



Highlights

- Highly available global network of IBM data centers with geo-resilient services
- Overall infrastructure management, SAP Basis, functional application support, development and professional services
- Remote SAP management services to support on-premises environments or a phased migration to an IBM data center
- Multilevel security to help safeguard your systems and data
- Compliance with industry standards and key regulations, backed by independent audits

Benefits

- IBM's expertise in SAP S/4 HANA
 - Cognitive solutions for SAP availability
 - Predictable costs with fixed monthly fee
 - Monitored, highly available SAP landscape
 - Customer portal to monitor performance, run reports, and track changes and support tickets
 - Assigned SAP support team
-

IBM Managed Application Services for SAP

Optimize the power and value of your SAP applications

Industry leaders are seeking guidance on SAP strategy in their companies' digital or finance transformation. Increasingly, our customers want to leave the data center business, but they have difficulty finding qualified SAP resources in small or constrained labor markets. CIOs and CFOs want a tiered managed cloud service, where they can use cloud to support point-in-time projects, proof of concepts, development, staging and quality assurance. This offering provides SAP hosting and support, the ability to manage new regulatory requirements, and provide support and troubleshooting.

IBM Managed Application Services for SAP is a full-service solution that includes cloud hosting, SAP Basis and functional application support, and development and professional services. IBM can help you through your enterprise's digital transformation. As a global Platinum Partner certified for SAP Hosting, SAP Cloud, and SAP HANA operations services, IBM shares the vision that cloud and mobility are core to the future of enterprise applications. IBM is committed to helping our customers as they implement SAP's strategic mobile and database products, such as S/4 HANA and Fiori. This ability is demonstrated by our customer-centric support model, providing named technical, support and management leads supported by a 24x7 support model with highly experienced, global SAP resources.



Application management services for security, reliability and performance

With IBM Managed Application Services for SAP, we accept accountability for your application infrastructure, from hardware provisioning and management to database support, around the clock, in world-class data centers. We host and support SAP applications on a flexible set of infrastructure solutions. These solutions include dedicated infrastructure, private cloud infrastructure, or our IBM virtual hosting platform, an IT infrastructure designed to give individual clients highly secure, virtualized operating environments.

To help reduce cost and risk across your SAP landscape, we deliver reliable performance and help you manage security controls, business continuity and compliance with your industry's regulatory requirements.

Whether you're a first-time user of SAP applications or a longtime client, IBM delivers new SAP implementations and performs complex landscape migrations that can help simplify your transition to a managed solution. Services include:

- Compliance with industry standards and key regulations, backed by independent audits
- Overall infrastructure management
- Security at multiple levels, from physical to logical, to help safeguard your systems and data.
- Highly reliable data center network management to keep connections up and running
- Disaster recovery services to help protect against the unexpected
- Online access to performance, incident and change management information through the client portal
- Remote SAP management services to support on-premises environments or a phased migration to an IBM data center

Offloads support to allow focus on business

Don't let day-to-day application management tasks drain your internal resources. Leave application monitoring, maintenance and support services to IBM Application Management Services for SAP so your team can focus on other ways to advance your business. Our application management services for SAP include:

- SAP Basis administration
- Database administration
- Proactive, around-the-clock monitoring at the SAP application, database, OS, hardware and network levels
- Problem, incident and change management
- Backup and restore services
- Root cause analysis
- System performance and capacity management
- Kernel, SAP Online Service System (OSS) and support pack updates
- An assigned team of service, technical and functional support leads, backed by a global IBM team
- A structured service governance methodology designed to deliver high levels of satisfaction for our IBM Managed Application Services for SAP clients

Improved risk management

World-class IBM data centers use layered security, backups and redundant systems to help safeguard your information from unauthorized access, outages and disasters. Our program of audits, certifications and affiliations is designed to enhance the quality of our service and help you manage industry requirements. To test our controls and processes, we undergo regular Statement on Standards for Attestation Engagements (SSAE) 16 audits. Further, we help support client-requested Sarbanes-Oxley Act (SOX Act) and other compliance audits. Our hosting services are also ISO 27001 certified.

Responsive client care to resolve issues quickly

Effectively supporting an SAP landscape requires skilled resources available around the clock for multiple layers of the application and infrastructure stack. Your assigned team at IBM reduces that complexity by being your one-stop source for the answers you need.

This support team, led by a designated project executive, is staffed with an experienced SAP technical lead and service manager. To align IT initiatives with business needs, your project executive also acts as the main point of contact for SAP landscape roadmap planning.

If issues arise around application, performance, networking, hardware, security or account management, your support team works quickly to resolve issues to your satisfaction.

Our commitment to high-quality client service includes:

- IBM infrastructure management to meet performance
- Service-level agreements (SLAs) and service commitments
- Performance capacity planning
- Off-hour online, phone or email support from our global team
- Quarterly executive meetings to review your SAP relationship with IBM

Our migration experience is designed to be simple

As your managed application services provider, IBM offers a migration process designed to create a smoother, simpler transition. In fact, most of our SAP managed hosting clients came to IBM by migrating their SAP landscapes to our data centers from another service provider. Our migration methodology and services are intended to reduce the impact and cost to you. You'll also be assigned an experienced project manager and certified operating system and database migration specialists.

Whether you're centralizing, decentralizing, seeking cost reductions or consolidating systems, IBM can design a system landscape plan to help you meet your performance and business goals, while reducing the impact of change. We offer:

- Systems consolidation to address the complexity in major IT changes
- Operating systems and database migrations to help you access the latest, most cost-effective platforms
- Technical upgrades to help ensure that your environment is evolving with your business

Hybrid IT strategy

As clients' IT environments become more complex due to mobile, social and analytics, the scope of services they need is much larger. IBM is able to manage clients' IT across virtually any application, IT environment or service provider.

To meet clients' increasing needs, IBM Global Technology Services (GTS) is aggressively transforming the way we deliver our services. IBM GTS uses end-to-end automation of services execution and analytics to solve problems before they happen. We deliver outcomes with the velocity and flexibility our clients want and the market demands.

IBM Managed Application Services for SAP provides support for dedicated SAP HANA landscapes in appliance and tailored data center integration (TDI) models. Only TDI promotes the use of commodity hardware, storage and network components, thus avoiding lock-in with a specific vendor. Though multiple hardware platform vendors are supported, the IBM® POWER8® platform, coupled with the services enablement infrastructure, provides optimum performance with flexibility in managing clients' HANA landscapes. Through IBM's commitment to hybrid cloud, we can support integration of clients' SAP landscapes with other IBM or third-party cloud solutions.

Why IBM?

IBM offers deep expertise and a wide range of capabilities for cloud enabled managed services. IBM managed services are designed to provide you with the speed, expertise and agility you need to get ahead and stay ahead of the competition. These services enable you to migrate to a cloud infrastructure that enhances flexibility, scalability, security and management of your existing and future applications. IBM's cloud services strategy and solution set is continuously enhanced to help enterprise customers achieve their goals: developing smarter products and supply chains, delivering a better customer experience and building smarter operations.

For more information

For more information about IBM Managed Hosting and Application Services, please contact your local IBM representative or visit ibm.biz/managedappsandhosting



© Copyright IBM Corporation 2016

IBM Corporation
Route 100
Somers, NY 10589

Produced in the United States of America
November 2016

IBM, the IBM logo, ibm.com, and POWER8 are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other "Copyright and trademark information" at www.ibm.com/legal/copytrade.shtml.

This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates.

The performance data and client examples cited are presented for illustrative purposes only. Actual performance results may vary depending on specific configurations and operating conditions.

THE INFORMATION IN THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT. IBM products are warranted according to the terms and conditions of the agreements under which they are provided.

The client is responsible for ensuring compliance with laws and regulations applicable to it. IBM does not provide legal advice or represent or warrant that its services or products will ensure that the client is in compliance with any law or regulation.

Statement of Good Security Practices: IT system security involves protecting systems and information through prevention, detection and response to improper access from within and outside your enterprise. Improper access can result in information being altered, destroyed, misappropriated or misused or can result in damage to or misuse of your systems, including for use in attacks on others. No IT system or product should be considered completely secure and no single product, service or security measure can be completely effective in preventing improper use or access. IBM systems, products and services are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products or services to be most effective. IBM DOES NOT WARRANT THAT ANY SYSTEMS, PRODUCTS OR SERVICES ARE IMMUNE FROM, OR WILL MAKE YOUR ENTERPRISE IMMUNE FROM, THE MALICIOUS OR ILLEGAL CONDUCT OF ANY PARTY.



Please Recycle