

Application Management Services: Why You Need Them, Why You Need Us

# How Can An SAP Center of Excellence Help Your Organization?

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After implementing SAP, an organization may become complacent in its approach to optimizing and enhancing SAP. The impact of merely performing instead of transforming will be costly.



**Unify IT skills  
and processes  
with the  
business**

## What We Do: Application Management Services

# Partnering to Fully Leverage Your SAP Investment Globally

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Companies running SAP often face similar challenges: How do we support SAP globally while innovating and enabling the business to do more? How do we turn SAP into the strategic tool we know it can be? How do we get the right SAP resources at the right time? How do I find a partner that can help me support my environment both tactically (basic support, enhancements, projects) and strategically (Advisory, Innovation, S/4HANA, Cloud, Mobility)?

Companies like yours have solved these challenges by partnering with itelligence Application Management Services, the leader in SAP Application Lifecycle Management.

Our services range from on-demand support services through full application outsourcing in addition to Advisory services, Assessments, Roadmaps, major enhancements (upgrades, roll-outs) and other post go-live projects. Our global team of seasoned business professionals provide pragmatic and practical solutions that leverage your SAP investment.

itelligence provides a unique approach to global SAP application management. Our model combines the power of a global delivery with the ability to provide local language support for country-specific regulatory and reporting requirements. Our highly qualified consultants combine their SAP expertise and business knowledge to deliver maximum value into your organization. Our skilled consultants are available on-site or remotely to provide services ranging from basic SAP support to ongoing enhancements and projects. We work as an extension of your staff and provide resource continuity so your in-house resources can be more strategic.

**Drive value with your SAP  
investment via a Hybrid  
Application Management  
Services model.**

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### Focus on SAP Center of Excellence

Companies who run SAP effectively have an SAP support model with a professional SAP Center of Excellence. Your SAP support model should help maximize your return on your SAP investment by driving long-term business value. Ask yourself the following questions:

1. How do my SAP support costs compare to others?
2. Am I driving my "run" costs down to free up budget for value-add services?
3. Do I have the right balance of skill sets to really identify and deliver on-going "added value" activities to the business?

Are you happy with your answers? No? It's time to intervene! Let itelligence help you assess the critical components required in a good SAP support model, evaluate your organization's capability, capacity, and process maturity, and identify gaps and define actions to close them.

 Leverage business and IT talents and industry standard best practices to create value and enable innovation.

An SAP Center of Excellence Assessment helps:

- Integrate business processes
- Improve capability & value
- Manage data effectively
- Deliver enhancements and changes more efficiently
- Leverage your SAP software spend

We focus on the core components for success – People, Process, and Tools. All three elements are critical to your organization's success.

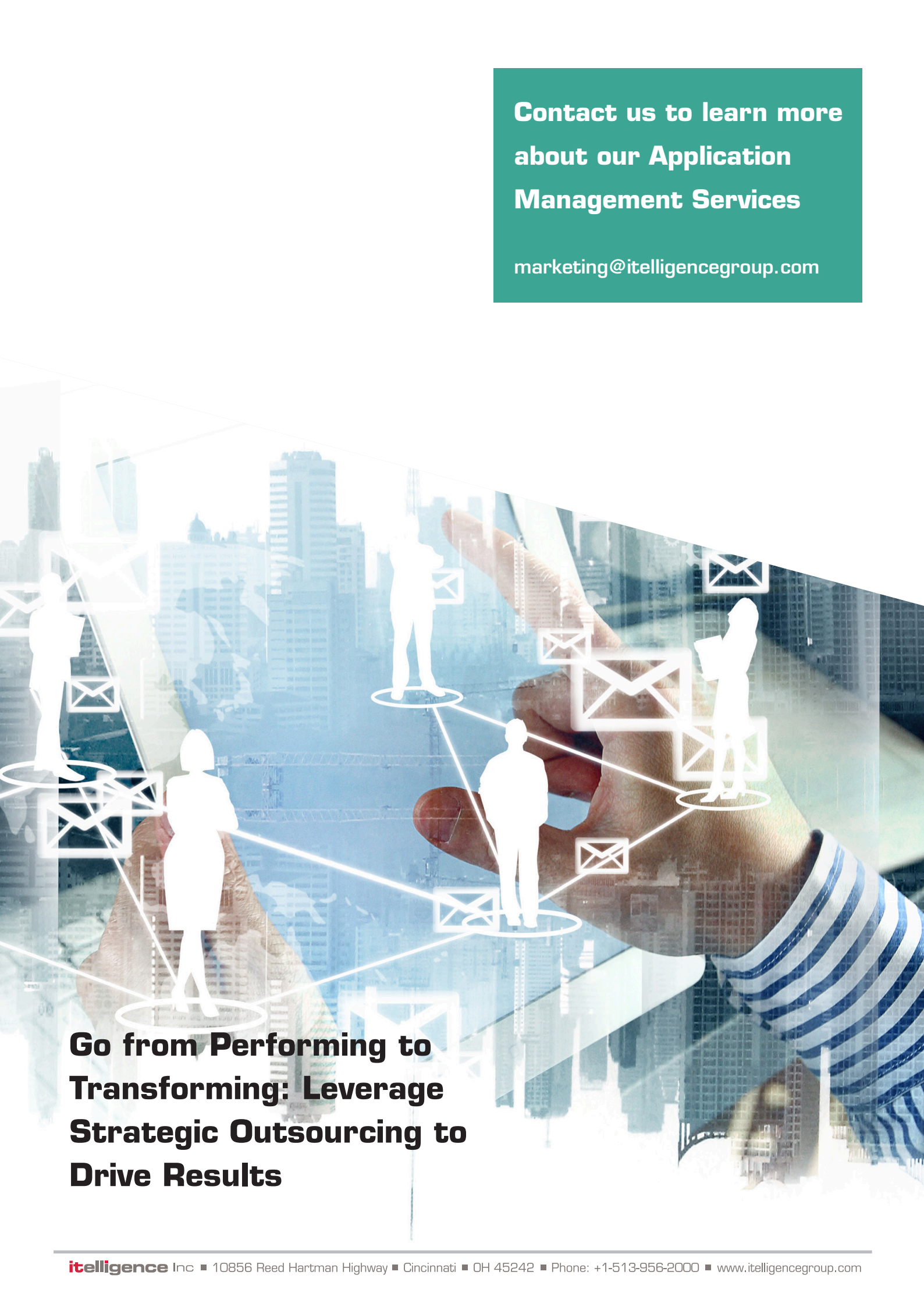
- **People** must have skills and capacity to perform functions
- **Processes** must drive necessary quality and rigor for your organization
- **Tools** should support your processes and help your people be efficient and effective

The transition to an SAP Center of Excellence is typically a journey – a phased approach – not a quick fix. itelligence's SAP Application Management Services team provides world-class expertise at an exceptional value for any size company. Clients get expert SAP assistance on-demand, in any functional or technical area, and often without the need for travel expenses. Our services are easy to access, easy to work with, and always available.



**Contact us to learn more  
about our Application  
Management Services**

[marketing@itelligencegroup.com](mailto:marketing@itelligencegroup.com)



**Go from Performing to  
Transforming: Leverage  
Strategic Outsourcing to  
Drive Results**