

SAP Application Management Services

Is the management of your SAP applications core to your business? We know that you need to reduce your total cost of ownership, convert your fixed assets into variable costs and keep pace with innovation. CGI can help you to focus on YOUR core business as managing our customer's SAP applications is OUR core business.

The answer for many of our customers is to embrace outsourcing and managed services to focus in house effort and resources on their core business objectives.

With reassuringly high customer satisfaction scores and high SLA achievement levels, CGI delivers a full range of managed SAP services covering:

- ABAP/Development Support
- BASIS support
- Managed upgrades
- Managed testing
- Blended implementations
- Infrastructure hosting
- Specialist services – archiving, landscape optimisation, sizing and tuning
- Flexible resourcing including specific technical skills and
- Specialist business process consulting services

OUR SERVICE APPROACH

- We keep close to our clients and their industries; our client proximity operating model fosters local CGI accountability to ensure your satisfaction and success
- We offer a comprehensive portfolio of services, ranging from fully managed services to complementary support services for your in house SAP team.
- Using our truly global blended delivery model, CGI deploys the right blend of onshore, nearshore and offshore delivery centres to suit your specific situation and needs. Our global shared services model ensures that you pay only for the “services you use” and not services provisioned to support delivery.
- CGI has established dedicated SAP service centres for supporting clients who have implemented SAP systems.



FACT SHEET

Read what our clients say about us

“CGI demonstrated the ability to implement SAP and also for the longer term hosting they showed commercial flexibility both in the financing arrangement and also in terms of sharing risk, but more importantly showed that they were prepared to enter into a partnership over the long term and work with us.”

Richard Walsh

Head of ICT, British Waterways

“We selected CGI as our preferred partner because of their convincing and cost effective proposals, their willingness to study our requirements in depth and a clear focus on the business benefits of IT. CGI have demonstrated their ability to work in close and effective collaboration with our own teams, and their bid was backed by a great track record in the UK Transport sector.”

David Hytch

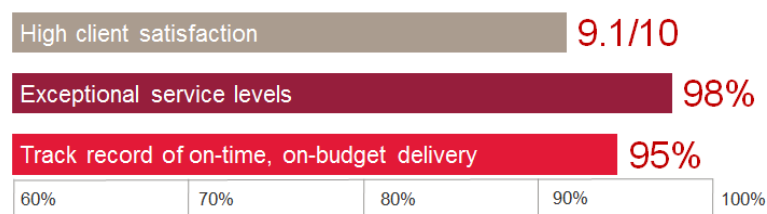
Information Systems Director, TfGM

Support is provided across all SAP modules in all systems including FI, CO, MM, PP and SD in ERP, Sales Service and Marketing in CRM, and all elements of BW and Business Objects, SRM and SAP Portal including ESS/MSS. Support is also provided across a broad range of Netweaver and related 3rd party technologies. At our global support centres, we enable you to keep your SAP systems available and working at optimum performance. The centres are fully accredited to industry standards including SAP hosting certification and ISO9001.

WHAT MAKES US DIFFERENT?

Our application management services are fronted by our award winning UK Service Desk, the only one in the world with a 5 star accreditation from the Service Desk Institute.

Simply put, we deliver:



- Transformational SAP Service programmes
- Added value innovative SAP processes
- Highly differentiated client value propositions
- Deep industry and SAP knowledge
- Global capability delivered locally
- A loyal company of consultants focused on your business outcomes
- Best-in-class support centre with dedicated service desk delivering true blended shared services supporting 200 clients in the UK
- state-of-the-art data centres, infrastructure and security facilities

For more information about bespoke and pre-defined service packages, contact us at enquiry.uk@cgi.com.

“The projects referenced in this fact sheet were delivered by Logica, which CGI acquired in August 2012”

ABOUT CGI

With 68,000 professionals operating in 400 offices and 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

For more information, please contact us at:

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