



SAP's transformation to a Distributed Delivery Model

Stefan Gruler
COO Field Services

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The Netherlands
Nigeria
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Poland
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Slovakia
Slovenia
Spain
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APA

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Hong Kong
India *
Indonesia
Korea
Malaysia
New Zealand
Philippines
Singapore
Thailand
Taiwan

Japan

* Location of Global Delivery Center

Providing our customers the choice: SAP Services Portfolio

		PLANNING Define business process and IT roadmap	BUILDING Deploy initially or expand	RUNNING Run and incrementally improve total cost and value
SAP Engagement	Complete Execution We deliver a complete solution	ENABLING “IT-POWERED BUSINESS INNOVATION“	ENSURING PROJECT SUCCESS	ENABLING IT- EXCELLENCE
	Expert Guidance We solve key challenges			
	Quality Management We audit and provide directions			
	Enablement We provide knowledge and qualification			

Reusability of service components

- ➔ **Speed**
Shorter time to value
- ➔ **Efficiency**
Systematic re-use across practice units / countries
- ➔ **Quality**
Consistent high level of quality



VW Touran



VW Golf V.



Skoda Oct.



VW Beetle



VW Golf



Audi TT



Audi A3



Seat

69% of the parts are the same



■ Productized Services are supporting several objectives

Improve customer satisfaction

- Clear defined service offerings with predictable results and effort
- Faster time to value due to accelerated delivery

Improve competitiveness and financial results

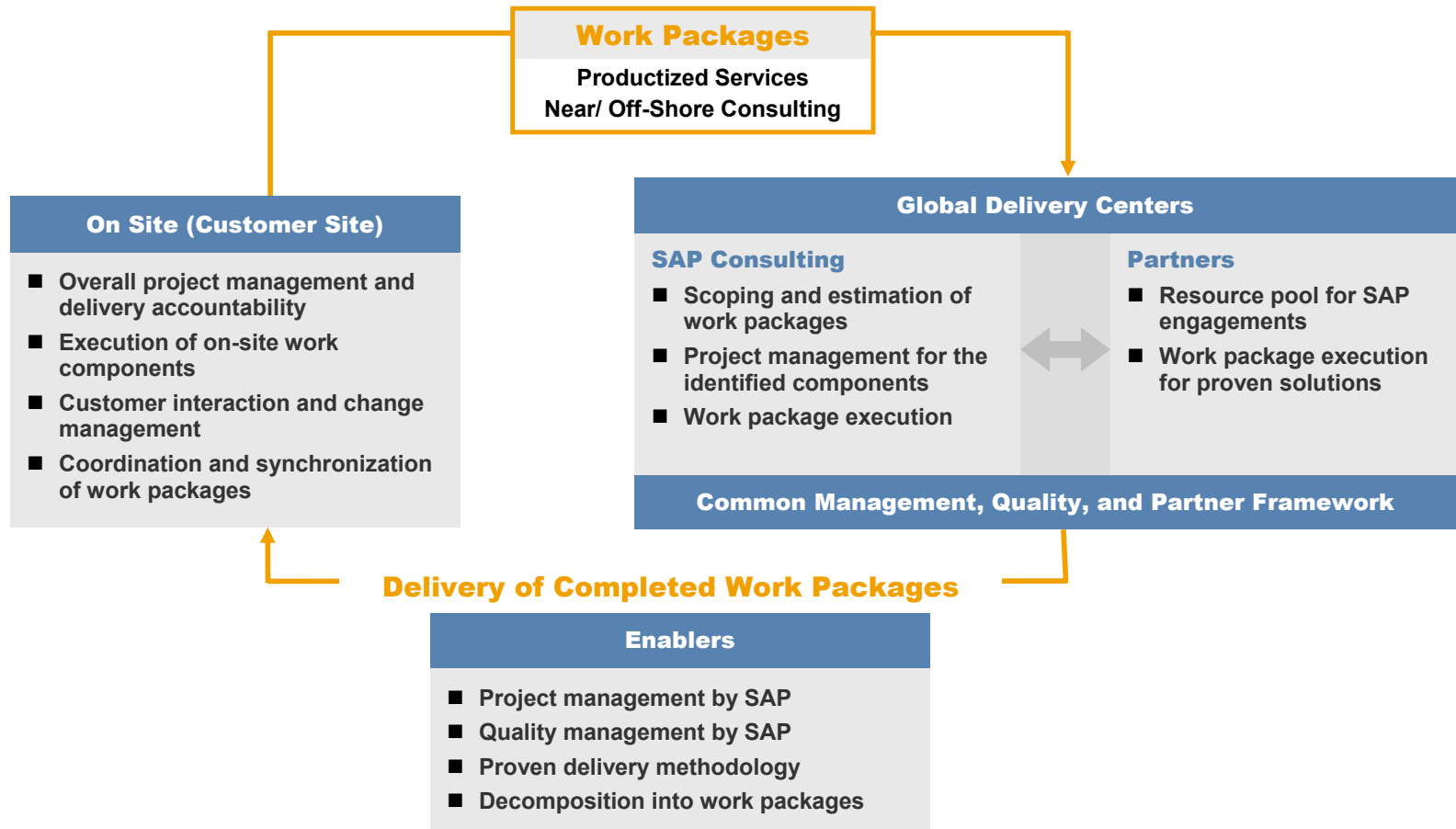
- Demonstrate professionalism
- Less complex sales cycle
- Lower cost of delivery
- Enhanced scalability due to distributed delivery option

Support market maker role

- Faster time to market and accelerated adoption of new solutions
- Affordable services for new customer segments
- Fill gaps of solutions with standardized service offerings

SAP Global Delivery Model

Delivering best-in-class consulting services that leverage Productized Services and Global Delivery





Customer expectation

- Capability to match individual customer requests for delivering consulting services to their needs

Scalability

- Ability to support large global project with an optimal mix of on-site near-shore, off-shore and partner capabilities

Save Time and Money

- Potential to achieve as much as almost 20% - 30% savings on project cost

Mitigated Risks

- Proven methodology and track record

Fast Track

- New ASAP Roadmap with accelerators for Global Delivery

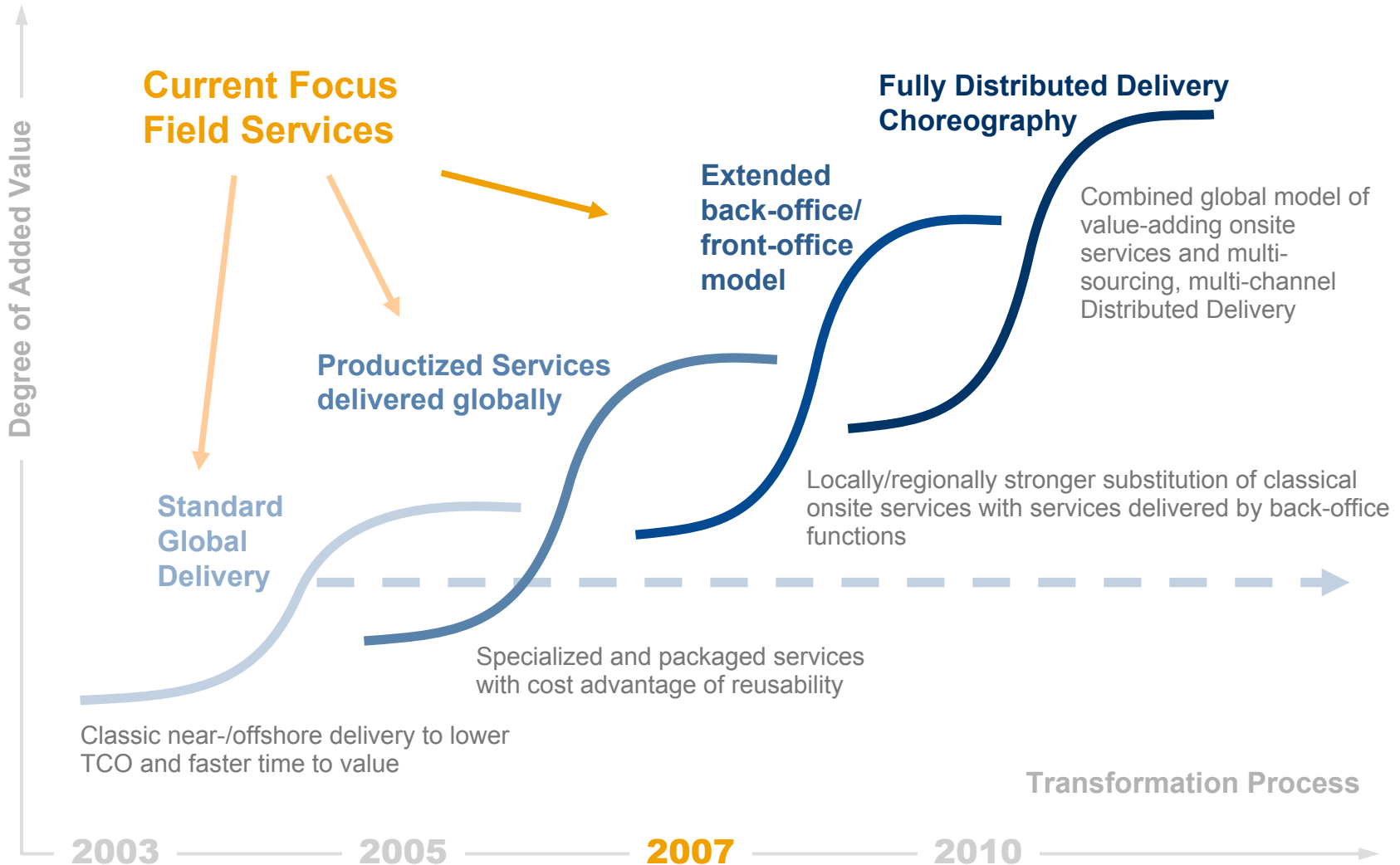
Skilled Pool of Resources

- Experienced team with good exposure to recent SAP applications releases and functionality

Expert Consulting

- Provide subject matter and solution expertise on new dimensional and ramp up solutions

From Global Delivery to Distributed Delivery



■ Distributed Delivery Model is multidimensional approach

- 1 ■ **Combination of delivery of the following in combination**
 - Local consulting
 - Near-shore (Hubs, solution factory,...)
 - Global (Global Delivery, solution factory,..)

- 2 ■ **Combination of**

- Remote
- On site

- 3 ■ **Selling Bills of Services**

- Decomposing solutions to service components
- Reusing service components
- Agreed results, fixed price, fixed time

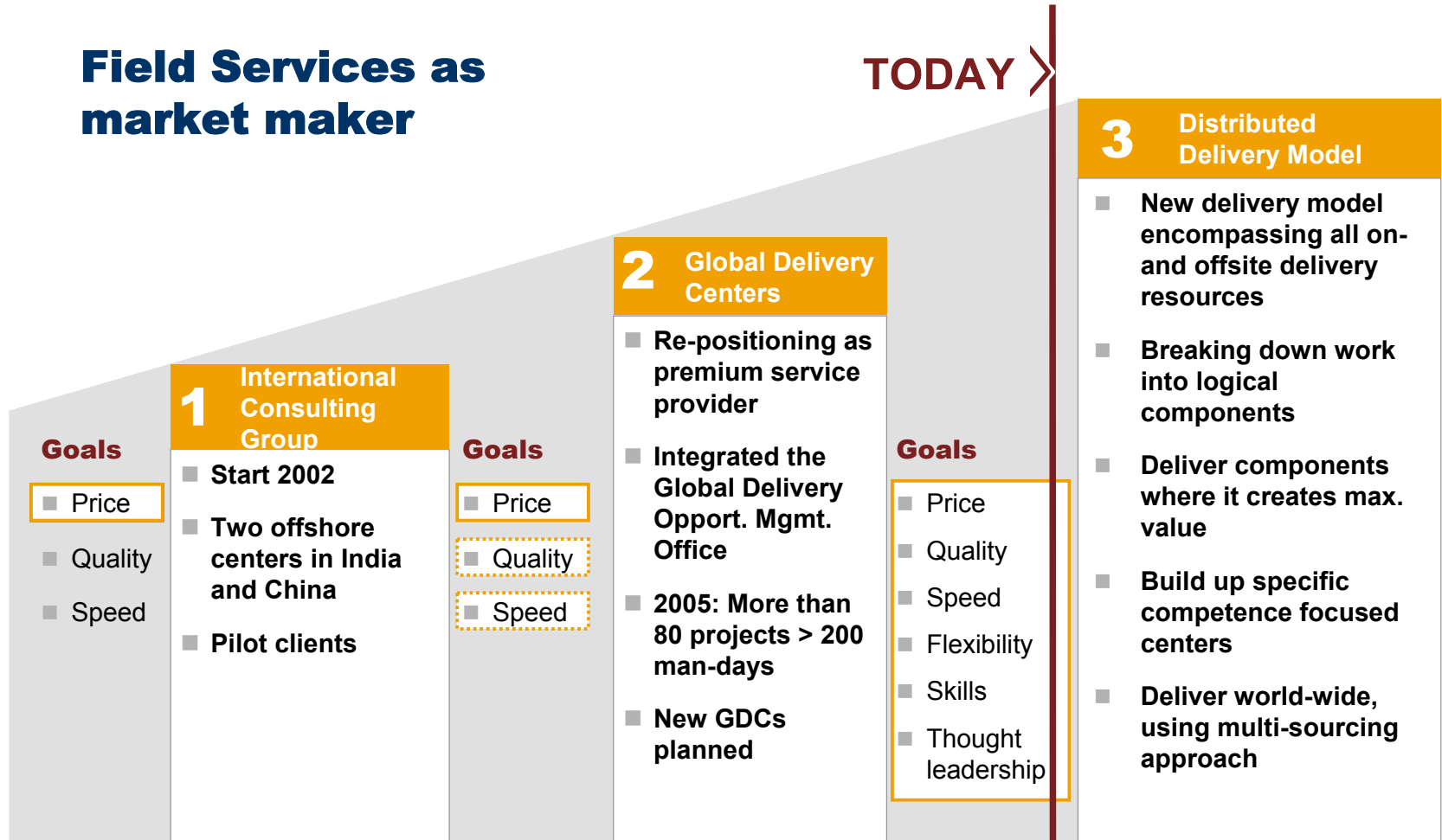


Distributed Delivery is the ability to “Slice and Dice” a project into service components and deliver several cubicles in combination.

The GD Status in the Distributed Delivery Roadmap

Field Services as market maker

TODAY >



Adding value to our customers



“SAP Global Delivery drives greater business value – giving us highly skilled resources and providing high-quality solutions at very competitive prices”

- Barry Simpson, VP of Global IT (Asia & Pacific Division), Colgate-Palmolive Company



“In the SAP Distributed Delivery model we found an excellent combination of adaptability, skills, and links into the SAP Services ecosystem at a winning price-benefit ratio.”

- N.P. Singh, Vice-President of Information Technology, Madura Garments, India

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