

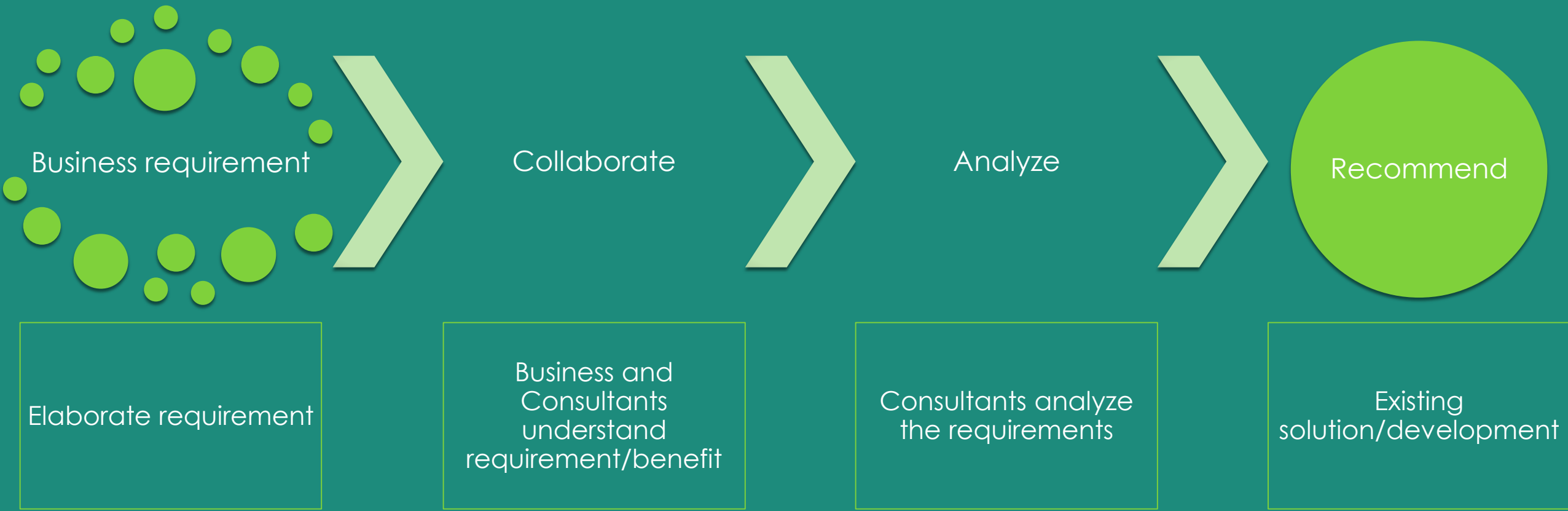


SAP Service on Demand

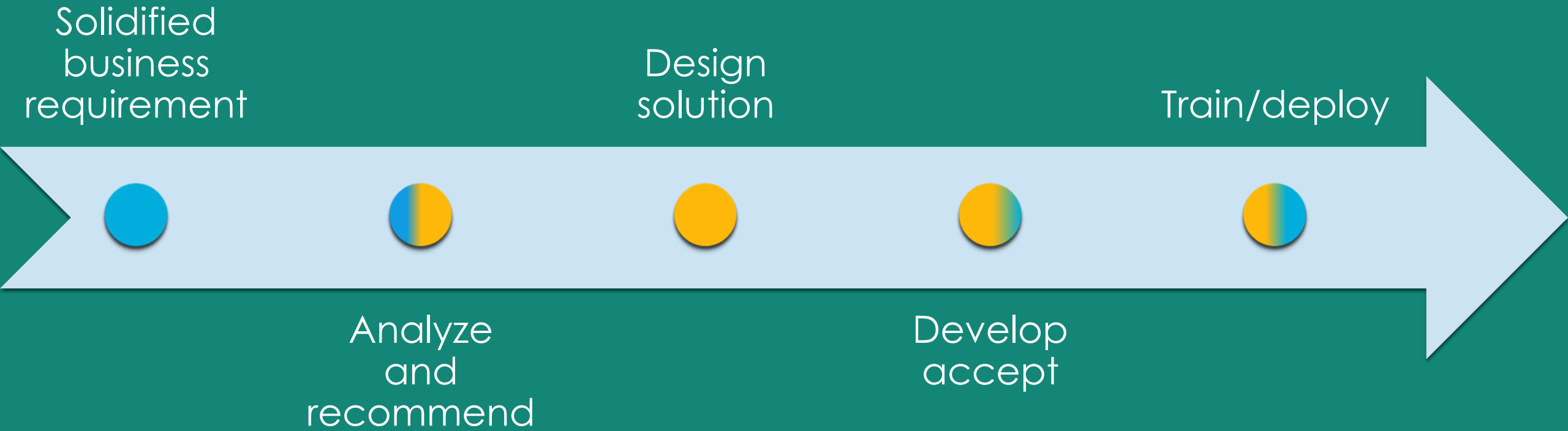
Service Offering

- Requirement to recommendation
- Requirement to resolution
- Issue to fix
- M & A roll-outs
- On Demand expertise consulting/support

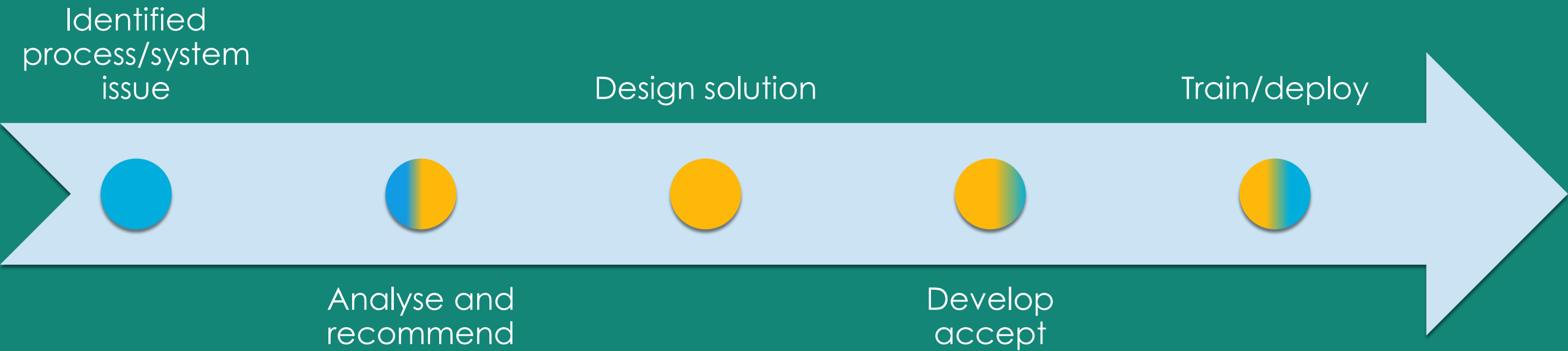
Requirement to Recommendation



Requirement to Solution



Issue to Fix



Resource pool

Resource pool in DTC are located in Continent NA and consists of :

1. Project Manager

- Two resources who have worked as project managers in Leading IT consulting firms

2. SAP Functional Leads

- Four 10+ Years experienced Consultants who have great knowledge and experience in implementing and supporting SAP Business Best Practices

3. SAP ABAB Leads

- Experienced resources available on need basis to fulfil customer requirements

4. SAP Basis and Security Leads

- Experienced resources available on need basis to fulfil customer requirements

5. SAP BI and HANA Leads

- Experienced resources available on need basis to fulfil customer requirements

Operating Model

SAP ON DEMAND

Phase

