



## Complete infrastructure and support for your SAP R/3 project life cycle

**Implementing SAP R/3 as your enterprise resource planning solution will give you the agility you need to compete effectively. But this complex solution raises myriad questions.**

What architecture should you adopt?

How will your staff support both your legacy systems and your SAP project?

How will you meet your high service-level requirements?

In short, will you have the capability, capacity, and coverage to ensure the operational success of your production environment?

FutureSourcing Utility for SAP R/3 offers an efficient, cost-effective way to address these issues. Specifically designed for corporations with 50 or more users, FutureSourcing Utility for SAP R/3 simplifies your decision-making — and speeds time-to-results — with a complete SAP R/3 environment, top-notch service and support, and comprehensive operations management.

**This total life-cycle utility provides:**

*Exceptional, predictable results*

*Controlled costs*

*Skilled resources without recruiting or retraining*

*Guaranteed uptime*

*Better focus*



## Simplifying the complex

FutureSourcing Utility for SAP R/3 ensures that you have the resources and facilities you need for your SAP R/3 production environment.

Integrated with your implementation plan and strategy, FutureSourcing Utility for SAP R/3 delivers virtually everything required for a successful SAP project:

*A complete SAP R/3 development, test, and production environment in a Class A data center*

*A team of expert service and support professionals*

*Comprehensive operations management support*

## Cost-effective... and hassle-free

FutureSourcing Utility for SAP R/3's total package approach frees you from the responsibility — and hassle — of purchasing and owning hardware assets.

Unlike vendors who offer remote system management of your internally-housed systems, Compaq provides a complete solution that requires no capital outlay for a new SAP infrastructure.

You have a predictable monthly expense, based on the architecture that meets your SAP R/3 requirements. And your staff is released from time- and resource-intensive tasks such as technology migration, ongoing maintenance, version upgrades, and day-to-day support.

## A proven SAP R/3 architecture

FutureSourcing Utility for SAP R/3 configurations have been carefully tested and certified at Compaq's SAP Competency Centers. We've selected the highest-quality hardware, including *Compaq ProLiant* servers, RAID storage devices, and Cisco hubs and routers. We house this equipment in a Class A data center at our Americas Operations Management Center in Colorado Springs, Colorado.

FutureSourcing Utility for SAP R/3 architectures have been successfully deployed in large-scale commercial environments for quite some time. Which is why we can guarantee high availability for companies like yours. And why you get an infrastructure you can rely on to support your business goals.





## Skilled resources

Successful SAP projects require the right people with the right skill sets. Your FutureSourcing Utility for SAP R/3 team comprises experienced professionals with the expertise to deliver exceptional results.

Every member of your FutureSourcing team — from the client manager who oversees your operations management services to the dedicated start-up staff and tools specialists — has the same objective: To keep your SAP R/3 environment in peak operating condition so you can meet your business goals.

## Best management practices and tools

In addition to superb technology and unparalleled resources, we have the methodologies and processes to deliver the most effective and efficient management services.

We employ sophisticated tools to help us keep on top of performance issues... constantly monitor your systems, networks, and applications... and automatically perform such tasks as backups and archiving.

## Results you can count on

FutureSourcing Utility for SAP R/3 integrates the people, processes, and technology to deliver predictable performance, controlled costs, and exceptional results.

### People

*Skilled resources*

*Operations support desk*

*Coordination with your SAP R/3 project team*

### Processes

*Planned version control*

*Standardized operating models and services*

*Performance monitoring and reporting*

*Backups, maintenance, upgrades, patches*

*Up to 99.7 percent availability*

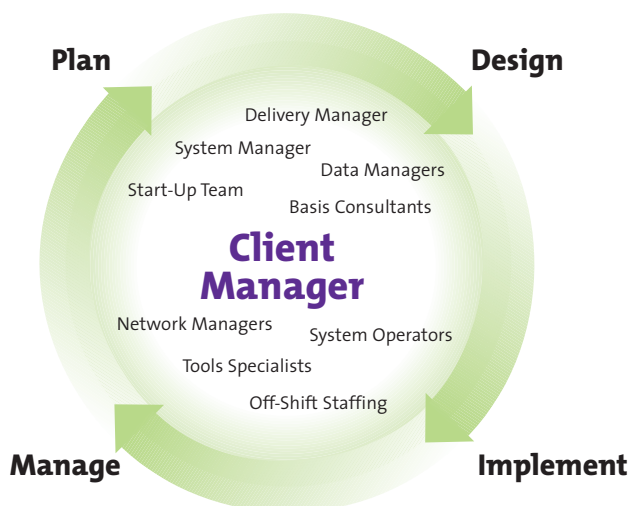
### Technology

*Class A data center*

*Network access*

*Industry-standard tools*

*The bottom line:* You enjoy a better return on your investment. A better return on your assets. A better return on your information. And a better return on your people resources.



*Your FutureSourcing Utility for SAP R/3 Client Manager serves as your single point of contact, overseeing all aspects of your infrastructure and support solution. Your client manager is backed by professionals whose expertise complements your SAP project team — and keeps your SAP R/3 environment in top operating condition.*



## FutureSourcing from Compaq

FutureSourcing is a unique approach to IT management outsourcing developed by Compaq Services. It delivers demonstrably faster time-to-results by enabling the selective and strategic outsourcing of application and infrastructure management. FutureSourcing provides the additional IT management capability, capacity, and coverage you need to move forward with new technical solutions your business requires.

Compaq offers a full portfolio of FutureSourcing solution sets that address desktop, applications, Internet, and enterprise infrastructure operations management.

## Why choose Compaq as your SAP R/3 FutureSourcing partner?

**Technology leadership:** Compaq is an acknowledged leader in implementing and managing enterprise-wide applications and networks.

**Experience:** We have the largest SAP R/3 installed-base in the computer industry today — with over 5,000 systems supporting business functions worldwide.

**High-touch service:** A leading outsource provider, Compaq is recognized for exceptional relationship management and service delivery.

**Flexibility:** As your business needs grow or change, we can readily accommodate them.

**Cost-effectiveness:** FutureSourcing delivers quality results at an affordable and predictable cost. We provide precisely what it takes for you to have a fully functional SAP R/3 environment.

By tapping into our expertise, technology, and resources, you're assured of "best-in-breed" capabilities — and a results-oriented partnership.

## For more information

To find out more about how FutureSourcing can help you reduce risks and accelerate your ROI, contact your Compaq Services account representative today. Or, visit us on the web at:

[www.compaq.com/services/](http://www.compaq.com/services/)



*Your SAP R/3 infrastructure — including database server, application server, development server, and test server — is housed in a Class A data center at Compaq's Americas Operations Management Center in Colorado Springs, Colorado.*



The information in this publication is accurate as of its publication date; such information is subject to change without notice. Compaq is not responsible for any inadvertent errors. Compaq conducts its business in a manner that conserves the environment and protects the safety and health of its employees, customers, and the community.

Compaq, the Compaq logo, and ProLiant are registered in the U.S. Patent and Trademark office. FutureSourcing and Better answers are service marks of Compaq Computer Corporation. SAP and R/3 are registered trademarks of SAP AG.

Printed in U.S.A. EC-F9886-96 Rel. # 294/99 04 64 5.0 Copyright ©1999 Compaq Computer Corporation. All rights reserved.