Managed SAP Services

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Challenges our clients faced

With their SAP systems before partering with NTT

Technical inefficiencies drive up costs quickly

Increased pressure from SAP to transition to **S/4 HANA® by 2027**

SAP is a **critical** to your business

How to leverage previous investment in the SAP roadmap

SAP is complex to deploy, to manage and to optimise

SAP guidelines **continuously change**

Data governance is key Master data must be kept clean and accurate

Unleash the power of managed SAP

◎ NTT

Client challenges

What we deliver

How we deliver

Client challenges
- Pressure to move to S/4 HANA®
- Protect previous investments
- Criticality of SAP to your business
- Complexity of SAP deployments
- Ever-changing SAP guidelines
- Technical inefficiencies drive up costs

What we deliver
- Strategic Guidance through your S/4 HANA® journey
- SAP Roadmap consultancy as standard
- Resilient SAP deployments, predictive event handling
- Global support 24x7 full-stack solutions
- Progressive technical consultancy
- Periodic health checks

How we deliver
- Global Team of highly Experienced SAP Technical Specialists
- 20+ years SAP industry experience
- Centralised, cross platform monitoring, automation and AI
- Proven blueprints to standardize builds and expedite migrations
- SAP on Any Cloud and Any Platform
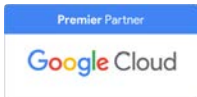- Proactive optimisation and technology recommendations

Our Credentials

1 We're the **only company in the world** to hold top-level global partnerships with public clouds and SAP[1].

7 Only 7 companies worldwide hold the top MSP partnership for Azure, AWS and GCP[1].

Public cloud

Top-level partnerships for main public clouds.

Gold
Microsoft Partner
Azure Expert MSP
Microsoft

Premier
Consulting Partner

MSP Partner
Migration Competency
APN Training Partner
Public Sector Partner
Channel Partner

aws partner network

Premier Partner
Google Cloud

*Acquisition of Capside

(1) Updated on Nov-19.
Source for Azure: https://azure.microsoft.com/en-gb/partners/
Source for AWS:
https://aws.amazon.com/partners/find/partnerdetails/?n=CAPSiDE%20%7C%20NTT&id=001E000000RI0wGIAR

SAP

SAP Global Partner
Global Partner

SAP® Certified in SAP HANA® Operations Services

SAP® Certified in Hosting Services

SAP® Certified in Cloud Services

SAP® Certified Gold Partner in Implementation Services

SAP® Global Certified Provider of Application Management Services

SAP® Partner Centre of Excellence in AMS Services

Microsoft

SAP on Azure

SAP on Azure Advanced Specialization

Source for GCP: GCP has recently remove this information from their public website. Partners hold a certificate.
Source for SAP:
https://www.sap.com/dmc/exp/2018_Partner_Guide/#/partners

Recognitions

ISO
International Organization for Standardization
ISO 27001
ISO 22301
ISO 9001

PCI DSS Certified
Data Management Security

HIPAA & HITECH COMPLIANCE

AICPA
SERVICE ORGANIZATIONS
SOC
acpa.org/soc
Formerly SAS 70 Reports
SOC1
SOC2
SOC3

Privacy Shield Compliant

EU GDPR COMPLIANT

What differentiate us?

NTT

Full alignment with SAP

Our deployments are 100% aligned with SAP standards, no suprises

Holistic Managed Service

NTT Ltd is a Full-stack Managed Service Provider; we can manage SAP and all the other systems and infrastructure on customer's side
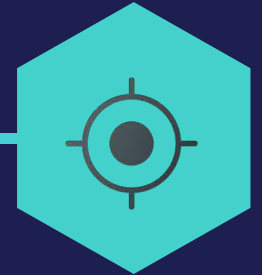
Highest Accreditations on SAP

SAP global partner for Hosting, Cloud Services, SAP HANA® and Implementation services, among others

Cloud and Infrastructure Excellence

Top Public cloud certifications and the biggest Data Center footprint are integrated at every level through our own IP network

Single Point of Contact

As a vendor-neutral service provider we provide end-to-end services 24/7 with a single SLA and a single point of contact

Services

Managed SAP Services

NTT

Consult, Migrate, Operate & Optimize

SAP Consulting Services

Clear overview of your current SAP setup, delivering a business case for moving to cloud or S/4 HANA® and providing you with a clear roadmap for your SAP transition.

SAP Migration Services

NTT leverages well-proven blue-prints developed for 15+ of expertise on complex migrations to deliver an effective migration to the best execution venue for your SAP workloads.
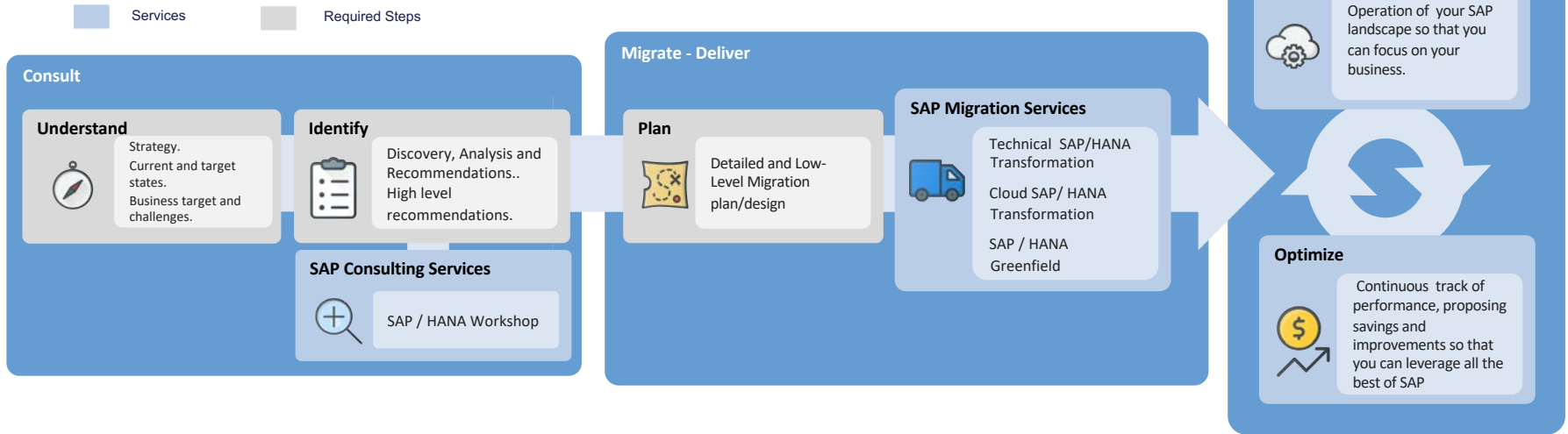
SAP Managed Services

NTT Managed Services on SAP are based on a continuous cycle of Operation and Optimization to ensure the best performance with an on-going increase of efficiency and modernization of the platforms and technologies used.

NTT Ltd Journey to S/4 HANA 2027

NTT

NTT's approach offers the best of all clouds by selecting the 'best execution venue' for every workload and consolidating management into a single management platform. Our unique Management Platform is available globally and provides a seamless experience across technologies, platforms and regions, supporting other services such as Data Center Center, International Network and Work-Place.

Services

Required Steps

Consult

Understand
Strategy.
Current and target states.
Business target and challenges.

Identify
Discovery, Analysis and Recommendations.. High level recommendations.

SAP Consulting Services
SAP / HANA Workshop

Migrate - Deliver

Plan
Detailed and Low-Level Migration plan/design

SAP Migration Services
Technical SAP/HANA Transformation

Cloud SAP/ HANA Transformation

SAP / HANA Greenfield

SAP Managed Services

Operate
Operation of your SAP landscape so that you can focus on your business.

Optimize
Continuous track of performance, proposing savings and improvements so that you can leverage all the best of SAP

1. The journey to S/4 HANA with NTT starts with a series of workshops to **understand customer needs and wished future state**

2. Then, NTT identifies the **current state around SAP systems (discovery), or real business needs/gaps around SAP and Cloud**. NTT provides high level recommendations and plan to fill those gaps or migrate to hybrid cloud. In this phase, some **Consulting services** can be used, if requested.

3. NTT provides a **detailed and low level plan** for all the Migration services we deliver in the next step.

4. NTT delivers SAP migration services, offering different options to meet the most varied needs, and guarantee seamless journey to S/4 HANA and Hybrid Cloud.

5. NTT offers a unique and truly global **SAP Managed Service** covering multiple cloud platforms and private clouds, based on **an on-going Operation and Optimization cycle** underpinned by our own IP, processes and best-of–breed management tools.

SAP Consulting Services

NTT

We provide you with a clear overview of your current SAP setup, delivering a business case for moving to cloud or S/4 HANA® and providing you with a clear roadmap for your SAP transition. Duration can be adapted to the complexity of the landscapes.

Guiding Principles
- Customer involvement from both Business and IT leaders is essential.
- Focus is on Customer Process, Data and Technology to be successful.
- Executive commitment and support key success indicator.

SAP Workshop

1- Before the workshop

Previous to workshop with the customer, we review the current design and requirements to propose a initial solution to start the discussion in the workshop

2- Workshop

- Current infrastructure and servers
- Assumptions to build a new deploy in Azure
- Overview SAP on cloud or HANA®
- New Azure deploy design
- Migration methods and systems
- Migration pre-requisites
- Migration phases
- Open Discussion including HA, RTO, RPO, Disaster recovery and migration window.

3- Final Proposal

With the information provided during the workshop we build the final solution to present to the customer. In this proposal we define the cloud or S/4 HANA® baseline cost that covers the systems that are necessary to fulfill customer requirements. This proposal includes:

- New platform design
- Migration Design
- Cost of migration
- Cost of managed services, including
- Platform and infrastructure management
- OS, Database and SAP Basis management

Why NTT Ltd?

Be in the know

- Complete a two-day assessment with NTT Communications experienced team
- Get a detailed migration plan
- Discover operational and financial benefits

Gain detailed insights

- Receive a credible business case for migrating your SAP estate to cloud or S/4 HANA®
- Facilitate internal buy-in
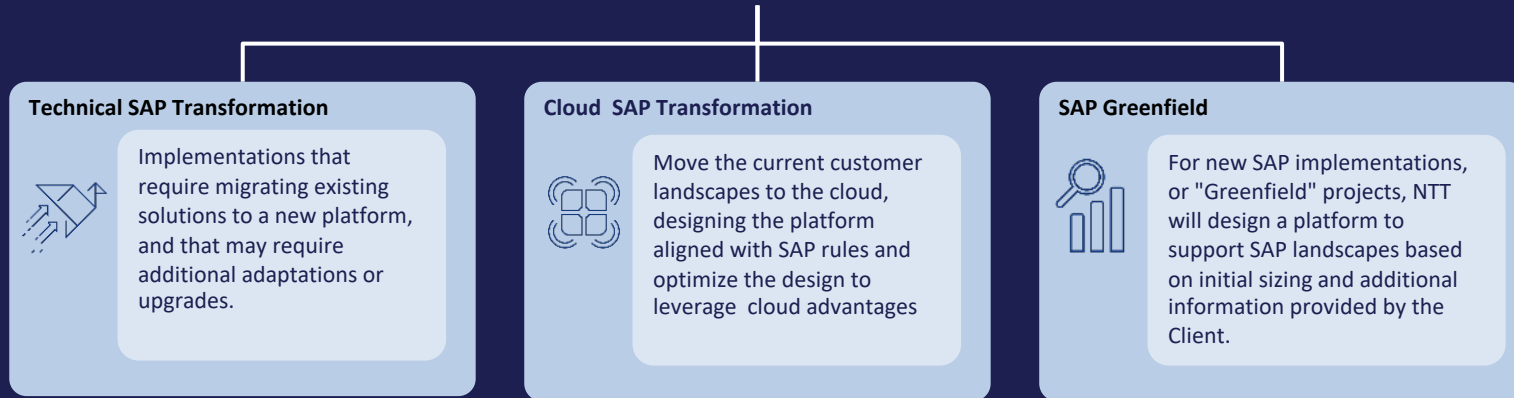- Emphasize urgency in migrating SAP to cloud

Set up priorities

- Leverage SAP landscape architecture, show quickest gains and migrate workloads

SAP Migration Services

NTT

The mainstream support for SAP ECC platform is ending in 2027, and it's time to address the issues that make your business less agile and prevent it from reaching its full potential. Implement HANA on cloud and utilize data to drive company growth.

Technical SAP Transformation

Implementations that require migrating existing solutions to a new platform, and that may require additional adaptations or upgrades.

Cloud SAP Transformation

Move the current customer landscapes to the cloud, designing the platform aligned with SAP rules and optimize the design to leverage cloud advantages

SAP Greenfield

For new SAP implementations, or "Greenfield" projects, NTT will design a platform to support SAP landscapes based on initial sizing and additional information provided by the Client.

Why NTT Ltd?

Rich, Secure integrations

- Mitigate risk with well-proven blue-prints
- Accelerate your business performance
- Meet changing business needs with ease
- Drive innovation

Reduced data inconsistencies

- Access real-time reporting
- Enable mobile analytics

Greater speed to market

- Develop new models more efficiently
- Test quickly with faster POCs
- Execute upgrade cycles with more agility

SAP Managed Services

NTT

NTT Managed Services on SAP are based on a continuous cycle of Operation and Optimization to ensure the best performance with an on-going increase of efficiency and modernization of the platforms and technologies used.
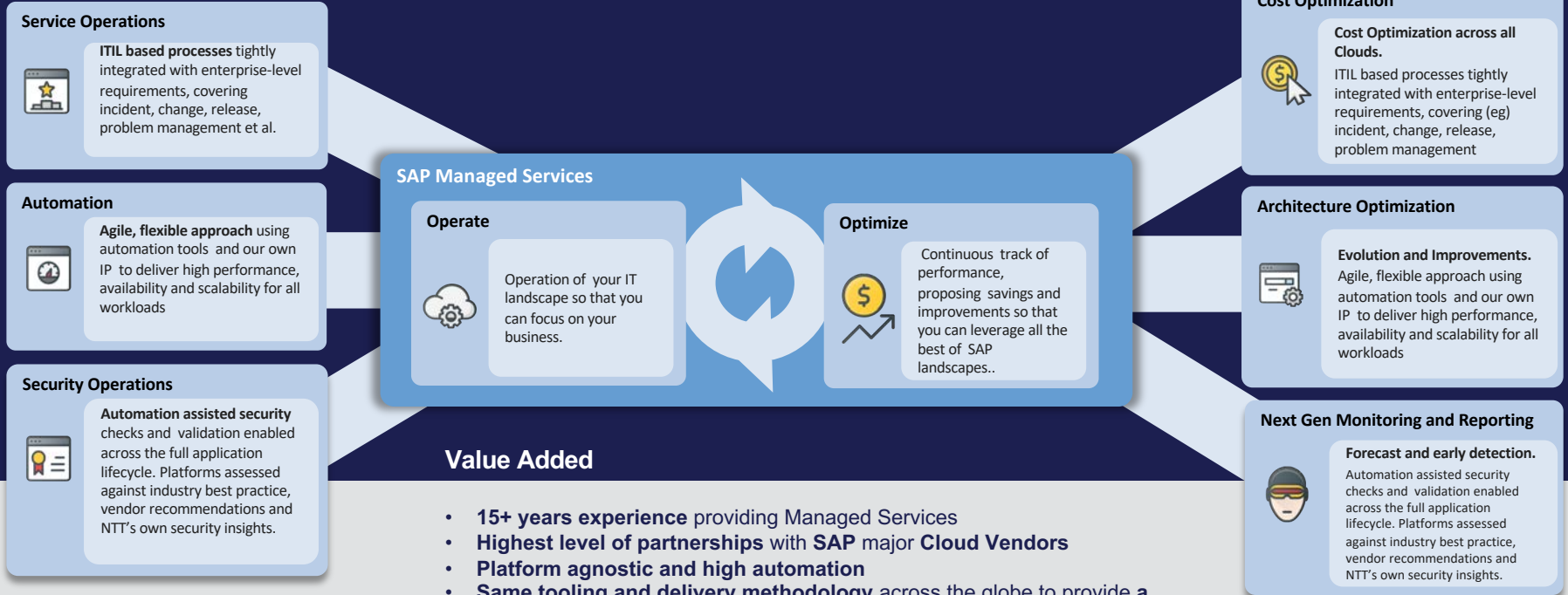
Service Operations

ITIL based processes tightly integrated with enterprise-level requirements, covering incident, change, release, problem management et al.

Automation

Agile, flexible approach using automation tools and our own IP to deliver high performance, availability and scalability for all workloads

Security Operations

Automation assisted security checks and validation enabled across the full application lifecycle. Platforms assessed against industry best practice, vendor recommendations and NTT's own security insights.

Cost Optimization

Cost Optimization across all Clouds.
ITIL based processes tightly integrated with enterprise-level requirements, covering (eg) incident, change, release, problem management

Architecture Optimization

Evolution and Improvements.
Agile, flexible approach using automation tools and our own IP to deliver high performance, availability and scalability for all workloads

Next Gen Monitoring and Reporting

Forecast and early detection.
Automation assisted security checks and validation enabled across the full application lifecycle. Platforms assessed against industry best practice, vendor recommendations and NTT's own security insights.

SAP Managed Services

Operate

Operation of your IT landscape so that you can focus on your business.

Optimize

Continuous track of performance, proposing savings and improvements so that you can leverage all the best of SAP landscapes..

Value Added

- **15+ years experience** providing Managed Services
- **Highest level of partnerships** with **SAP** major **Cloud Vendors**
- **Platform agnostic and high automation**
- **Same tooling and delivery methodology** across the globe to provide **a true global service. 1 SLA , 1 contract**
- **Top-Tier Processes and Security Compliance recognition** (ISO27001, PCI and ISO20000-1)

Why NTT Ltd?

The Advantages of Partnering With us

NTT

Customer centricity

Your business is at the heart of our services and solutions to optimize customer experience and business outcomes

Holistic Managed Services

As full-stack Managed Service Provider we provide solutions to address every facet of your IT landscape beyond SAP

Global reach Local presence

Consistent processes and integration around the globe to ensure uninterrupted service delivery

Extensive expertise

Industry leading customer support, mature methodologies and technology leadership

Vendor-agnostic services

Large-scale transformation expertise underpinned by highest level of partnership with major cloud and technology vendors.

Together we do great things

Contact: offermanagement@nttcom.ms