

IBM SAP AMS Capability & Credentials- Cloud and On-premise



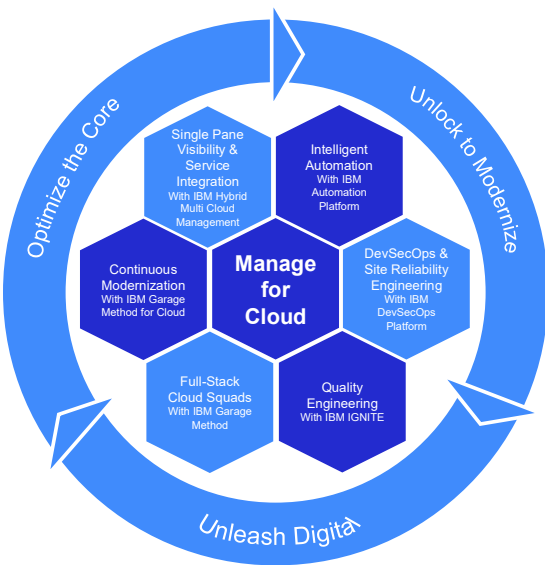
IBM Consulting



Service Description

In this new world of application development and maintenance, initiatives to change the business and run the business must be inherently integrated...

Our SAP Application Management Services(AMS) offerings are uniquely positioned to accelerate the Digital Reinvention agenda of Clients - Intelligent, efficient and secure application management with low TCO, using automation, cognitive assets and targeted security practices ; Wrap modern technology and approaches around existing applications to improve flexibility, user experience and build a strong manage foundation for Modernization ; Cloud Transformation, Architecture Modernization & Digital Platform Engineering of applications to drive growth.



Factory Development

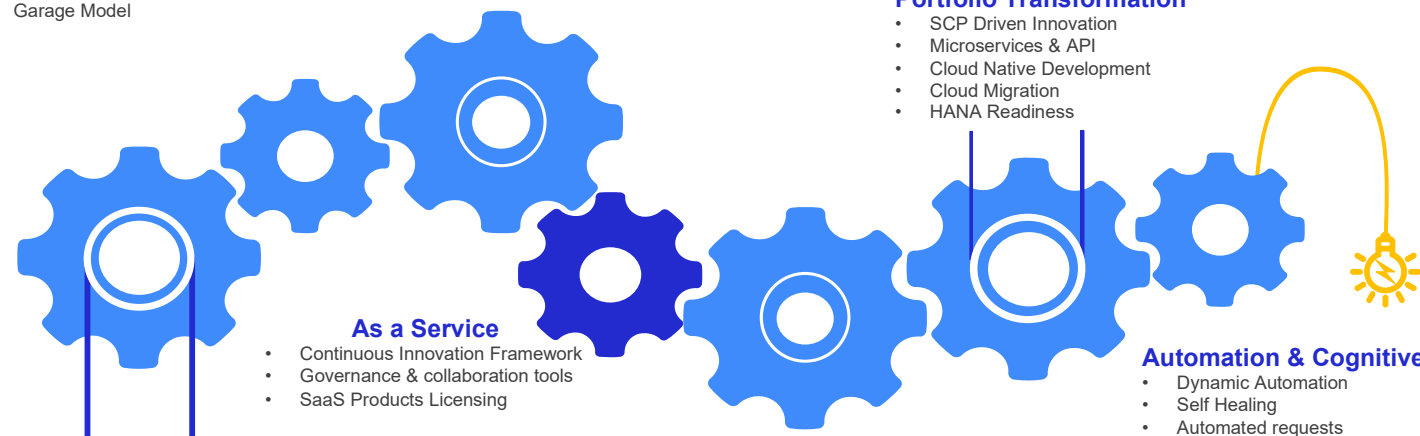
- Industrialized Delivery
- Tools, process. & organization
- Garage Model

Modernize Business Requirements

- Continuous Innovation Framework
- Governance & collaboration tools
- Shift left methods

Portfolio Transformation

- SCP Driven Innovation
- Microservices & API
- Cloud Native Development
- Cloud Migration
- HANA Readiness



NextGen Application Management

- Mature and Best practices driven processes
- Cognitive and Automation Driven AMS
- OCC Based Monitoring
- On-Prem & SaaS Products Suite

As a Service

- Continuous Innovation Framework
- Governance & collaboration tools
- SaaS Products Licensing

Agile & DevOps

- Scaled & distributed
- DevOps way of working

Automation & Cognitive









- Dynamic Automation
- Self Healing
- Automated requests
- Cognitive Self Service

IBM SAP ADMI Capability & Credentials 2020



43+ Years of successful partnering



Awards	Partnership	Projects across Rich SAP Eco-system		Global Delivery
<p>33</p> <p>Pinnacle Awards since 2000. More than any other provider</p> <p>Only Partner</p> <p>to receive SAP's Pinnacle award for Delivery Excellence in every year since 2004</p> <p></p> <p>IBM selected as Premier SAP S/4 HANA Enterprise Cloud Partner (HEC) available in all regions and now Largest SAP cloud provider by transaction volume</p> <p>All 3 awards</p> <p>Only partner to hold certifications as Global Services, Technology & Hosting partner</p>	<p>2020</p> <p>DevOps Certified Partner</p> <p>2019</p> <p>First partner</p> <p>Certified and re-certified for S/4HANA AMS</p> <p>2018</p> <p>Top SAP North America Partner Excellence Award</p> <p>2017</p> <p>Top NA Value Assurance Partner and Platform Reseller</p> <p>2016</p> <p>Partner Excellence Award for SAP HANA & S/4 HANA</p> <p>2015</p> <p>Top Services Partner, Top Channel Partner, SAP HANA Innovation Partner</p> <p>2014</p> <p>Top Quality Partner of the Year</p> <p>2013</p> <p>Database and Technology SAP HANA Co-innovation Partner of the Year</p>	<p>900+</p> <p>900+ FTEs on our largest SAP AMS engagement</p> <p>SAP S/4 HANA</p> <p>13,000+ trained S/4HANA consultants 150+ S/4HANA projects globally 50+ projects live Largest number of deep industry based assets to accelerate the S/4HANA journey IBM IMPACT accelerator aligned with SAP Model Company</p> <p>SAP Hybris </p> <p>500+ consultants globally and over 50 projects live. #1 Partner for SAP and Digital Commerce through IBM ecx.io Exclusive Partner of SAP Hybris Telco & Media Accelerator (2017-21)</p> <p>SAP Leonardo </p> <p>Co-innovated IBM-SAP Blockchain Solution for JV Billing in Oil & Gas</p>	<p>5,000+</p> <p>Successful SAP Projects with the Largest number of SAP managed users</p> <p>SAP Ariba </p> <p>2,000+ eProcurement and supply chain professionals with experience from over 60+ Ariba projects with IBM-SAP Ariba Cognitive solutions in Sourcing and Contracting and only partner for Strategic Supplier Management</p> <p>SAP SuccessFactors </p> <p>Over 50 successful implementations IBM largest implementation: 170 countries, 380,000 employees in 12 languages. Integration with IBM Smarter HR assets Pre-filled workbooks and Cognitive SCP extensions - Talent Advisor</p> <p> </p> <p>100+ MobileFirst Industry iOS Apps</p> <p>SAP Cloud Platform</p> <p>SAP Co-Pilot and Fiori integration with IBM Weather Company</p>	<p></p> <p>36,000+</p> <p>SAP Resources in over</p> <p>60+</p> <p>Countries worldwide with over</p> <p>10+</p> <p>years of delivery experience</p> <p>46</p> <p>SAP cloud data centers over five continents</p> <p>30</p> <p>Largest base of SAP Global Solution Delivery Centers</p> <p>10+</p> <p>Centers throughout Mexico, USA, India, China, Eastern Europe, Brazil and Argentina</p> <p>4x</p> <p>Certified SAP S/4 HANA consultants than any provider</p> <p>8,000+</p> <p>Certified consultants in India</p>

IBM Supporting Government

Pending Final review

We help government organisations in the UK and worldwide deliver and transform essential public services – our teams are passionate and proud about helping you to make a real difference to people's lives.

The problems we solve for clients are complex and cannot be satisfied with technology alone. They require a partner that can also offer deep industry expertise and a relationship of trust.

IBM combines the portfolio, people and sense of purpose necessary to meet today's enterprise demands. Every day, we support and manage complex delivery for government clients where the impact of delivery has wide-reaching impact on citizens and national services.

We bring access to the industry experience, insight and technology capability to deliver and operate secure, scalable, optimised and available services for government.

We support you by bringing:

- Industry expertise – Professionals who understand and are passionate about delivering quality public services and can bring industry insights and apply innovation to your business processes
- Trust and security capabilities – Protecting valuable data and insights and deploying new innovations responsibly
- Innovative technology – Expertise in areas such as AI, blockchain, 5G, Automation, IoT, cybersecurity and quantum, delivered in a Hybrid Cloud environment
- Experienced Services professionals to support strategy, innovation and deliver transformation and change to processes, applications, and cloud infrastructure
- Global alliances – valuable partnerships with the world's leading vendors

Government Services Supported by IBM



Defence and Intelligence



Public Safety and Policing



Healthcare



Life Sciences



Tax and Revenue Management



National Infrastructure



Social Care



Education



Works and Pensions

Delivery Principles

The principles of how we think and act in our delivery to clients include:

- Building long-term client relationships based on innovation, trust and service excellence
- Using Design Thinking and Agile approaches to help frame and execute our client's change programs
- Infusing cognition and emerging technologies into our clients' enterprises and core processes
- Exploiting hybrid multi-cloud-based solutions to underpin evolving client processes
- Developing and deploying world-class talent
- Using consistent, modern methods and tools, constantly reviewing and refining to accelerate the value we deliver
- The ability to thrive and succeed in engagements driven by globally dispersed, multi-disciplined teams using our suite of collaboration tools is at our core
- Maintaining the highest standards of Social Value and delivery ethics



Changing the world

IBM was awarded **World Changing Company of the Year 2019** by Fast Company



Royal recognition

29 UK IBMers received **honours from the Queen** for contributions to tech and society



Diversity

IBM won the **Global Diversity Award 2019** and the ENEI's **Gold Standard**



Graduates

IBM is committed to developing future talent – we are Target Jobs' **Graduate Employer of the Year 2019**



Tech talent

IBM runs P-TECH schools in 18 countries, helping **>100,000 students build skills for careers of the future**



Inventors

IBM UK is home to many Master Inventors, with **>250 patents filed last year alone**



Volunteering

IBM dedicates **>20,000 volunteering hours every year** for a better society



Cloud

Together, IBM and Red Hat are working to deliver the world's only **next-generation hybrid multicloud platform**



Economy

IBM has been **integral to the UK economy for >100 years**, and is one of its largest tech employers



R&D

In the UK alone, IBM invests **£170 million in R&D** each year



Quantum

IBM Q, the world's most advanced quantum computing initiative for commercial use, is being used by CERN



Environment

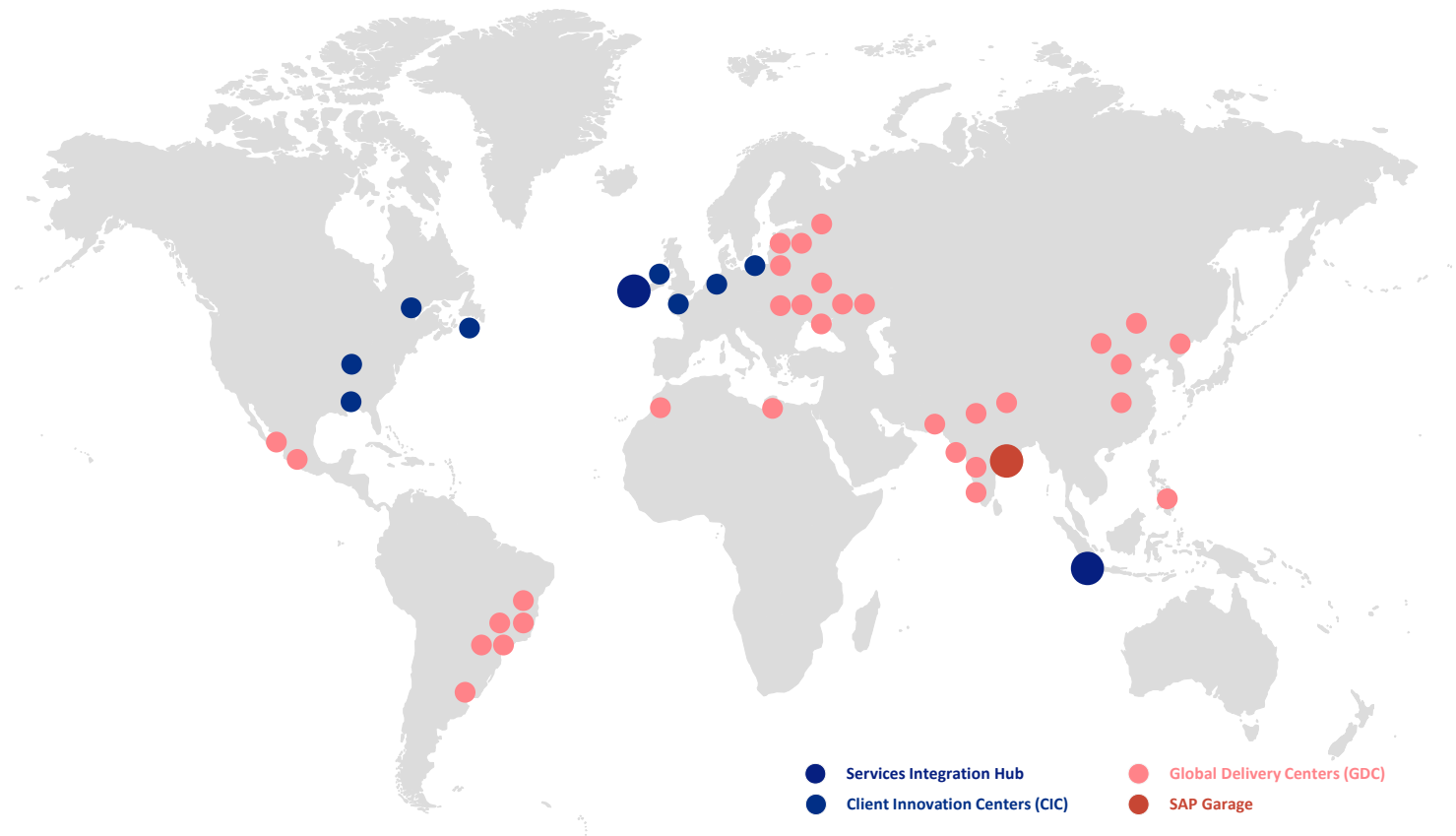
IBM's **focus on sustainability** began in 1971 with our first environmental policy

CICs and innovation centers

IBM's Globally Integrated Capabilities network delivers deep technical and industry solutions for our clients.

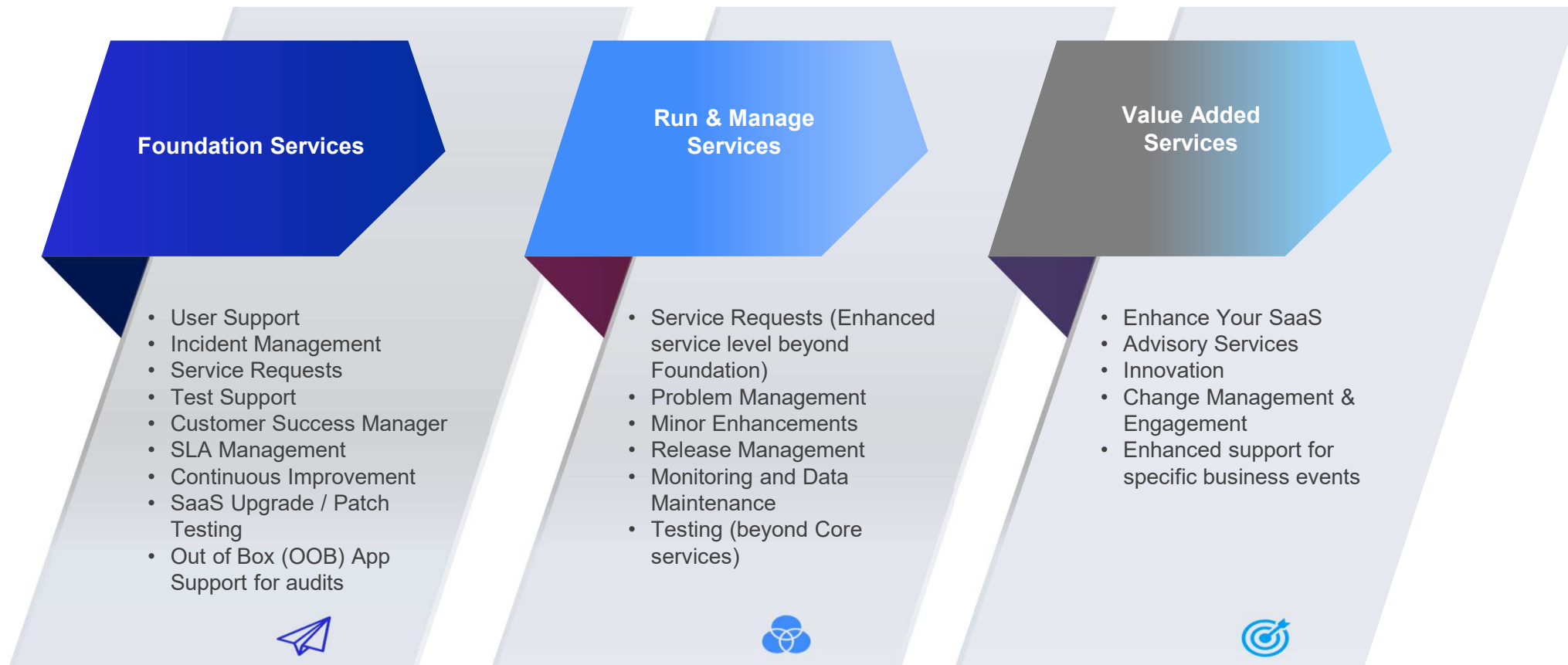
Our **Services Integration Hub (SIH)** ensures solution consistency while our **Global Delivery Centers (GDC)** and **Client Innovation Centers (CIC)** help IBM serve clients in their own time zones.

Our dedicated **SAP Garage** in Bangalore develops innovation for services and solutions for SAP Platforms/Solutions.



Service Overview

SAP Application Management Service(AMS) Offerings



Service Overview - Details





Classic Offering: All the typical business scenarios in AMS are covered under the 3-tier structure

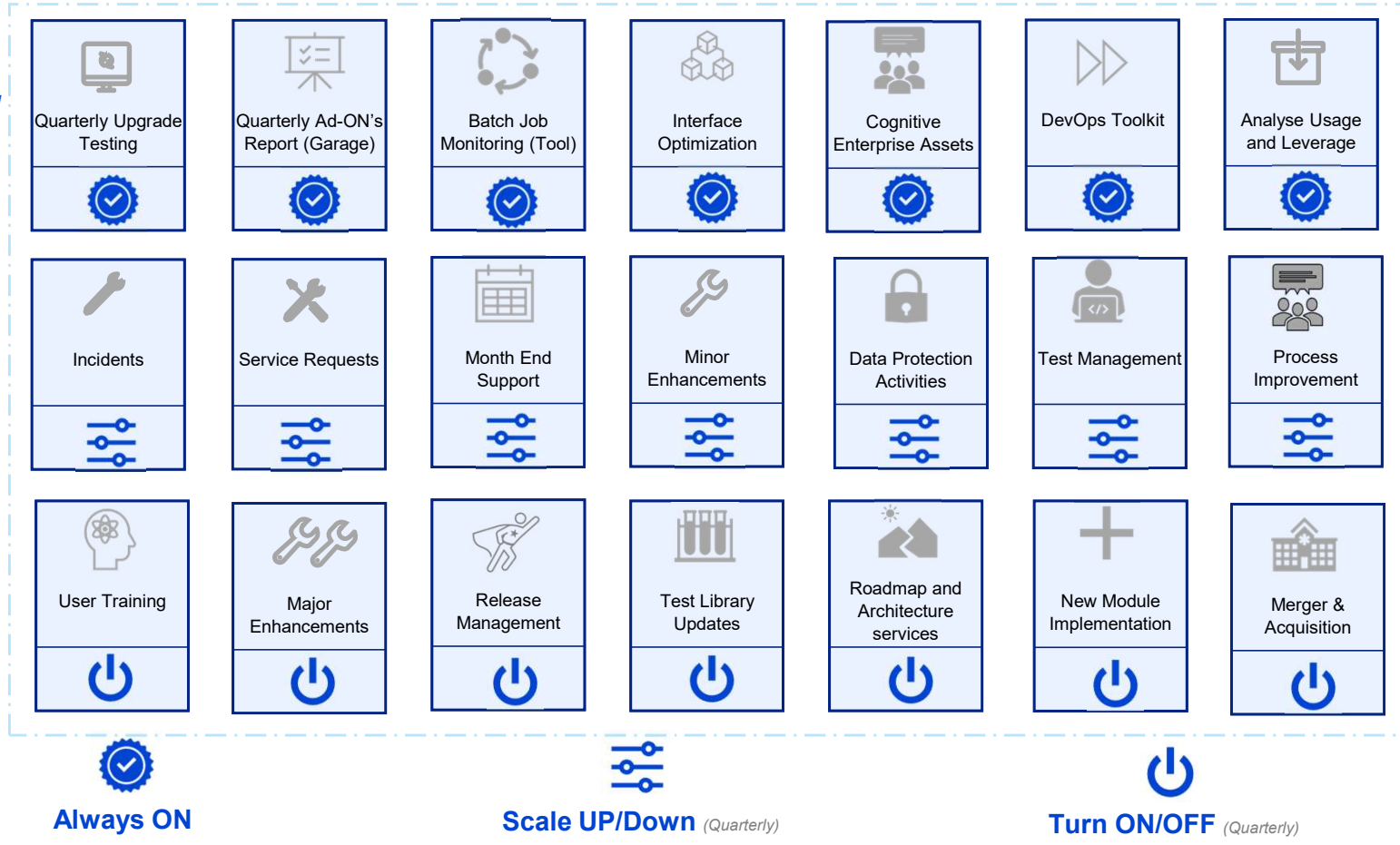
Foundation	Run & Manage	Value Added Services
<ul style="list-style-type: none"> ▪ Customer Success Manager : <ul style="list-style-type: none"> – Point of contact for Cloud Support / Cloud Provider – Continual Advice and Guidance. – Proactive information on known issues with Upgrade or Monthly Patches – New feature reviews and confirmation of applicability of new functionality ▪ User Support <ul style="list-style-type: none"> – Functional Support on How-To? – SR Management with product vendor and assistance with escalation ▪ Incident Management <ul style="list-style-type: none"> – Resolve Incidents & problems raised by users – Functional debug of issues faced – Configuration related fixes – Standard report issues – Data related issues – Integration related issues ▪ Service Requests <ul style="list-style-type: none"> – Handle Service Requests received from customer – User Access provisioning – Configuration related data loads – Report request ▪ Test Support <ul style="list-style-type: none"> – Procedure based testing of Monthly Patch & Upgrade cycles ▪ SLA Management <ul style="list-style-type: none"> – Procedure based testing of Monthly Patch & Upgrade cycles ▪ Continuous Improvement <ul style="list-style-type: none"> – Analyse the system for improvements 	<ul style="list-style-type: none"> ▪ Service Requests (Enhanced service level beyond Foundation) <ul style="list-style-type: none"> – Catalog load – Auditing activities – Month end / Year end activities ▪ Problem Management <ul style="list-style-type: none"> – Enhanced service level beyond Foundation thorough configuration or code change ▪ Testing (beyond Core services) <ul style="list-style-type: none"> • Unit testing for new feature and functionalities • Supporting SIT / UAT for external changes and roll-outs • Supporting Regression testing ▪ Minor Enhancements <ul style="list-style-type: none"> – Minor modification of reports – Minor modifications to existing interfaces – Change in existing configuration – Advise configuration of a new functionality ▪ Monitoring and Data Maintenance <ul style="list-style-type: none"> – Bot enabled for interfaces running on PaaS – Enhanced monitoring on critical business cycles – Master Data Maintenance and Data Load ▪ Release management <ul style="list-style-type: none"> – Handle the release cycle for the clients 	<ul style="list-style-type: none"> ▪ Enhance Your SaaS <ul style="list-style-type: none"> – Develop Integrations on PaaS – Develop reports – API development – Develop / extend UIs – Testing Automation ▪ Advisory Services – Analysis and recommendation due to: <ul style="list-style-type: none"> – New/change in policy (tax; data; local regulations) – Merger & Acquisitions, Business process changes, IT landscape changes ▪ Special Events : Enhanced support for specific business events <ul style="list-style-type: none"> – New Rollout – Period Close, Budget Planning Cycle – Re-organization, HR changes ▪ Innovation <ul style="list-style-type: none"> – Architecture – evolution to a Cloud native architecture (Microservices) – Analytics – New Capabilities every quarter – Advisory on Cloud adoption - Roadmap for Cloud Expansion – Collaborate , co-Create and Co-execute following IBM's Garage methodology and DevSecOps Principles – Improved user experience using AI , Chatbots , ML – Improved Business KPIs through Process Optimization using process mining technologies like Celonis ▪ Change Management and Engagement <ul style="list-style-type: none"> – Training content – Enablement of new functionalities ▪ Release Management <ul style="list-style-type: none"> – Release Review and Coordination (+ cross platform)

Pending Final review

Service Overview – Flexible Service Design

SAP Application Management Service(AMS) Offerings

-  **All inclusive ADM toolkit**
delivers everything from tickets to AI
-  **Flexible to each client's need**
Turn ON/ OFF, Scale UP/Down
-  **Continuous value**
Quarter-to-Quarter delivery plan
-  **1-stop-shop**
All services under a single roof



Methodology on business outcome-based goal to drive superior and personalized experience via PoCs

Pending Final review

Business Process Shortlisting for Persona Experience Initiatives

Business Imperatives & Strategic Goals



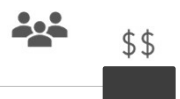
Digital & Business Transformation Initiatives



Tickets, System, Users Sensing - Pain Points & Business Needs



High volume, High Impact parts of Process Detailing



- Avg 1 PoC each quarter
- 1 DT workshop each year
- 10+ PoCs in 3 years

Shortlisted Personas, Processes, Stated & Unstated KPIs



Conduct Design Thinking Workshop to Define the Problem

E.g. brainstorming on necessity vs Wishlist, reasons on dissatisfied business community despite SLAs compliant IT at customer, competition vs disruptive future, sense of urgency etc.



Qualify Experience & Business Outcomes Focused Cases

E.g. KPIs & experience-based qualification on quantitative, qualitative & wow factor goals for each case



Finalize the Technology Trends as per Digital Program

E.g. IOT, blockchain, RPA, AR/VR, mobility, big data analytics, within SAP automations with / without cloud option, justification on why only a given technology



Write PoCs Case with Deployment & Commercial Needs

E.g. Includes detailed business requirements, architecture details - OS/DB, network, security, software, infra & license, PoC price, deployment & ongoing maintenance cost of infra, software as well as services



Prepare Enablement Plan for Approval

E.g. Detailing for enterprise architects review board, risks, data availability after service provider / cloud exit points, security etc in addition

Our extreme automation-led AMS model creates the shift-left to allow our Clients to realize benefits earlier, anchored by our NextGen SAP Transformation Platform

Pending Final review

Realize Modernization

- Extreme automation led AMS operations
- Design thinking & DevOps led collaborative delivery
- Real-time reporting led transparency
- Business outcome based goals



In the first 8-10 months post Go-Live

Leverage Tech Trends

- Digital Co-innovation Partners led learning
- 30-60-90-120 days Continuous Innovation
- 3 Transformation technology trends PoCs y-o-y
- PoCs deployment options & commercials



3 PoCs Y-o-Y, if approved

Enhance User Experience

- Automation led users empowerment
- Focused users trainings led skill building
- Motivated super user model revival
- Seamless business & support experience



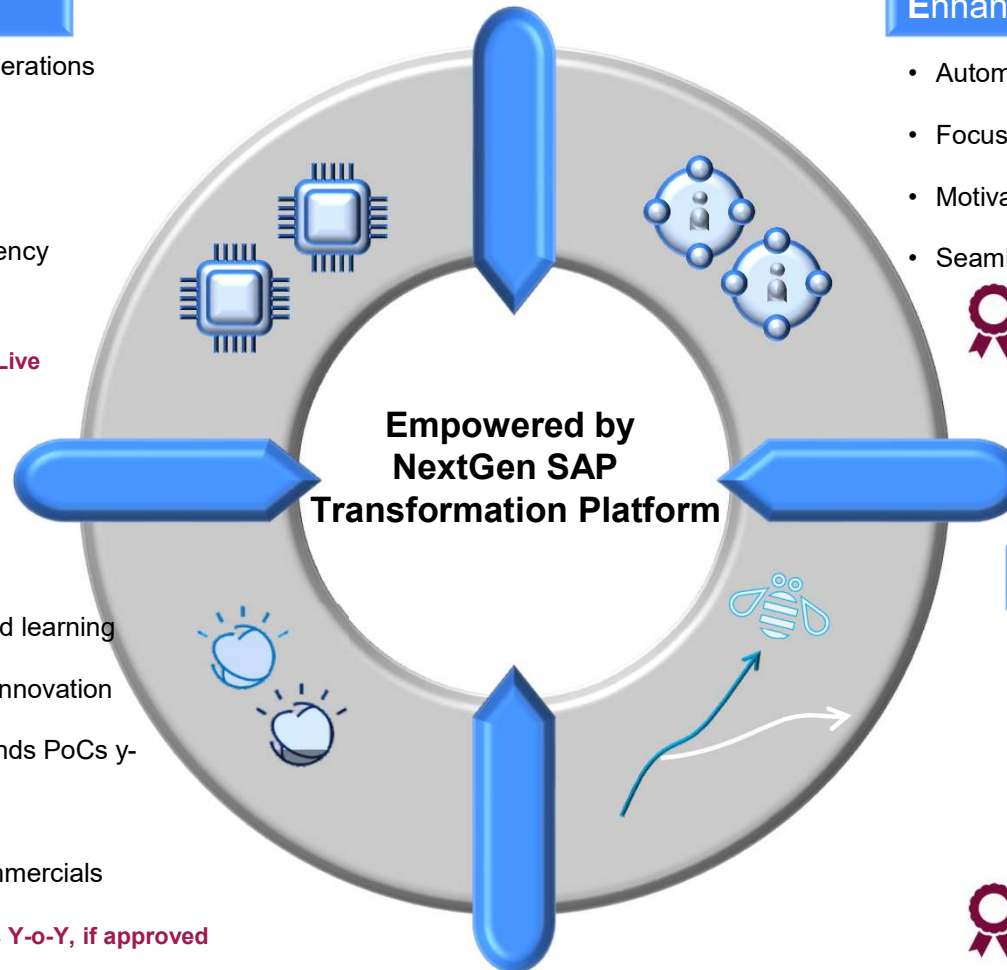
Y-o-Y Benefits throughout AMS

Amplify Outcomes

- Up to 30% MTTR improvement
- Up to 10% tickets reduction y-o-y
- 6 business improvement ideas y-o-y
- Up to 5% incidents shift-left to OCC & users



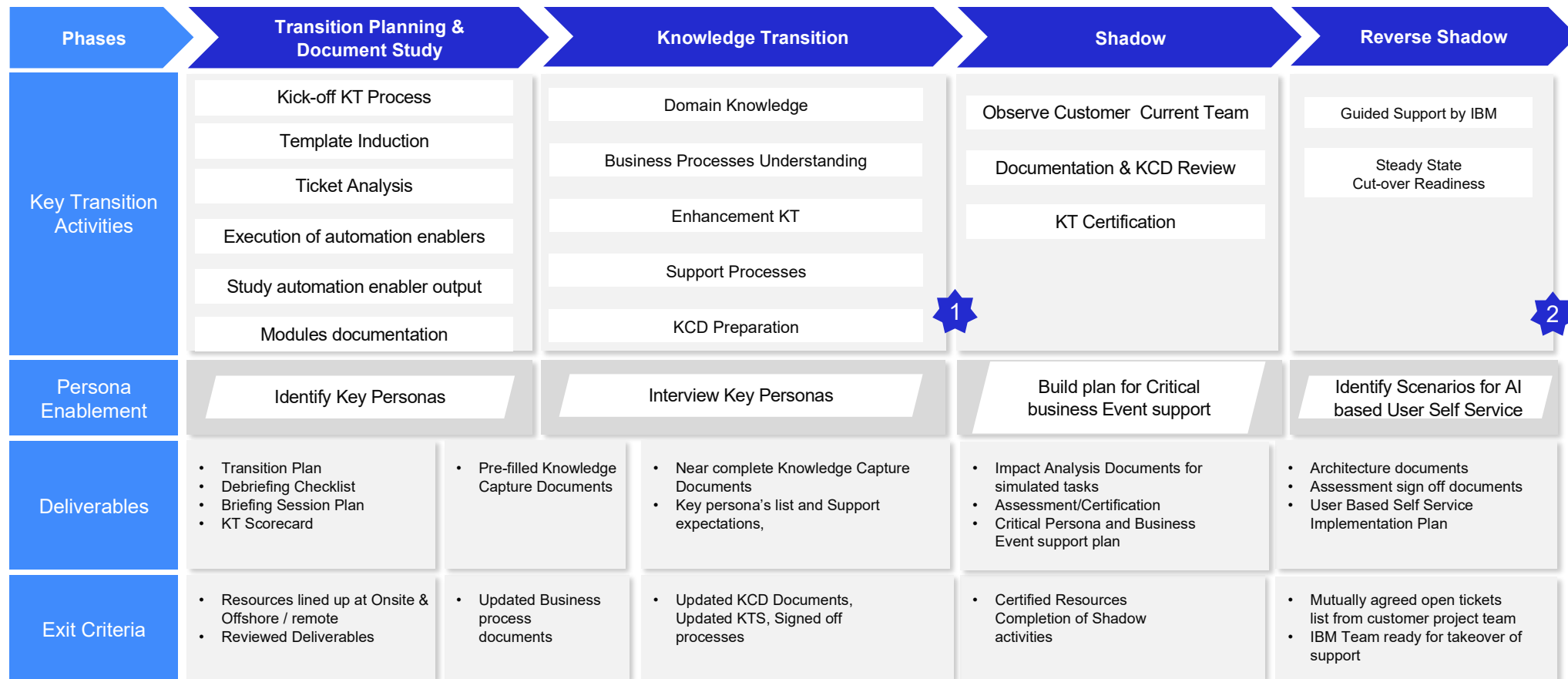
Y-o-Y Benefits throughout AMS



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KT – Knowledge Transition
KCD – Knowledge Capture Document

SAP ADMI Transition Methodology



IBM IMPACT Transition Methodology

NextGen Transformation Platform

Agile Ways of Working



Milestone 1- Knowledge session complete , Ready to move Shadow

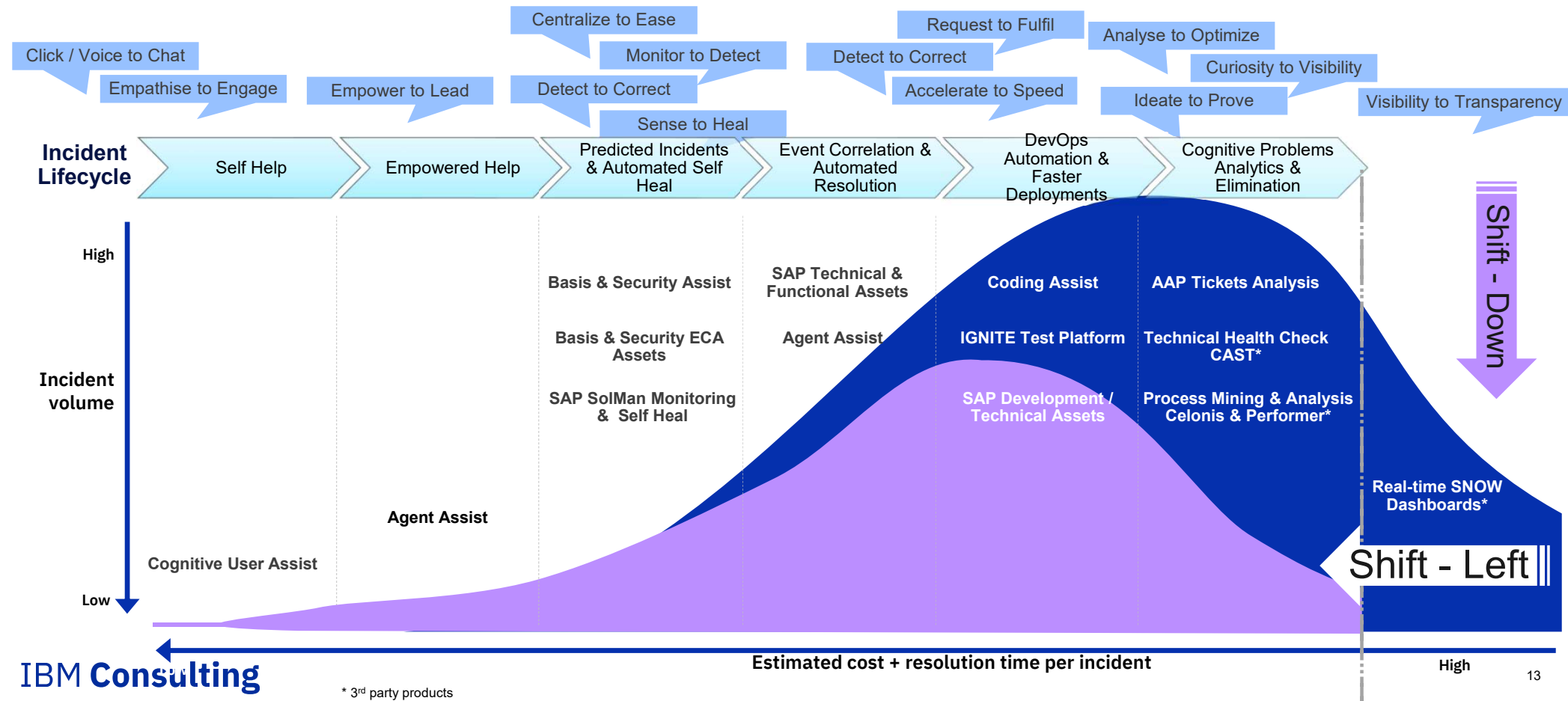


Milestone 2- Ready to move to Steady State

Shift-left made possible with our investment in assets & tools

Pending Final review

Improved Service Resilience, Efficiency & User Experience through Proactive, Automated & Cognitive Application Development & Maintenance



Our Partnership

Pending Final review



... our scale for customers anywhere

The only technology company with the breadth and depth to bring all of Systems, Services and Software together to drive innovation









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Summary of our representative value proposition enabled by our extreme automation led model & NextGen transformation platform

Extreme Automation led Operational Model

-  **30%** Elimination of work
-  **35%** MTTR reduction
-  **10+** High value process transformations
-  **1/3** Technical debt reduction
-   Enabling happy digital workplace

Our nextGen Transformation & Automation Platform

Enhance User Experience

Amplify Outcomes

Realize Modernization

Amplify Outcomes

Enhance User Experience

Amplify Outcomes

Leverage Tech Trends

Amplify Outcomes

Leverage Tech Trends

Realize Modernization

Amplify Outcomes

30 – 35%

Cost reduction

Cost Prop

Outcomes Based Digital Transformation

Value Prop



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