

# THE CIO'S

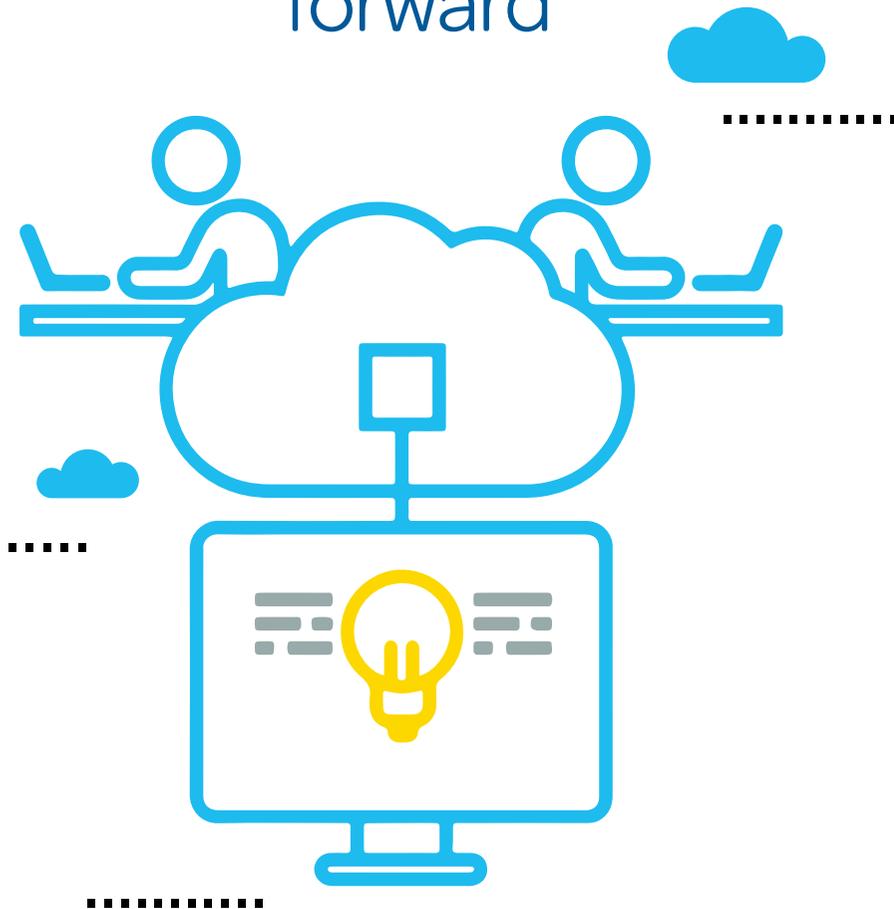
## TRAVEL GUIDE

### APPLICATION MANAGEMENT



Exploring the benefits of using a MSP for application management

# Outsourcing is the way forward



With increasingly complex infrastructures and workflows, organizations are looking more to IT Managed Services to take the strain out day-to-day IT management.

## So how does IT Managed Services work?

Enterprises increasingly rely on business critical applications and Enterprise Resource Planning (ERP) systems to address client demands and optimize market opportunities. Managing these systems can be both complex, labor intensive and costly. Managed application services allows enterprises to outsource management and maintenance to application experts.

## What are the benefits of IT Managed Services?

Application Managed Services enable enterprises to optimize performance, allowing internal IT teams to focus on business priorities. Enterprises can save time, budget and manpower by enabling experts to manage applications and resource-intensive processes such as deployments, installations, updates and fixes.

# How application management works

To ensure that your applications are always available, agile and flexible enough to deal with an ever changing business environment, you need a skilled team to manage your applications portfolio, maintenance, support and in some cases development. Skills shortages, decreasing IT budgets and an inflexible application infrastructure are driving more enterprises to look to MSPs to provide them with the value, agility and insight they need from their applications to succeed.

## Application management can help you:

- Improve your service delivery levels
- Better control and predict budget spend
- Increase the agility of your application portfolio
- Have access to a team of highly skilled professionals
- Have the expertise on-hand to manage and migrate applications as required



# What are the benefits of managing applications?

Increasing complexity of application portfolios plus costs and difficulty in sourcing specialist IT skills are a challenge for most enterprises.

As well as cost savings, application management focuses on the strategic requirements of your business, making sure you have the best in class applications on your roadmap.

Application management can substantially reduce support and maintenance costs, thanks to the MSP's experience in IT infrastructure services, application reliability, use of automation tools, governance and standardization – all making a business impact from day one.

The global cloud managed services market is expected to reach USD 82.51 billion by 2025.

Source: (1) ResearchandMarkets.com



# Understanding Service Level Agreements (SLAs)

## What are SLAs?

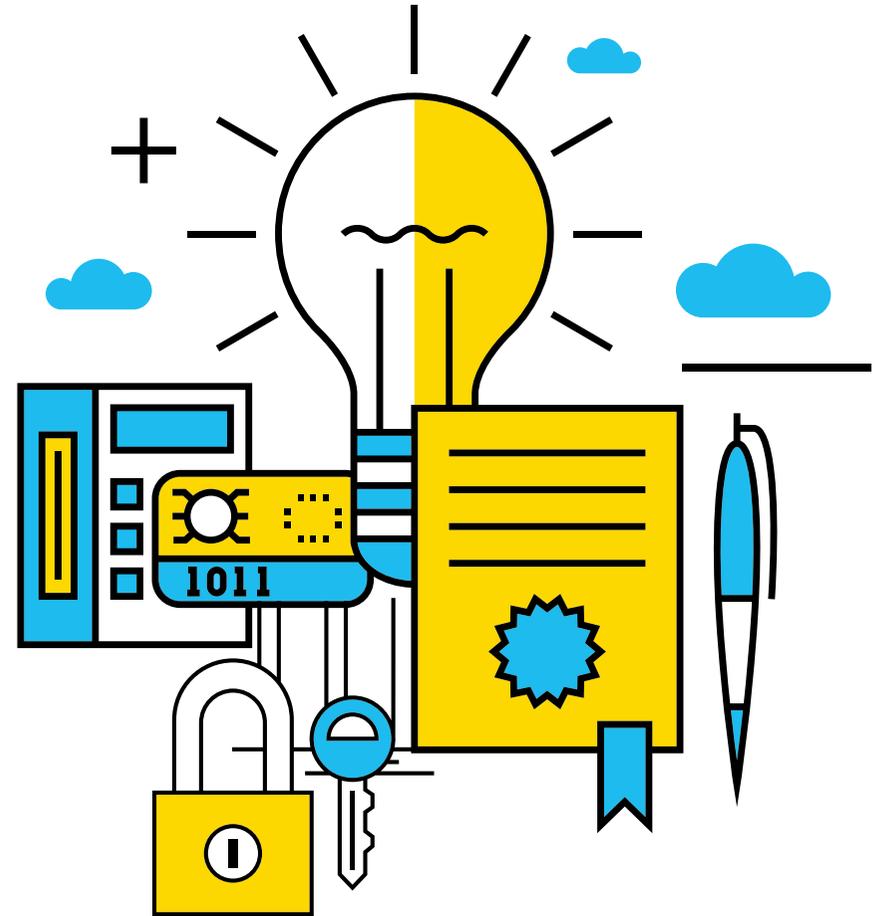
A service level agreement (SLA) is a contract between a service provider and the end user that defines the level of service expected from the service provider.

If SLAs are not properly negotiated from the start you may find that they do not protect your requirements. They may not include a compensation or credit regime, for example, if you experience excessive downtime.

SLAs should be flexible, designed to evolve with both your business and technology. MSPs should continually be looking to improve services by taking advantage of the very latest technologies available to scale, migrate and manage your IT services to ensure you retain a competitive edge.

The SLA should include a description of the services being provided, expected service levels, responsibilities of both parties, measurement metrics together with ways of redressing or penalties for breaches.

The preparation of SLAs should not be left until the last minute. The SLA should take priority and should be worked upon from the start of the relationship process.



# Using SAP as an example

SAP's enterprise software applications are key to the running of many businesses. Maintaining and managing a SAP landscape, however, is a big task. You may not have in-house SAP skills, for example, to deal with challenging SAP issues.

MSPs can deploy, manage, monitor and optimize your SAP applications and processes either on premises or in the cloud.

## SAP in the Cloud

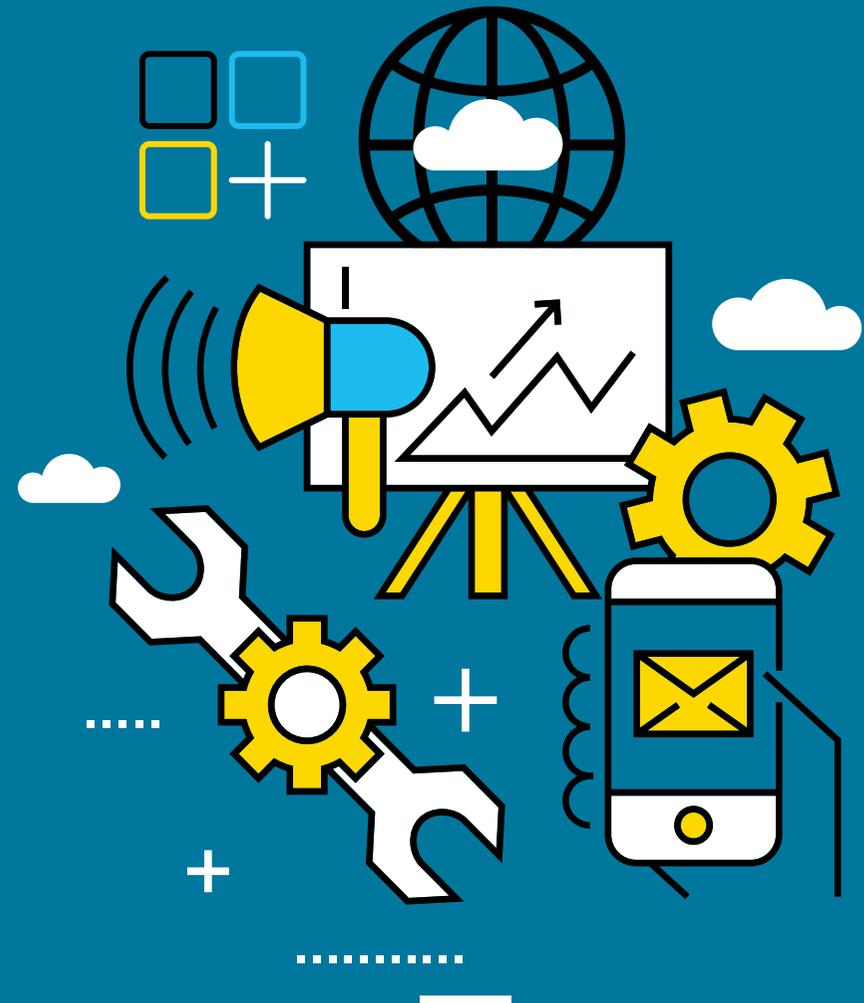
SAP has an expensive infrastructure. Moving from a capital expenditure to operational expenditure makes business sense. Transferring SAP production, development and Q/A testing systems to the cloud, enterprises can make substantial cost savings.

SAP supports public, private and hybrid cloud deployments. A cloud strategy for SAP gives you flexibility to scale up and down, increase resilience/security and reach performance goals.



# Outsourcing the management of your SAP can help you...

- Improve services at reduced maintenance costs guaranteed by SLAs.
- Minimize unscheduled downtime
- Identify potential issues early so productivity isn't impacted
- Provide you with access to highly skilled SAP technical teams
- Leverage economies of scale via global delivery networks
- Quality and risk management using industry best practices
- Support local staff with a global intelligence pool
- Achieve higher operational efficiency at lower cost
- Monitor business processes
- Focus your in-house team on high value activities
- Get the best mix of on-premises, near-shore and off-shore resources for optimum performance



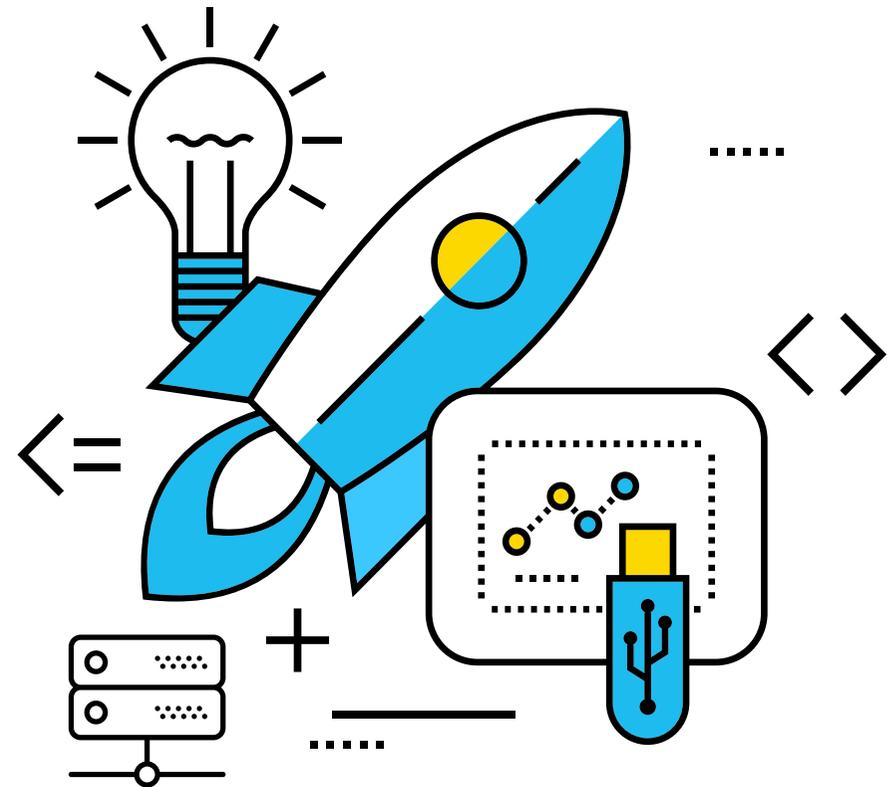
# Managing SAP Hana

SAP Hana is an in-memory data platform that can be deployed both on premises and in the cloud.

The advantage of SAP Hana is that it provides enterprises with the ability to quickly access, analyze and take a deep dive into data in real time. But by its nature it is complex and can put a strain on enterprise resources.

The simple answer to this problem is SAP Hana managed services. Here your MSP will ensure:

- Your system is reliable and secure
- Your SAP applications are up-to-date and fully optimized
- You have predictable costs to manage your budget
- Rapid (and sometimes predictive) problem resolution
- Supply improved service levels using defined tools and real-time metrics
- Ensure service continuity and disaster recovery



Note that SAP has set 2025 as the year it will end support for its Business Suite, effectively requiring users to migrate to its next generation ERP platform S/4 HANA. This is a huge task, where MSPs can help in switching infrastructures. They can also help you address migration choices to realize your S/4 HANA benefits faster.

# Why choose NTT Com to manage your SAP application portfolio?



NTT Com is a globally accredited SAP provider, so we know the solution inside out. We know what is coming down the pipe and how to prepare for it. We aren't like other MSPs out in the marketplace. We have a full end-to-end global service offering, which combines a cloud infrastructure with a network of 140 data centers. This provides our customers with a one-stop solution from a single supplier.

- We offer one contract, one SLA and one management portal, making managing and tracking your SAP portfolio easy.
- We provide enhanced scalability
- Our strong business continuity planning improves the reliability of your SAP infrastructure
- NTT Com has the highest world-wide accreditations for SAP
- We extend the capabilities of your in-house team with highly experienced SAP experts

NTT Com takes time to understand your business and improve your performance and agility to strengthen your competitive position. With our SAP managed application services we give you the scope to succeed.

Visit: [www.GMOne.com](http://www.GMOne.com)



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