

# FACT SHEET SAP MANAGED SERVICES

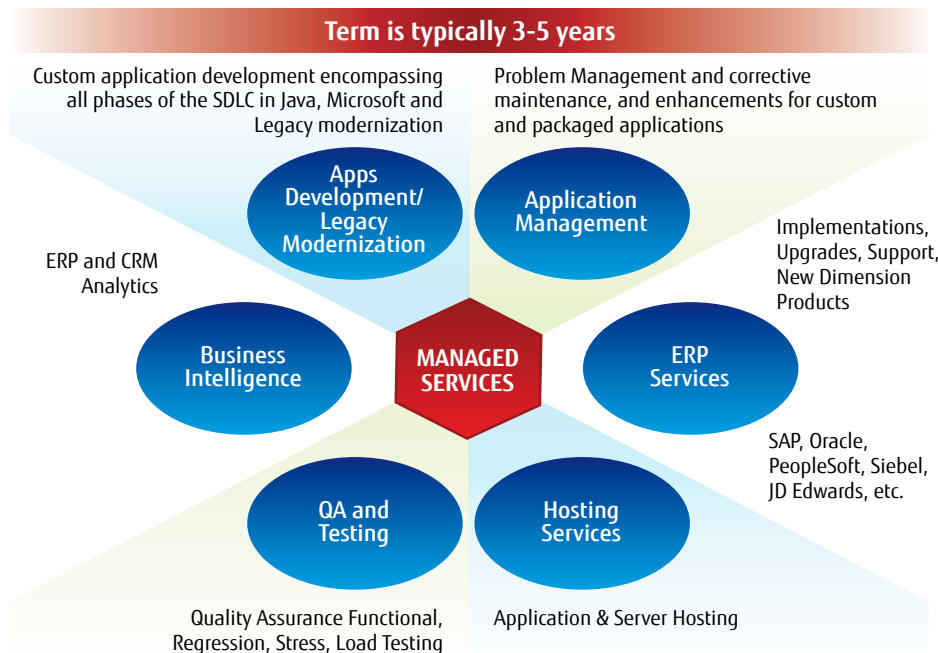
FUJITSU OFFERS A FULL ARRAY OF SAP® MANAGED SERVICES AND SOLUTIONS ALL DESIGNED TO DELIVER REAL AND SUSTAINABLE BUSINESS VALUE

**SAP MANAGED SERVICES INCLUDE**

- **Application Management Service (AMS)** – providing problem management and SLA based preventative and corrective maintenance and enhancements for custom and packaged applications. Fujitsu was the first in North America to obtain SAP AMS certification.
- **ERP Services** – providing implementations, upgrades, support and new dimension products
- **Hosting Services** – providing Application and Server hosting in the Fujitsu center of excellence data centers
- **QA and Testing** – providing quality assurance functional, regression, stress and load testing
- **Business Intelligence** – performing ERP and CRM Analytics assessments and integration



- **Application Development/Legacy Modernization** – performing custom application development encompassing all phases of the SDLC in Java, Microsoft and legacy modernization.



**SAP MANAGED SERVICES CLIENT BENEFITS**

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There are many benefits to the Fujitsu SAP Managed Services offerings for clients who want high quality and cost effective support operations. Some of them include:

- Achieving SAP AMS operational excellence and allow you to focus on more strategic business needs
- Leverage infrastructure support and Hosting services to reduce TCO on SAP operations and development
- By implementing end-to-end SLA-based support services, leveraging a flexible delivery model of onsite-offsite-offshore services, you will have round-the-clock service availability and development in a cost effective manner

**ABOUT FUJITSU AMERICA**

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Fujitsu America, Inc. is a leading ICT solutions provider for organizations in the U.S., Canada and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings including consulting, systems integration, managed services and outsourcing for enterprise applications, data center and field services operations, based on server, software, storage and mobile technologies. Fujitsu provides industry-oriented solutions for manufacturing, retail, healthcare, government, education, financial services and communications sectors. For more information, please visit: <http://solutions.us.fujitsu.com/>.

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