

itelligence Private Cloud Edition for SAP S/4HANA

Choose Cloud Services That Give You the Freedom to Innovate at Your Enterprise





Private cloud provides companies with more robust cybersecurity and greater flexibility to make changes to their infrastructure, as they are not sharing hardware and systems with other users.

73%
of organizations consider lower total costs as a deciding factor for moving to a cloud service.

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Modern Businesses Require Custom-Fit Cloud Services They Can Adapt

Private cloud platforms are growing in popularity in the digital economy. Companies benefit from the flexibility of having their own dedicated hardware and cloud infrastructures. This increases cybersecurity and allows users greater flexibility for adapting their systems when required.

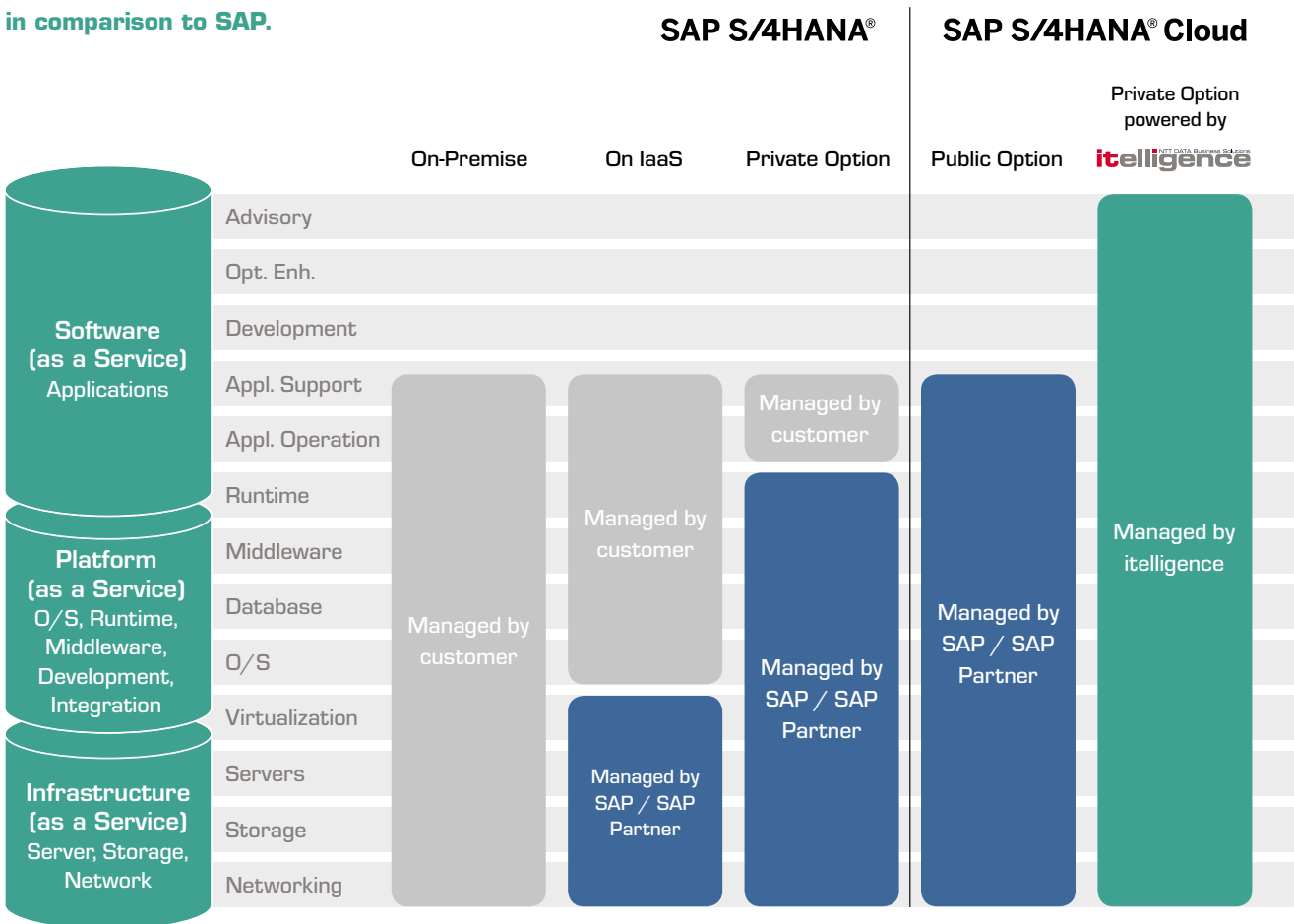
Nonetheless, making the shift to the private cloud and running it at your company presents several challenges. Companies that opt for a private cloud infrastructure are responsible for maintenance, and many enterprises don't have the experience to determine an effective ownership strategy. This is where an expert private cloud partner enables you to get the most out of your cloud platform, but many cloud providers only offer rigid service packages that may not fit your needs.

Customers Require Personalized Services Instead of Inflexible Packages

Additionally, companies now expect more from their cloud platform and services. Key aspects customers look for are transparency of pricing, ease of use, and support services. Many cloud providers do offer these features to a certain extent, but many packages are fixed and do not give enterprises flexibility in terms of the scope of services or storage capacity.

itelligence Private Cloud Edition for SAP S/4HANA powered by itelligence addresses these issues by offering users complete flexibility, from migration to maintenance services. itelligence offers a range of different packages and allows customers to move to a different bundle if they wish to scale up or down. In this way, enterprises only purchase what they need.


Scope of services offered by itelligence in comparison to SAP.



What itelligence Offers That Other Providers Do Not

itelligence has worked with businesses in all sectors to develop cloud services that are flexible as businesses need to be to stay competitive. Our services support you throughout every phase of your cloud journey, from creating a roadmap to optimizing your operational platform. Unlike most cloud providers – including SAP – itelligence offers both greenfield and brownfield approaches for implementation.

Customers can then choose from packages that offer a different range of services and systems. This enables businesses to choose a bundle that fulfills their requirements and means they don't pay for items that they don't need. Another benefit that itelligence offers is flexibility with these packages. Once you have opted for one bundle, you're not stuck with it. If you wish to scale your services or systems up or down as your business changes, the choice is yours. As a result, you have the opportunity to reduce complexity of the scope of your systems and services and only pay for what you use.

 In industries with strict regulations, SAP S/4HANA Cloud, single tenant edition enables you to freely use the cloud while staying compliant.

Enterprises require cloud support that is as flexible as their business needs to be. itelligence provides many services that are not available from other cloud providers. Here are some of the key benefits that itelligence offers:

- Start your project with either greenfield and brownfield approaches
- Scale services or systems up and down as required
- Choose from a diverse range of service and system package options to suit your needs
- Enhance your private cloud strategy with expert guidance and consultation services
- Hybrid IT management, including on-premise, private cloud, and public cloud infrastructures
- Gain additional functions for SAP S/4HANA with itelligence AddOns

Service packages offered by itelligence.

Basic

- Remote service setup
- Knowledge transfer
- Offshore service delivery manager (Coordination, continuous service improvement & escalation management)
- Service review – status call per quarter
- Activity reporting
- Application monitoring & administration
- Release management – update guidance per quarter
- Application support incl. Service Desk
- 1FPS/SPS Update per year

Silver

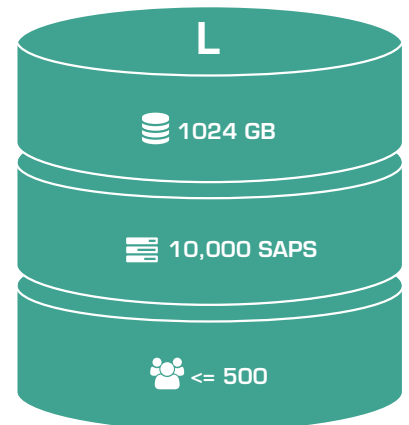
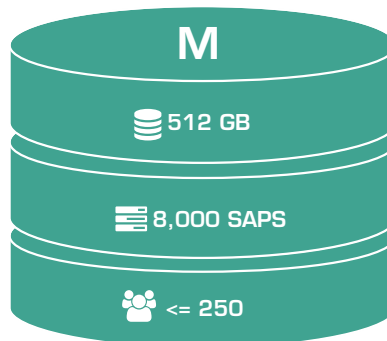
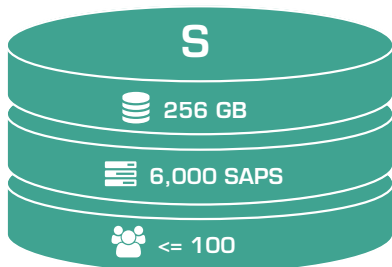
- Remote setup workshop
- Local service delivery manager
- Local status call per quarter
- Incident report
- Extended application monitoring & administration
- User administration

Gold

- Onsite meeting per quarter
- System status & user subscription reporting
- Extended application monitoring & administration
- Schedule an expert session
- Role-based permission management

System packages offered by itelligence.

- HANA DB Size (RAM)
- App Server Performance
- Named Users



Scale up or down as business changes

Service Desk

- Initial reaction time: 30 min.
- Attended operation hours: Mon-Fri, 7 a.m. – 7 p.m.

DB data backup

- DB online Backup per week
- PRD: 5x week
- Non-PRD: 3x week
- Retention period: 2 weeks

Availability

- Operatin hours 7x24h
- SLA per month PRD: 99.5% / Non-PRD: 98.5%
- Data center Bautzen (GER) / Cincinnati (US)

SAP Services

- OS and DB administration
- SAP technical monitoring
- SAP basis operation

itelligence has amassed many years of experience in assisting companies with cloud systems and services. Our packages are designed with the customer in mind and ensure enterprises have what they need to remain highly competitive, while reducing operating costs. while staying compliant.

To find out more about the itelligence Private Cloud Edition for SAP S/4HANA, please visit our service webpage:

» www.itelligencegroup.com/us