

Optimize SAP Support, Accelerate Enterprise Events

You've invested in best-in-class applications to run your business. Now, by optimizing your application management, you can enable the success of the critical events that drive your business.

Keane's Operate, Maintain, and Enhance (OME) Services help you optimize the performance of your SAP systems in support of your critical enterprise events. We provide technical and functional expertise across integrated support services, enhancing business agility, improving system performance, and driving tangible financial savings year over year.



Enterprise Event Sensitivity

Every company's applications are impacted by a series of enterprise events. This includes industry-specific events as well as business process events – such as benefits open enrollment, employee performance reviews, and quarterly and year-end financial close. These critical events can make or break the business, yet they are not inherently connected to application support. Keane has a unique,

flexible approach to SAP application management that meets the business need for agility. Through our Operate, Maintain, and Enhance (OME) Services we optimize our support levels to your critical business events – driving system availability, accelerating change, and ensuring service quality – while helping reduce SAP OME costs by 10%–30%.



Accelerating Application Change, Lowering Risk

Keane is one of the first SAP Services Partners in the world to be certified in Run SAP, a proven methodology for optimizing SAP solutions. Keane offers a unique suite of technology differentiators that accelerate the implementation of event-driven application changes. Leveraging these tools and processes, we can accelerate global implementation rollouts by as much as 30% and new product introductions by as much as 20%.

application changes by optimizing activities such as root cause analysis, business process monitoring, change control management, and incident management. Our preconfigured solution manager also accelerates the implementation of Run SAP standards.

» **Preconfigured solution manager:** Though many companies have access to SAP's solution manager, most use it only for documentation. Keane's preconfigured solution manager helps speed

» **Custom code management:** Keane's unique custom code manager automates the process of analyzing and converting ABAP code. And, because our tool incorporates the latest rules and best practices, it ensures compliance while improving application performance.



Application and Infrastructure Solutions

- » **Business process management:** With massive systems like SAP, there is the potential for massive problems – especially if business process monitoring is reactive. Keane has designed a set of controls that proactively manage business process execution success. When problems emerge, we know within the first hour and can quickly implement solutions – before end users feel the impact.
- » **Test automation Center of Excellence (CoE):** 99% of SAP application testing is done manually – if it is done at all. Yet, in advance of enterprise business events, there are significant systems changes that could have a negative impact on the

business. Keane's Test Automation CoE automates and compresses testing so that you can accelerate systems change and increase business agility while reducing costs and improving the overall quality of your applications.

- » **Business process integrity testing:** Systems change can have a ripple effect. Whenever there's an enterprise event, companies must ensure that business processes aren't affected as applications change. Keane employs fully automated business process testing tools that maintain business process integrity – in half the time of manual testing processes.

The Keane Difference

With Keane, you gain a partner whose primary objective is to optimize your SAP systems by improving performance and reducing operational costs. Here are some of the ways we get you there:

- » **Integrated support services:** With our integrated Level 1, 2, and 3 support services, we monitor system performance; provide 24x7 user, break fix, and production support; perform routine software maintenance; and make the functional enhancements that will drive your business forward. In addition, our OME clients can benefit from Keane's upgrade, testing and validation, and impact analysis services. Our SAP partnership keeps us on the cutting edge of SAP technology, bringing continuous improvement to your systems and guaranteeing system performance.
- » **Flexible cost models:** To enable our clients' flexibility, we offer fixed price, flex capacity, and shared support service options.

- » **Agile, adaptive delivery:** Our ShoreWise Adaptive DeliverySM model emphasizes local accountability and global talent. With ShoreWise, we arm you with the smartest mix of resources and costs that adapt to changing business conditions.
- » **Ease of doing business:** We work differently than our competitors. We believe that optimizing your applications and outsourcing strategy can only come from working hands-on with your people, processes, and systems. The experience we gain from working onsite inside our clients' enterprise applications means we recognize and understand nuances and subtleties about your business that can't be seen from afar by typical firms.

The result is an unmatched ability to deliver improved and sustained performance; faster, more-adaptable solutions; and dramatically reduced cost of ownership.

Keane optimizes SAP application support to enable a range of enterprise events:

- » Aerospace and Defense
 - » Export control
 - » Aircraft on ground (AOG)
- » Retail
 - » Holiday seasons
 - » New store opening
- » Manufacturing
 - » Union contracts
 - » New product introductions
- » Pharmaceuticals
 - » Code of Federal Regulations Title 21 (CFR 21)
 - » FDA approval

Keane can accelerate SAP application change by 20%–30% and reduce SAP OME costs by 10%–30%.

About Keane

Keane partners with businesses and government agencies to *optimize* IT. In business since 1965, Keane is a global Applications and Infrastructure Solutions firm headquartered in the United States with more than 10,000 employees globally. For more information about Keane's services, solutions, products, and locations, please visit www.keane.com.