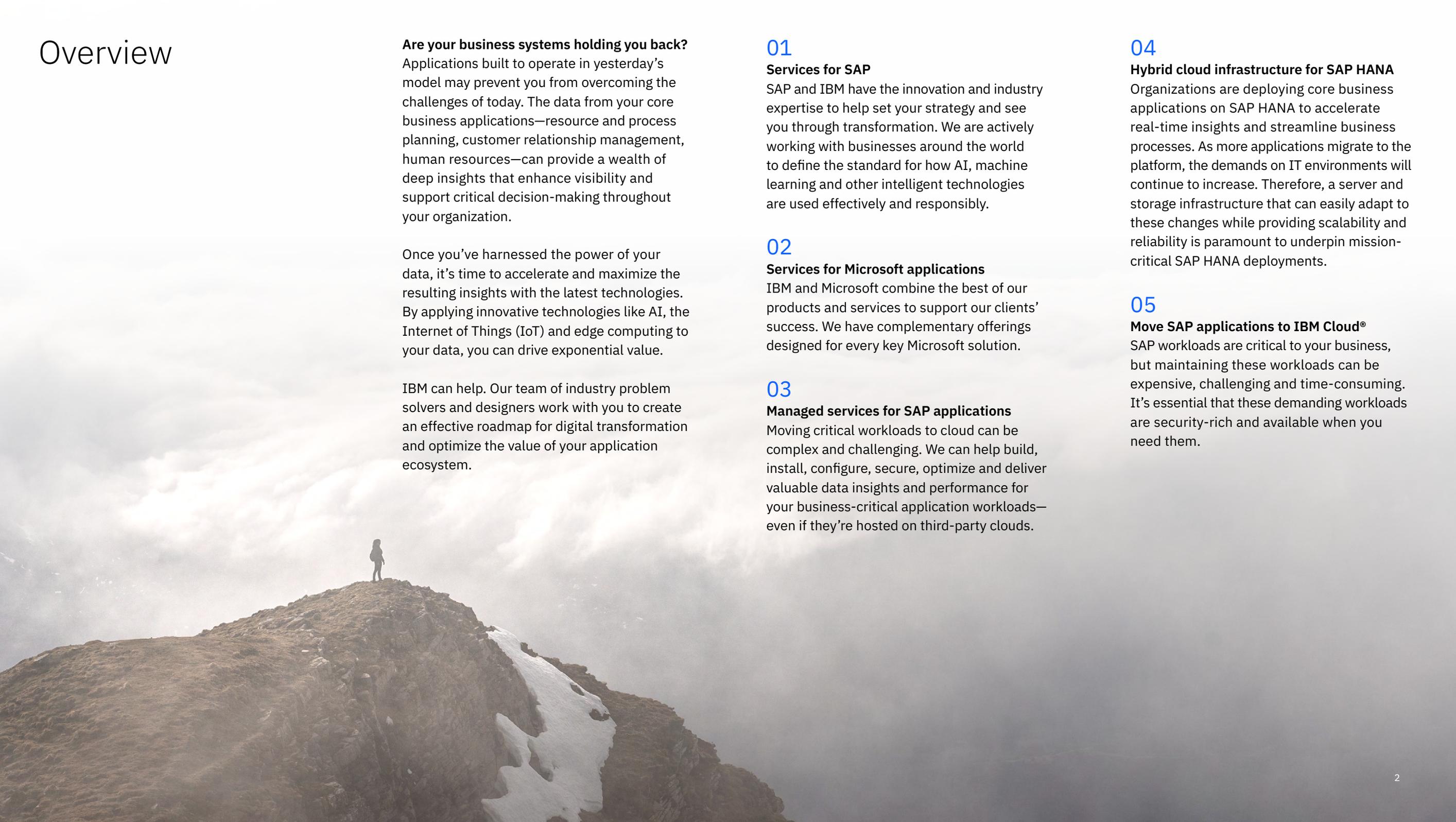
Hybrid cloud infrastructure for SAP HANA

Organizations are deploying core business applications on SAP HANA to accelerate real-time insights and streamline business processes. As more applications migrate to the platform, the demands on IT environments will continue to increase. Therefore, a server and storage infrastructure that can easily adapt to these changes while providing scalability and reliability is paramount to underpin mission-critical SAP HANA deployments.

05

Move SAP applications to IBM Cloud®

SAP workloads are critical to your business, but maintaining these workloads can be expensive, challenging and time-consuming. It's essential that these demanding workloads are security-rich and available when you need them.



01

Services for SAP

One of the first steps on the road to digital transformation is modernizing your existing SAP applications. Many enterprises, particularly those already on SAP, have compelling reasons to consider a move to SAP S/4HANA, but business and technology leaders at these enterprises must navigate a complex set of questions, such as:

- Business justification. What's the business and financial value of moving to SAP S/4HANA?
- Executive alignment. How do I earn buy-in for transformation from stakeholders?
- Transformation scope. What's the right scope for starting enterprise resource planning (ERP) transformation?
- Implementation path. What's the right ERP roadmap given our business strategy?

IBM has invested in building tools and methodologies to help our clients answer these questions and accelerate their implementation schedule and time to value. Our business application services for SAP address your organization's needs for consulting and implementation services to design, build, extend, integrate and deploy SAP enterprise applications in a multicloud environment.

Make innovation part of the process

We start with an impact assessment to align with clients on what it takes to move to SAP S/4HANA. The assessment identifies impact, approach, effort and business case for complex, customized transformations to help reduce risk and accelerate the move. Our integrated platform for SAP applications is designed to deliver intelligent, next-generation industry workflows. Preconfigured industry IMPACT templates help provide best practices, avoid unnecessary customizations, streamline business processes and focus on support for critical, differentiating business processes.

DevOps for SAP enable shorter, more frequent delivery cycles designed to embed quality into your systems from the beginning to help substantially reduce risk. For clients who want to preserve existing investments while still achieving elements of digital transformation, we apply our unique approach, IBM Rapid Move for SAP S/4HANA. This approach uses automation, software and accelerators to enhance the customer experience and provide an alternative to costly reimplementations and system conversions.



01

Services for SAP

Enable the hybrid cloud journey

Our integrated solution architectures use standard application programming interfaces (APIs) and SAP-approved products to help accelerate your move to hybrid, public and private clouds and software-as-a-service (SaaS) products. The IBM Garage™ Method for Cloud Toolkit provides cloud best practices to amplify your results and help you transition with precision.

To accelerate integrated digital platform enablement, we help you develop extensions to SAP that are designed to be open, portable, security-rich and compliant—regardless of your cloud platform and technology choices.

In addition to world-class cloud capabilities, IBM has also invested in deep alliances with the SAP hyperscalers, such as Microsoft Azure, Amazon Web Services (AWS) and Google Cloud Platform. These hyperscalers power our platform and templates to define industry-market-approved journeys.



Why IBM?

We're taking our partnership with SAP to the next level. As part of the core journey, we're defining areas where we can further automate client implementations and better deliver industry-critical innovations. With more than 18,000 SAP S/4HANA trained consultants and 46 IBM® Client Innovation Centers, providing 24x7 support, IBM has been recognized by industry analysts as a Leader among SAP consultancies and system integrators.¹ Our expertise is backed by experience supporting mission-critical SAP systems and delivering over 250 SAP S/4HANA enterprise transformations. With consultants in more than 80 countries, our assets and accelerators can help shorten implementation times considerably.

[Learn more](#) about IBM offerings for SAP solutions.

02

Services for Microsoft applications

IBM and Microsoft have worked together for more than three decades, dedicated to supporting the success of our clients with an optimal combination of our products and services. Our services support core business applications for key Microsoft solutions, ranging from transitioning your workplace with Microsoft 365 and Microsoft Teams to advising, designing and delivering custom Microsoft Dynamics 365 solutions.

Services for Microsoft Dynamics:



IBM Banking Solution for Microsoft Dynamics CRM

Built on Microsoft Dynamics 365, our banking solution is designed for sales and service. The solution incorporates mobile, analytics and next-best-action capabilities to help drive sales and operational efficiency.



IBM Insurance Solution for Microsoft Dynamics CRM

Drive sales and increase revenue with the help of our insurance solution for Microsoft. Our added accelerators enable a 360-degree view of customers, with predictive analysis tools to help deliver exceptional customer service and improve retention and loyalty.



IBM Retail Solution for Microsoft Dynamics

The business model processes and functionalities of our retail solution support Microsoft Dynamics 365 operations to help increase scalability, efficiency and cost-effectiveness. The solution includes retail-specific features designed to improve retail functionality while helping reduce implementation cost and risks.



IBM Connected Field Services Solutions for Microsoft Dynamics

Our field service management solutions help improve service efficiency and profitability. This solution is designed to help field agents deliver services more efficiently by enabling optimized scheduling, better issue triage, smart preventative maintenance and mobile integration.



IBM Public Sector Solutions for Microsoft Dynamics

Our offerings for the public sector include case management, social housing and local government solutions to help improve workflow management and data quality. These tools build on Microsoft Dynamics 365 to help local and regional governments accelerate and simplify digital transformation.

To learn more about how IBM solutions for Microsoft Dynamics 365 can help you create a new strategy for growth while building more resilient operating models, take the [IBM Dynamics Value Assessment](#).

02

Services for Microsoft applications

Services for Microsoft Azure

IBM also offers services specifically designed to support business applications like SAP in the transition to Microsoft Azure Cloud. We offer a full range of SAP on Azure solutions with the experience and expertise to help you move SAP applications to Azure. Our multidisciplinary approach encompasses strategic planning, migration and modernization, cloud-native development and operations. This flexible approach defines multiple entry points depending on where you are in your unique cloud journey.

To learn more about the risks and rewards of moving SAP applications to Microsoft Azure, [schedule an IBM Rapid IMPACT Assessment](#).



Why IBM?

As a Microsoft Gold Partner and one of Microsoft's fastest growing global systems integrators, IBM has delivered more than 1,000 client engagements across 30 countries. Our complementary offerings help simplify complex problems for clients in the automotive, banking, insurance, retail and public sector industries. With more than 4,600 Microsoft-trained consultants worldwide, IBM is named a Leader for Microsoft Implementation Services worldwide by the IDC MarketScape² and by ISG for SAP on Azure Services.³

[Learn more](#) about IBM offerings for Microsoft solutions.

03

Managed services for SAP applications

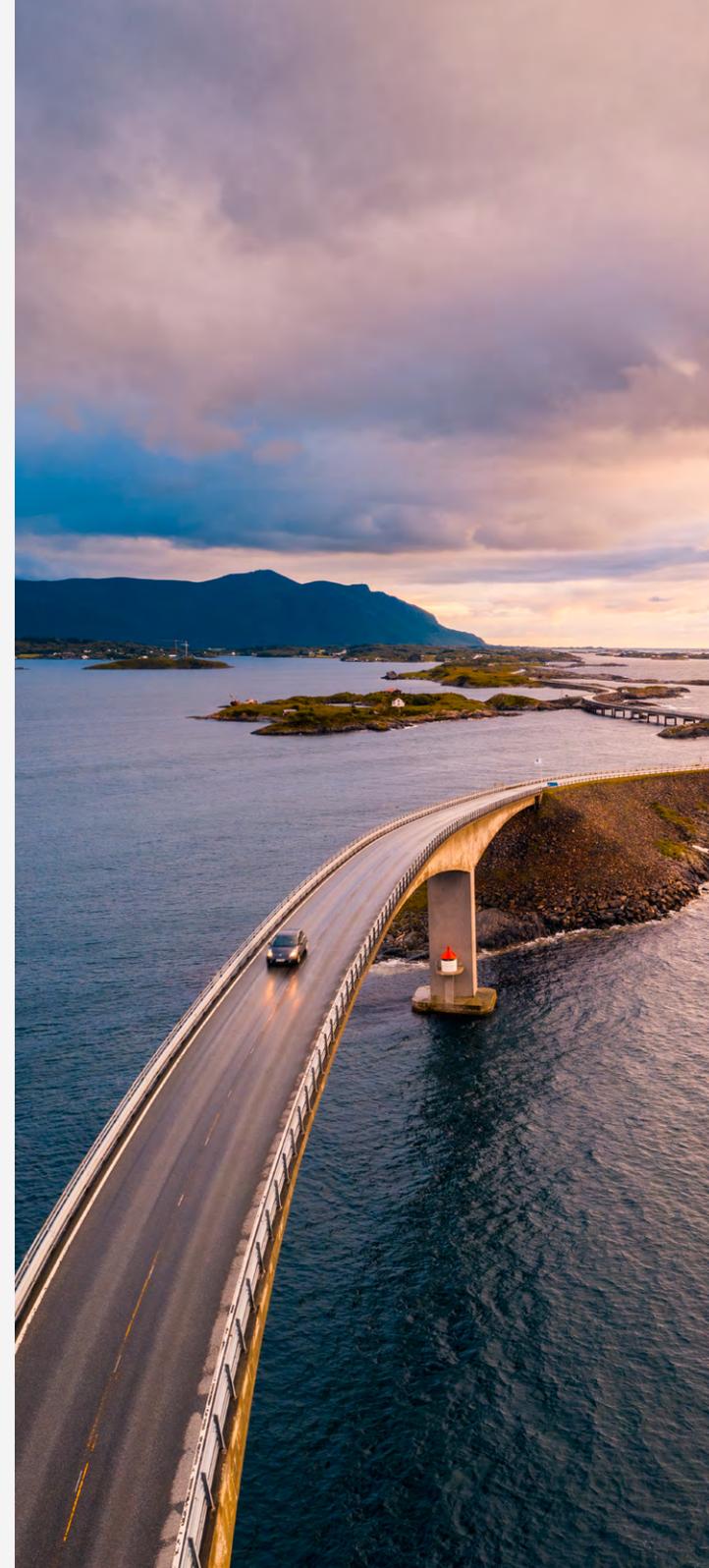
As SAP software environments become more common and the functional scope of SAP applications expands, many organizations are looking for opportunities to craft a more agile infrastructure and improve service delivery, speed and quality.

Let IBM deal with the complexity of running your enterprise applications. IBM Applications Management for SAP Solutions helps simplify SAP administration and operations on cloud without losing the resilience and security required for SAP workloads. Multicloud support options allow you to run SAP applications using virtually any cloud provider. As a result, you can integrate with AI, blockchain and IoT technologies to unlock greater value from your SAP data.

Our application management solution is designed to address common challenges clients face while running SAP applications. By managing your SAP applications in the cloud, our solution helps reduce costs while improving service delivery, speed and quality.

Applications Management for SAP Solutions on IBM Cloud offers two management options:

- 1. Managed SAP.** IBM manages the service from infrastructure as a service (IaaS) to the SAP technology platform. This option is best suited for clients who want to focus on the business applications and not worry about the underlying platform.
- 2. SAP foundation.** IBM manages the service from IaaS to the operating system (OS). This option is best suited for clients who want to manage their SAP Basis technical foundation, as well as the business side of SAP applications, and not worry about the underlying OS and IaaS.



Why IBM?

IBM is an SAP-certified business partner with more than 30 years of experience managing SAP systems around the world. With the dual perspective of both a public cloud provider and a service integrator, we can provide truly end-to-end services—from basic, SAP-certified IaaS and application management services to business process as a service (BPaaS). Our application management services for SAP solutions have been deployed by hundreds of production SAP clients all over the world. These services include built-in security services, business-related key performance indicators (KPIs) and service-level agreements (SLAs). Our global delivery team helps ensure service quality and consistency through a single service portal, regardless of client location.

[Learn more](#) about IBM managed services for SAP applications.

04

Hybrid cloud infrastructure for SAP HANA

While many organizations recognize the advantages of moving to SAP HANA, such as faster database performance and real-time analytics, moving to SAP HANA can be a costly endeavor. IT leaders naturally want to minimize total cost of ownership (TCO) and avoid any delays or disruptions due to the underlying infrastructure.

SAP has strict guidelines on how the infrastructure needs to be sized to ensure optimal performance of SAP HANA. Depending on your chosen infrastructure, the guidelines also add constraints that can lead to delays in provisioning new SAP HANA environments and increase costs related to scaling these systems. IBM Power® Systems and the IBM Storage solutions architecture are built for data-intensive workloads. Together with the SAP-certified infrastructure, they help minimize constraints and offer more flexibility, performance and resilience for SAP HANA deployments to:

- Accelerate Day 1 deployment by rapidly provisioning SAP HANA instances.
- Reduce Day 2 operational costs for both IBM Power Systems and IBM Storage.
- Achieve faster insights from data residing in system memory rather than external storage.



04

Hybrid cloud infrastructure for SAP HANA

Rapidly provision SAP HANA instances

Create new SAP HANA instances and grow or shrink capacity at the push of a button. A consolidated platform simplifies management and IBM FlashSystem® offerings help meet a range of data and application demands.

Maximize your uptime

Ranked the most reliable server for the past 12 years,⁴ our integrated virtualization platform is designed to provide these features:

- Zero-impact planned maintenance with live partition mobility
- Virtual persistent memory for accelerated restart and shutdown during planned maintenance
- Integrated modern data protection solutions and highly available IBM Storage systems to help ensure data availability

Realize affordable scalability

Enable on-demand growth and avoid over-provisioning by only activating and paying for capacity when you need it. Optimize processor utilization by autonomously sharing processor capacity across SAP HANA instances. Flexible hybrid cloud options for both on-premises and off-premises compute and storage needs allow you to pay as you go.



Why IBM?

IBM Power Systems is designed for data-intensive workloads, delivering enterprise-class compute power with the flexibility of hybrid cloud deployment. By storing data in system memory and integrating both transactional and analytics data in a single database, SAP HANA puts a lot of demands on underlying server infrastructure. IBM Power Systems accelerates deployment by rapidly provisioning SAP HANA instances and reduces operational costs through simplified management, affordable scaling and maximized uptime. Purpose-built for memory-intensive applications, the virtualization scalability of IBM Power Systems helps reduce operational cost and minimize downtime.

[Learn more](#) about IBM hybrid cloud infrastructure for SAP HANA.

05

Move SAP applications to IBM Cloud

Traditional ERP and other back-end applications run on physical hardware that can be inflexible, complex and expensive, which limits your organization's ability to innovate. By moving your SAP applications to IBM Cloud, you can take advantage of the flexibility of hybrid cloud while reducing complexity and minimizing risk.

Running SAP applications on a cloud infrastructure can shift capital expense (CapEx) to operating expense (OpEx), speed time to value, and help improve both resilience and scalability. We'll work with you wherever you are in your digital transformation, helping you take advantage of cloud potential with a broad SAP-certified infrastructure portfolio.

SAP on IBM Cloud

Our IaaS solution allows you to run SAP applications on the IBM Cloud infrastructure on a self-service basis. SAP on IBM Cloud helps optimize your current infrastructure investments while innovating in cloud with three different cloud models—public, private and hybrid—on the same cloud platform. And with no data transfer between IBM Cloud data centers, your technical leaders can be assured that only you can see your data.

Why IBM?

IBM is an SAP-certified cloud infrastructure provider with over 48 years of partnership with SAP and 37,000 certified SAP professionals worldwide. Our solutions are backed by enterprise-grade AI, blockchain, IoT and analytics capabilities that can be integrated with your SAP applications to help you gain valuable data insights and build a more intelligent organization.

[Learn more](#) about moving SAP applications to IBM Cloud.



Closing

Now is the time to integrate your existing core applications with the latest technologies like AI, IoT and edge computing to bring agility to your operations. Our deep expertise with core business applications and our team of industry problem solvers will work with you to help ensure continuity as you adapt and evolve your business.

Let us help you:

- Optimize your investments to create actionable insights and invest in innovation.
- Accelerate time to value with expert integration.
- Operate with flexibility and empower faster decision-making.

Ready to get started? Experience firsthand how the IBM Garage methodology can accelerate your time to innovation. [Schedule a session.](#)

Learn more



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- 1 "Magic Quadrant for SAP S4/HANA Application Services Worldwide," Gartner, April 2020
- 2 "IDC MarketScape: Worldwide Microsoft Implementation Services 2019 Vendor Assessment," IDC, May 2019
- 3 "2020 Quadrant Report: Microsoft Ecosystem SAP on Azure," ISG Provider Lens, March 2020
- 4 "ITIC 2020 Global Server Hardware, Server OS Reliability Report," Information Technology Intelligence Consulting, April 2020

