



eircom SAP Managed Services

better application efficiency and availability to support your business

The key to competitive advantage and ongoing innovation in your enterprise lies in the way in which you manage your business and the systems that power it. eircom SAP Managed Services are the best way to ensure your critical systems are optimised for prime performance, so you gain maximum benefits with minimum strain on your resources.

Seize the benefits of eircom SAP Managed Services

- Free yourself to focus on core business competencies and strategic objectives
- Spend less time worrying about unplanned system downtime or disaster recovery
- Achieve predictable and lower total cost of ownership by financing all aspects of ongoing system costs over the life-cycle of the systems
- Benefit from the convenience of a single point of contact for all service issues
- Future-proof your IT systems including hardware, bandwidth and other system requirements
- Eliminate the burden of hiring and training specialist SAP personnel
- Benefit from unrivalled technical support (1st, 2nd and 3rd line support) and rigorous SLAs

Superior service levels without the complexity

Where SAP enterprise applications form the backbone of an organisation's business processes, peak performance is essential. Achieving the highest levels of availability, reliability, security and responsiveness from your application demands continuous, skilled management and vigilance. This is where eircom **SAP Managed Services** can help.

eircom is delighted to offer **SAP Managed Services** in conjunction with BearingPoint, one of Ireland's leading business advisors and systems integrators. Our experienced teams will work with you to provide a fully integrated managed service that is based on proven methods and long-established project and service delivery experience.

eircom **SAP Managed Services** lets you transfer your risk to eircom and BearingPoint, who will improve your system availability, scalability, security and performance, and offer you price certainty. Working together, we can ensure that your IT systems are consistently in line with your business cycles.

A solid partnership

By combining BearingPoint's expertise in systems integration, applications management and upgrade & migration services with eircom's proven strengths in hosting & facilities management, infrastructure management, communications, security and service management, we can provide you with a unique managed services one-stop-shop.



Discover Design Deliver

eircom SAP Managed Services at a glance

- Business focused: proven processes to keep solutions up-to-date and running smoothly 24x7
- Proactively managed SAP application environment: forward looking capacity planning; preventative maintenance; ongoing monitoring, reporting & fault resolution
- Service desk: single point of contact for reporting all calls
- ITIL-based Service Management Framework: comprehensive service and support infrastructure overlay comprising helpdesk, incident, event, escalation, change, configuration and asset management processes
- Leverage eircom's hosting capabilities: Class A data centre facilities including rack(s), power, switching and communications infrastructure, BS7799/ISO17799 certified
- Technical support: SAP Basis and Application support, network, communications, firewall, operating system, backup system management, 24x7 monitoring/alerting
- Account management: contract and commercials, quarterly account reviews, follow up actions
- Additional services: SAP development, installations & implementations, upgrades, migrations, disaster recovery, system health checks and business consultancy.

What can eircom SAP Managed Services do for your business?

eircom **SAP Managed Services** is a one-stop-shop solution designed to help you make the most of your SAP enterprise applications.

Together, eircom and BearingPoint provide unrivalled service management that is supported by customer SLAs with regular management and trend analysis reporting. We offer ongoing management of SAP enterprise applications, upgrades and migrations.

By continually innovating we will ensure that your SAP applications are always operating at peak efficiency. Our offering enables you to outsource discrete business functions such as human resources or administration, freeing up key staff to focus on core business processes.

With our Class A hosting facilities we can offer an end to end management solution for all of your data centre, networking, communications and security requirements.

Our SAP Managed Services model

Our applications management team works closely with our implementation and integration experts to provide support for business process changes and to create the framework that will ensure predictable, consistent delivery of even the most complex applications.

As well as effectively managing your enterprise applications, our infrastructure management service ensures that all hardware and infrastructure is consistently running at peak efficiency.

Underpinning **SAP Managed Services** are eircom's extensive communications network and best practice ITIL-based service management processes, all of which offers you peace of mind.

To find out how eircom SAP Managed Services can benefit your business, contact your eircom account manager