

Attenda

Always On Managed Services

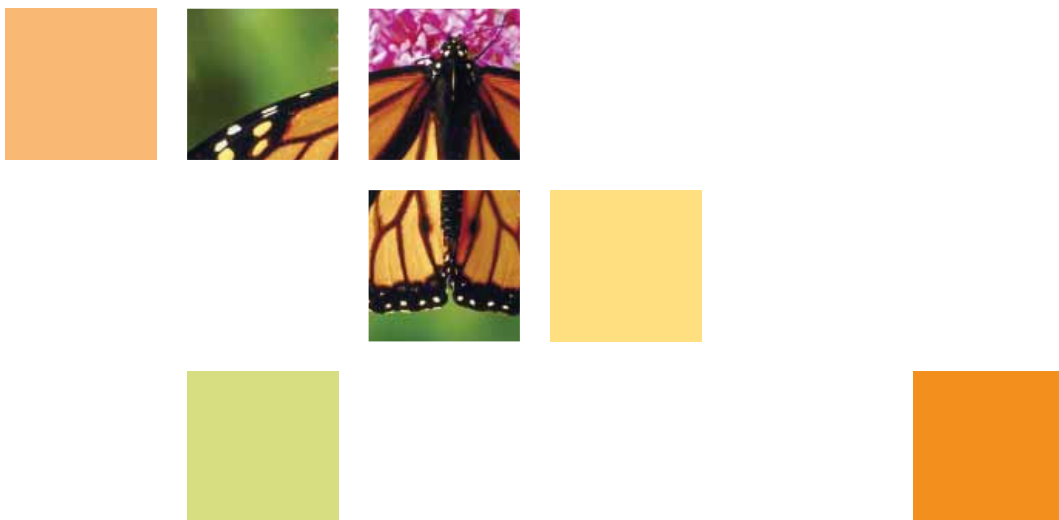
SAP managed service

Enterprise agility in a constantly changing world

Like your business, SAP systems continue to evolve with SAP and its partners investing in R&D to ensure that your business maintains its competitive advantage. Your business needs to take advantage of these new developments to drive more value out of your investment.

The value of the SAP systems environment has been opened up to customers, partners, suppliers and an increasingly mobile workforce. SAP Netweaver™ distributed web applications framework has introduced a landscape that can deliver increased value and benefit. SAP Virtualisation and service-oriented architecture (SOA) are set to increase business agility, reduce total cost of ownership and enhance services delivered.

The challenge is how to exploit these new technologies and business processes to increase your enterprise agility and deliver business benefit, whilst ensuring that your operational systems continue to run smoothly.



certainty / confidence / agility

'Whether you are a new client embarking upon an SAP implementation or an existing SAP user, we can help you at every stage of the SAP lifecycle.'

What does this mean for you?

Your ability to grow revenues, improve productivity and beat the competition means concentrating on your core competencies, not wasting valuable resources on the day to day operation of your IT systems.

- Attenda's SAP managed service takes on the operational responsibility and management of SAP in a secure and robust environment at an agreed fixed price, leaving you time to focus on moving your business forward
- We make sure that your SAP systems are always on – giving you the availability, performance and security that your business requires to connect to customers, partners, suppliers and a mobile workforce
- Your in-house specialists can concentrate on the development of your SAP business processes to support business growth, knowing with complete confidence that your core SAP system is available and secure
- Our proven expertise and operational delivery allows you to accelerate the pace of development of your SAP systems enabling your business to be more agile, whilst reducing the risk of change

We take care of all of your SAP applications up to and including the SAP technology layer and manage the applications in a robust, secure and resilient environment. We have in-house experts to carry out all routine administration and monitoring of your SAP systems on a 24 x 7 basis.

- We manage every Incident and Problem through to resolution, acting as a single point of contact and responsibility
- We proactively manage the availability and performance of your systems in a secure environment
- We offer complete resilience and disaster recovery design and implementation for SAP systems, including scheduled disaster recovery testing
- We make a commitment, through a business-led service level agreement, to keep your systems always on – at a fixed cost, with no additional consultancy fees or hidden extras

This leaves your in-house specialists free to concentrate on the higher value application support activities, allowing IT to be seen as a business enabler, adding value once more.

Managing your SAP systems for a certain future

Attenda has proven expertise, and many years of experience gained in the management of complex and critical enterprise applications, operating web-based technologies and the management of complex operational systems.

With our ability to offer predictable costs for SAP operational support we remove the uncertainty of 'time and materials' suppliers who charge for every activity and the expense of supplementing existing in-house resources in order to maintain round the clock, all year cover.

As a certified SAP Hosting Partner, Attenda has built a team of highly skilled, highly motivated and fully certified engineers with the expertise required to deploy and support your SAP systems. Our ISO 20000 certification reinforces our commitment to delivering the very highest quality service levels, and as an ISO 27001 certified organisation our world class processes and controls provide you with confidence in the highest levels of security for your systems and sensitive data.

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