

Outsourcing Your Critical SAP Environment

Does this make sense for your business?

SAP Applications continue to increase complexity and maintenance costs

IT managers are troubled by this question more so each passing year. Tight budgets continue to decrease your slice of the pie and your SAP administrative costs are forever eating up more of your department's budget, and your SAP application ties up resources that are then no longer available for other important business activities. The result – there is less room for IT innovation. Faced with this dilemma, more companies with SAP software environments are looking to outsourcing as a solution. It is here that the outsourcing approach from Secure-24's SAP Technical Application Management services is a great alternative.

Secure-24 can be deployed to support some or all of your SAP technical needs.

Discover New Ways to Greater Performance and Cost Reduction

Secure-24's Customer's Outsourcing Objectives:

- Achieve measurable cost benefits
- Improve service quality
- Generate savings that free resources and capital to meet changing business requirements

Many considerations can lead to these targets:

- New solutions without having to develop additional know-how or allocate even more resources for operation and support
- Optimize and consolidate your application landscape to be able to focus more fully on core tasks
- Routine tasks associated with operating your SAP applications are handled professionally and timely
- Load balance your resources peaks and valleys associated with upgrades, release changes, or migrations
- Improve your planning certainty through application support costs that are calculable and reliable over the long term

Focused and flexible to meet your needs

Secure-24 SAP Technical Application Management service offerings are as numerous and varied as your company's reasons for using application management services. Secure-24 is forever flexible and proven to cover every phase from planning to implementation, operation, and the ongoing optimization of your SAP application landscape.

- Proactive and reactive services for ongoing technical application support
- Support for optimizing existing processes and structures
- Continuous development by integrating new functions and components
- Extensive monitoring of system's landscape and business processes
- Follow-up support for rollouts, release changes, and migrations
- Solutions for acute performance problems and prevention of future issues

Secure-24 provides this and more for you as your SAP Application Basis Management team.



Disaster Recovery and more

Secure-24 can provide a fully-integrated disaster recovery solution for our customer's environment. Secure-24 specializes in providing both synchronous and asynchronous disaster recovery solutions. Ensuring continuity of service becomes paramount as this delivery model grows.

Secure-24 can assist you to implement efficient service and support processes and structures. Their targeted know-how transfer will keep your support team up-to-date on SAP support tools and methods. Secure-24 SAP Technical Application Management is part of a portfolio of services from which you can choose and combine to meet your individual needs.

Whatever options you choose, all your services will be managed from one source. A service manager dedicated to your company will take care of everything involved in the deployment of your SAP Technical Application Management. This simplifies coordination, saves valuable time, and provides reliable support to both your users and your applications.

World-Wide Experience - US-Based Operations

Secure-24 (www.secure24.com) is a premier provider of information security and managed hosting; providing customized, highly available environments for customers. SAP has been a core focus for Secure-24 since our inception in 2000.

Recently Secure-24 was recognized as one of the 500 fastest growing privately held companies in the United States by the Inc.500 committee (www.inc.com). Over the past five years our annual growth has exceeded 100% every year running. Secure-24 now has a customer base exceeding 150 customers. Our customer attrition has been non-existent during this outstanding surge in growth.

Secure-24 employees and services are located solely in the United States. Our facilities are in Southfield, MI and Phoenix, AZ. Secure – 24 is privately held and financially healthy. We are poised for continued growth and success. Resultantly customers can look forward to working with the same quality individuals over the length of the service contract.

Secure-24 SAP technical application management specialists have a wide-ranging expertise in SAP basis and application components as well as SAP software-specific integration know-how that cover the entire spectrum of applications. Combining the strengths and knowledge of our customers with Secure-24's technical application management team allows us to coordinate precisely with your company, your business processes, and your technical application landscape.

Secure-24 SAP Application Management reduces costs . . .

You benefit from our scalable operation and support services in a multiple ways. Our services are especially effective in keeping costs in check. Multiple customers can use Secure-24's central resources and know-how of SAP specialists simultaneously, maximizing economies of scale.

Secure-24's High Availability Internet Connectivity between two physically separated data centers provide fail over Disaster Recovery solution for minimal investment.

Long-term contracts will allow you to forecast your costs due to our fixed-price components.



Continuous Improvement in performance with Secure-24

Secure-24 SAP Technical Application Management can improve your cost situation and be a driving force for both process optimization and quality improvement. Paving the way for this are the targets that you and Secure-24 determine together with Secure-24 Service Level Agreements. Providing you improved quality, availability, and security parameters; reduced incidences of faults; and more efficient execution of service processes.

Secure-24 Experience runs deep and wide

Secure-24 SAP Technical Application Management team knows how to handle projects professionally and has a wealth of experience – both of which are key if, for example, some parts of the application landscape are looked after by your support organization and others by our team.

Volker Straub, prior to co-founding Secure-24, established the core ERP/SAP R/3 hosting business for the largest SAP application hosting provider in Europe. With this background, he has assembled a strong team of Secure-24 professionals providing leading SAP services with only one goal in mind – full satisfaction of our customers.

At Secure-24 compliance is paramount

Secure-24 provides services that meet rigorous compliance metrics for HIPAA, Sarbanes-Oxley, GLB and others. Secure-24 meets the exacting requirements for availability and reliability for user support and technical application support. Our stable base of powerful service infrastructures makes effective support processing, skilled call management, and systematic escalation management possible.

All our service processes are certified for quality management, and our service management is organized according to the best practice approach of the IT Infrastructure Library (ITIL) and CoBit Standards.

To learn more about how Secure-24 can help your organization become more flexible and profitable, call (877) 724-0365 or visit us on the web at www.secure-24.com.

