



# Product Brief

## AT&T Evaluation and Implementation Services for SAP

Jumpstart your SAP projects with a rapid, flexible infrastructure at a predictable price

Selecting the right software for your business and making sure it delivers on its promises is not something you take lightly. In fact, it can weigh heavily on your mind when you consider all the uncertainties in any enterprise-wide implementation – and the cost, time and risks involved in bringing it live.

Now you can lighten your load with AT&T Evaluation and Implementation Services for SAP. Built around fixed costs and timelines, this offering jumpstarts your SAP projects and quickly moves you towards a highly available, highly secure and highly stable production environment you can depend on.

### AT&T Evaluation Services: Rapid and Flexible at a Predictable Cost

Do you need a sandbox to evaluate SAP software and accelerate the selection process? Or a proof-of-concept before proceeding with a full SAP rollout? Perhaps you need a highly secure testing environment for new SAP applications and third-party integration points before moving into a production environment?

Do it all with AT&T Evaluation Services for SAP – without delays and without tying up internal resources in a time-consuming, cost-intensive process. We provide you with fast and efficient access to a highly stable, highly secure SAP environment for software evaluation, backed by the skills and knowledge of our experienced team.

As a result, you can quickly start evaluating the software to make sure it's right for your business, without waiting for the availability of in-house systems. You can also proceed swiftly and confidently toward a production environment, greatly reducing the risks of implementing new solutions. And you can complete the evaluation process at a predictable cost and timeline.

Choose AT&T Evaluation Services for SAP to gain these benefits:

- Fast and efficient access to a hosted AT&T infrastructure
- A predictable price that provides predictable costs
- Flexible and short-term contract periods to meet your unique project needs
- SAP Basis, database and infrastructure management from an experienced, global team
- Proactive 24 x 7 monitoring and management agents
- A portal-based view into performance
- Assigned AT&T Client Executive committed to assisting you throughout the evaluation lifecycle
- VPN access to get connected quickly and in a highly secure manner

### Potential Benefits

- Fast and efficient access to SAP systems and infrastructure to speed SAP implementation
- Flexibility with a virtualized AT&T platform
- Fixed and predictable costs and timelines
- Confidence to move forward into a proven, high-performance production environment with an SAP certified and experienced service provider

### Features

- SAP Basis and database administration from a global, certified SAP team
- Proactive, 24x7 SAP instance and infrastructure monitoring and management
- An assigned team to meet architecture, delivery and support needs throughout your implementation
- Access to performance, incident and change management information via AT&T BusinessDirect® customer portal
- An implementation services governance model focused on meeting your project goals

To learn more about SAP Application Management Services, visit [www.att.com/sap](http://www.att.com/sap) or [have us contact you](#).

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### AT&T Implementation Services: From a Trusted, Flexible and Experienced Provider

Once you've completed the software evaluation, you'll be anxious to begin working with your systems integrator to meet your "go live" goals and timelines. AT&T is there to provide you with a pre-production environment to get your SAP implementation started quickly. Having worked successfully with many systems integrators on SAP implementations, you can be confident that we know how to deliver the responsive, comprehensive services and support your project needs. Our flexible and virtualized infrastructure enables your SAP landscape to quickly and efficiently change as the needs of your business and project dictate.

When you take advantage of AT&T Implementation Services for SAP, we provide you with a highly stable implementation environment that is custom fit to support your SAP applications throughout the project. To meet your specific performance and availability objectives, we continually monitor, manage and configure your pre-production environment over the project lifecycle to continually deliver the optimal infrastructure you need.

Most importantly, throughout your implementation, we free you and your systems integrator from worrying about infrastructure issues. Instead, you can focus on mapping your business processes to the new workflow models within SAP and designing an SAP solution to support your future initiatives.

Choose AT&T Implementation Services for SAP to gain these benefits:

- Fast and efficient access to a ready-made infrastructure to develop and test SAP instances and help speed your pre-production phase
- Work with a provider that is SAP Certified in Hosting and Cloud Services

### AT&T Managed Application Services: Supporting your Redesigned Business

Going live on SAP is a major milestone. In addition to ushering in a whole new set of business expectations, it introduces a whole new set of demands on your internal IT staff, who must continue to manage, support and update the environment after initial implementation.

With AT&T Managed Application Services, we take full responsibility for your SAP landscape over the long term. Our services on Day 2 and beyond are an extension of the close working relationship forged with you during evaluation and implementation. We continue to provide the flexible, responsive infrastructure and SAP support you need, so you can focus your time and investments on leveraging the applications to redesign and re-envision your business.

With AT&T Managed Application Services for SAP you get:

- A highly available SAP solution backed up by SLAs
- SAP Basis and database administration
- Proactive, round the clock monitoring and management
- Change management
- Backup and restore services
- Disaster recovery services
- System performance and capacity management
- A consistent assigned team of global AT&T service, technical and support leads from pre-implementation to production
- A structured service governance methodology focused on delivering high levels of customer satisfaction

- SAP Basis and database administration from a global, certified SAP team
- Proactive, 24x7 monitoring at the SAP, database, OS, hardware and network levels
- An assigned team of service, technical and functional support leads, backed by a global team of their AT&T colleagues
- A structured service governance methodology focused on delivering a high level of customer satisfaction
- A predictable price for a clear, predictable view of costs
- Flexible time periods to suit the scope of each project

### Uniquely Qualified for SAP

The AT&T portfolio of application services extends across the application lifecycle – from implementation and infrastructure management to ongoing management, upgrades and support. After helping hundreds of clients across a range of industries get the most out of their investments, we know how to apply proven methodologies and prevailing industry best practice approaches. As a result, our approach helps you minimize disruption and maximize the strategic advantage of SAP applications to truly innovate your business processes.

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