

Service Definition Document

SAP Advisory Services

G-Cloud 15

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1 About Resulting and our Services

1.1 About Us

Resulting IT is a fiercely independent client-side consultancy, focussing on ERP and predominantly large SAP programmes. We pride ourselves on our independence, which enables us to truly support you with the best outcome. We are not a System Integrator; we don't sell ERP solutions, so we can act in your interest without being distracted



We have been around for 20 years, and have been successful with many clients, who we support with early stages - Phase 0, Business Case development, creation of Centre of Excellence (SAP). If needed, we can be client-side delivery to support your teams.

Our Net Promoter Score (NPS) was provided by an independent voice of the customer survey carried out by Armstrong TS across top our 15 clients in 2023.

We are a carbon-positive company in the process of becoming B-Corp certified, which is very important to us as we want to do good to the planet, the people and our clients.

We are 100% independent, so we have your back and want to achieve the best results with you.

1.2 Why Choose Us?

We are independent, so we always act in the best interest of your business. We are transparent, so our advice is based on your goals, our experience, and our extensive research.

We want your programme to succeed and know what must be right to make this happen. Our 15 Success levers research provides us with a clear direction on what every programme should focus on.

We'll keep you focused, even if it means speaking uncomfortable truths or admitting we don't have all the answers (yet).

We are Empathetic: Complex SAP projects require understanding, coordination, and good listening skills. We value every partner's contribution.

We work well with SIs, vendors and contractors, and we can translate technology issues to businesspeople.

1.3 Why Choose Our Services?

Integrating IT into business change and transformation is what makes us tick. Results are what make our collective hearts pump,

They're what make us jump out of bed in the morning, and Results are why our customers love us.

We are fiercely independent and specialise in SAP advisory services, which are tailored to ensure that every customer achieves the best possible outcomes from their SAP programmes.

2 Service Information

2.1 Service Introduction

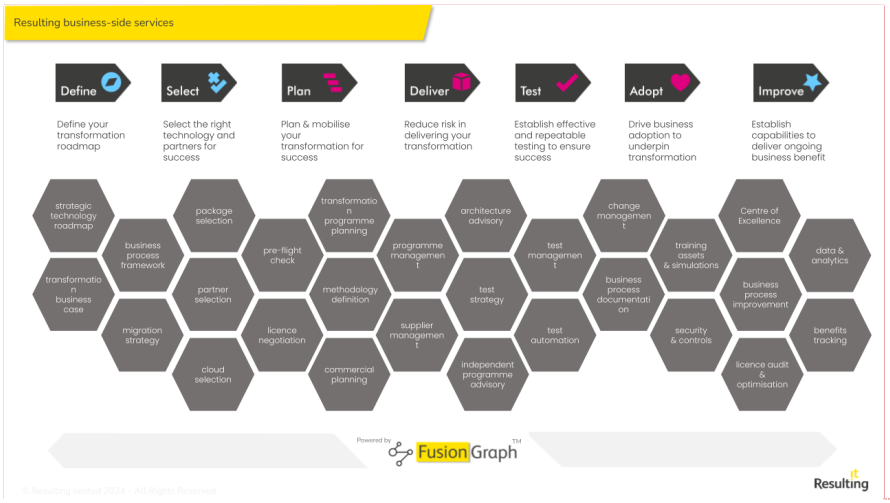
Many people in charge of an SAP change project have never led one before, but we've done hundreds of them.

2.2 Independent SAP Advisory

While we can't take the ultimate responsibility off you, we can be your independent advisors along the way and support you with everything we've learned and built.

For instance: figuring out where to start and reducing risk, time and cost along the way. The below sections describe the core elements of the services we offer.

We have our methodology that can help you at every stage of your ERP programme:



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2.2.1 Define: Roadmap & Business Case

Work with us to define a strategic technology roadmap that delivers on your business goals. Map and assess your business processes using a well-structured framework (we also have a proprietary visual road mapping tool, FusionGraph, which can do a lot of the heavy lifting).

Build a compelling narrative and business case that gets buy-in from your stakeholders. Translate technical jargon into business value with a clear SAP roadmap and business case that gains buy-in.

We do this using several tools and methods:

- Strategy-led Tech Roadmaps
- Business Process Framework
- Documenting Your Current Technology
- Strategic Solutions Map
- Strategic SAP Plan
- High Impact Solution Playbook

2.2.2 Select: SAP Vendor Selection

We're impartial advisors when it comes to selecting the right SAP solutions and partners.

We have deep SAP experience but are tech-agnostic. We don't sell SAP software – which ensures we're unbiased and independent. We can help with package selection, systems integrator selection, and cloud hosting selection. This can extend to include RFI/RFP composition, supplier briefings, and license negotiation.

Where necessary, we'll help you face off to your chosen technology partners to keep them on track and ensure they deliver on their commitments.

We can help with:

- Package Selection
- Systems Integrator Selection
- SAP Cloud Hosting Selection
- SAP Licence Negotiation

2.2.3 Improve: SAP Optimisation

Go-live may be the end of your SAP project, but it's also the first day your business will work with your new system.

The single best predictor of long-term success we've seen is when companies become self-sufficient with their SAP. It makes them less reliant on external partners because they build out the in-house skills to deliver benefits to their organisation continuously.

We'll support you to improve business processes, auditing and optimise your SAP licenses, reduce cloud expenditure, or helping establish an SAP Centre of Excellence.

We can help specifically in the following areas:

- SAP Centre of Excellence
- SAP Business Process Improvement
- SAP Cloud Cost Optimization

- SAP Licence Optimization

2.2 Managed Service option

Not Applicable

2.3 Security

Not Applicable

2.4 Backup/Restore and Disaster Recovery Provision

Not Applicable

2.5 Technical Requirements

Not Applicable

3 G-Cloud Alignment Information

Here we provide information for sections that help you comply with the requirements set out by G-Cloud.

3.1 On-Boarding

Our advisory projects start with a kick-off meeting in which we confirm practical details such as:

- key resources, roles and responsibilities
- deliverables, including the expected content, acceptance criteria and approvers
- activity plan and key milestones
- governance and reporting

3.2 Off-Boarding

At the end of the project we will conduct a close-down meeting to cover

- handover and acceptance of deliverables
- lessons learned and feedback
- recommendations and next steps

3.3 General Support details

Not Applicable

3.4 Service Constraints

Not Applicable

3.5 Service Levels

Not Applicable

3.6 Training

Not Applicable

3.7 Invoicing Process

SAP Advisory services are specific to individual customer's requirements, and can be delivered on either T&M, using the day rates provided, or on a fixed price dependent upon detailed scope. Terms and conditions and invoicing details are confirmed when the scope of services has been established.

3.8 Termination Terms

To be confirmed when the scope of services has been established.

3.9 Data Extraction/Removal Criteria

Governance, Policies and Processes are followed in secure data extraction and removal.

3.9.1 Purge & destroy

When our customers delete data or decide to leave our Resulting IT services. We follow strict standards for deleting data securely. We execute a complete deletion of data on customer request. As part of the service, all reports are shared with the client to enable appropriate action to be taken on the findings.

3.9.2 ICT Greening Policy Compliance

At Resulting our policies and governance aim to minimise the negative impacts of our IT operations on the environment by implementing and integrating environmentally friendly designs and applications in how we operate and deliver services to our customers.

We follow and adhere to the UK Government's governance, guidance, policies and delivery procedures in environmentally friendly organisations reducing their carbon footprints.