



Achieve your business potential with SAP application services

SAP is evolving – new releases are challenging your SAP infrastructure and hosting service to deliver its full business potential.

Business Challenge

The new versions of SAP offer solutions that are more flexible, better integrated and built on open standards to ensure future interoperability. There are compelling benefits reducing total cost of ownership for the new versions through virtualisation and significant increases in data storage.

Organisations using SAP also face the gradual withdrawal of support for the legacy software, increased maintenance and support costs and eventual obsolescence.

Whilst benefiting your business in the long run, the move to the next version of SAP is a major challenge both financially and operationally.

Your business has adopted SAP because it delivers operational effectiveness and industry best practice but it is a major challenge to realise these benefits.

Deliverables

As businesses need an accredited SAP hosting provider, without the overhead of running an in-house delivery team, Computacenter offers an adaptable model for SAP management. The service is delivered either on-shore or off-shore, or an optimal combination of the two.

Computacenter is one of a handful of SAP Hosting Certified business partners in the UK. With high-availability datacentres and a strong track record in designing, hosting and managing several major SAP clients across Europe, Computacenter is the preferred partner when looking for mid-scale SAP application services.

East Balt Guenther Bakery

East Balt Guenther Bakery was formed of a merger between East Balt and CH Guenther in 2005. The company operates around 25 bakeries around the world and one in the UK.

“We considered creating an SAP team to manage our systems, but recognised that recruitment and retention of suitably experienced staff was an expensive and time consuming option. Taking advantage of Computacenter’s skilled resources removed these concerns.”

Ivan Hamilton
IT Manager
East Balt Guenther Bakery



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SAP applications services overview

Hosting and managed services

- Secure hosting environments ranging from Tier II to Tier IV
- 24x7 Service Desk & operations infrastructure
- SAP accredited hosting
- SAP Basis administration and support

SAP applications management

- Upgrade management
- Database management and administration
- Proactive performance monitoring and optimisation of operating system, application and database layer

Business continuity

- Disaster recovery capacity
- High availability
- Dual link/campus connectivity between datacentres

Resources on Demand

- Specialist SAP support team
- Onsite teams and remote support

About Computacenter

Computacenter is Europe's leading independent provider of IT infrastructure services. To help our customers maximise the value of IT to their businesses, we offer services and solutions to support each stage of infrastructure investment.

We can advise customers on their IT strategy, implement the most appropriate technology from a wide range of leading vendors and manage their technology infrastructures on their behalf. At every stage we help them minimise the cost and maximise the business value of their IT through a range of services up to full outsourcing.

Our corporate and government clients are served by offices across the UK, Germany, France, the Benelux countries, Spain and South Africa. We also serve our customers' global requirements through our extensive partner network.

What next?

To find out how Computacenter can help you, please contact your account manager or email enquiries@computacenter.com

Customer benefits



Cost reduction

- Consistently high service levels at a cost point difficult to achieve from the in-house provision of SAP hosting
- Remote operations and offshore capability for further cost reduction
- Shared infrastructure
- Transparent, predictable and flexible commercials



Reduced risk

- Specialist SAP support team
- High availability datacentre environments up to Tier IV with N+1 resilience for power distribution and cooling and back-up storage vault
- Disaster recovery capacity



Access to skilled resources

- 24x7x365 multi-lingual Service Desk
- Mobile engineering force for onsite and remote support
- Specialist resources for optimisation of the SAP environment