


Delivering Business Value With SAP® Solution Upgrades

Deloitte Consulting and Sun —
Partners in e-Business Solutions

Deloitte.

 *Sun*
microsystems



A photograph of three business professionals in an office setting. A man in a light blue shirt and dark tie is smiling and looking down at a document. A woman with blonde hair is leaning in, also looking at the document. Another woman with dark hair is in the foreground, her back to the camera, looking at the same document. The text is overlaid on a white rectangular background in the center of the image.

You know that an upgrade to SAP R/3 Enterprise makes sense, but how do you get there from here?



Through careful planning and execution, you can add new business value when upgrading to SAP R/3 Enterprise.

The long term success of any SAP solution implementation depends on the ability to maintain a stable environment that can also grow and change with business needs. As SAP customers consider whether to upgrade to SAP R/3 Enterprise, careful planning and delivering increased business value are two of the most important factors in the decision. That's where Deloitte Consulting LLP and Sun Microsystems can help.

Deloitte consulting and Sun offer effective strategies to help maximize business value when upgrading your SAP environment and bring many years of combined experience to help mitigate risk through careful planning and execution. Deloitte's dedicated upgrade consultants and Sun's SAP solution experts work together to accelerate your upgrade and generate a quick return on investment.

Why Upgrade Now?

In any industry, companies need to reduce or eliminate support for older products in order to support new products and contain costs. Along with the introduction of SAP R/3 Enterprise, SAP announced that it would phase out support for older versions of SAP R/3 by the end of calendar year 2004, with support for version 4.6C continuing through the end of 2006.

Aside from the need to upgrade R/3 Enterprise in order to avoid loss of maintenance support, there are many benefits to upgrading. SAP R/3 Enterprise is the fundamental building block for all e-business solutions offered by SAP. It provides enterprise-class functionality with a new technological foundation that offers significant additional benefits whether plans for the future are simply following an ERP path or implementing a complete e-business platform in a heterogeneous landscape.

Deloitte and Sun work together bringing highly experienced, focused SAP teams with complimentary expertise and a strong SAP partnership.

Deloitte and Sun have joined forces to provide a complete offering for SAP solution upgrades that leverages their respective competencies and spans the full project lifecycle from up-front business analysis and business case development to ongoing system maintenance and support.

As a full-service organization, Deloitte can help you see how your SAP solution upgrade project fits into the big picture. This includes addressing important issues such as business process reengineering, Sarbanes-Oxley compliance, and adding business information management to your SAP environment. With more than 5,400 dedicated SAP practitioners throughout the world, Deloitte is able to respond quickly to your needs and bring both business analysis and SAP solution expertise to the table.

Sun offers industry-leading technology along with services and expertise that are complimentary to Deloitte's offering. Many of the world's largest SAP R/3 installations are powered by Sun solutions including hardware servers, storage, and infrastructure software such as Sun Java™ System Application Server software. Sun has dedicated experts for sizing and configuring SAP solutions and offers service and support programs that can add unique value to SAP solution upgrades. When coupled with the complimentary services from Deloitte, this brings a full spectrum approach to SAP solution upgrades, helping clients achieve a rapid and efficient implementation, reduce risk, and deliver a strong return on investment.

A Strong Partnership with SAP

Both Sun and Deloitte have long-standing relationships with SAP that have resulted in cost-saving approaches to SAP implementations and continued improvements to methodologies and processes. Sun has been working in concert with SAP by sharing engineering resources for ongoing development activities and by jointly staffing facilities such as the Sun Joint Support Center for SAP applications and the joint Java Technology Center.

Deloitte is also a Global SAP Partner with thousands of dedicated practitioners worldwide and a solid, long-standing relationship with SAP. Deloitte has been a recipient of the SAP Award of Excellence every year since the award's inception in 1995. Guided by experiences with customers, Deloitte has developed a number of proprietary tools and accelerators that contribute significantly to compressing project timelines and delivering high quality SAP solutions.

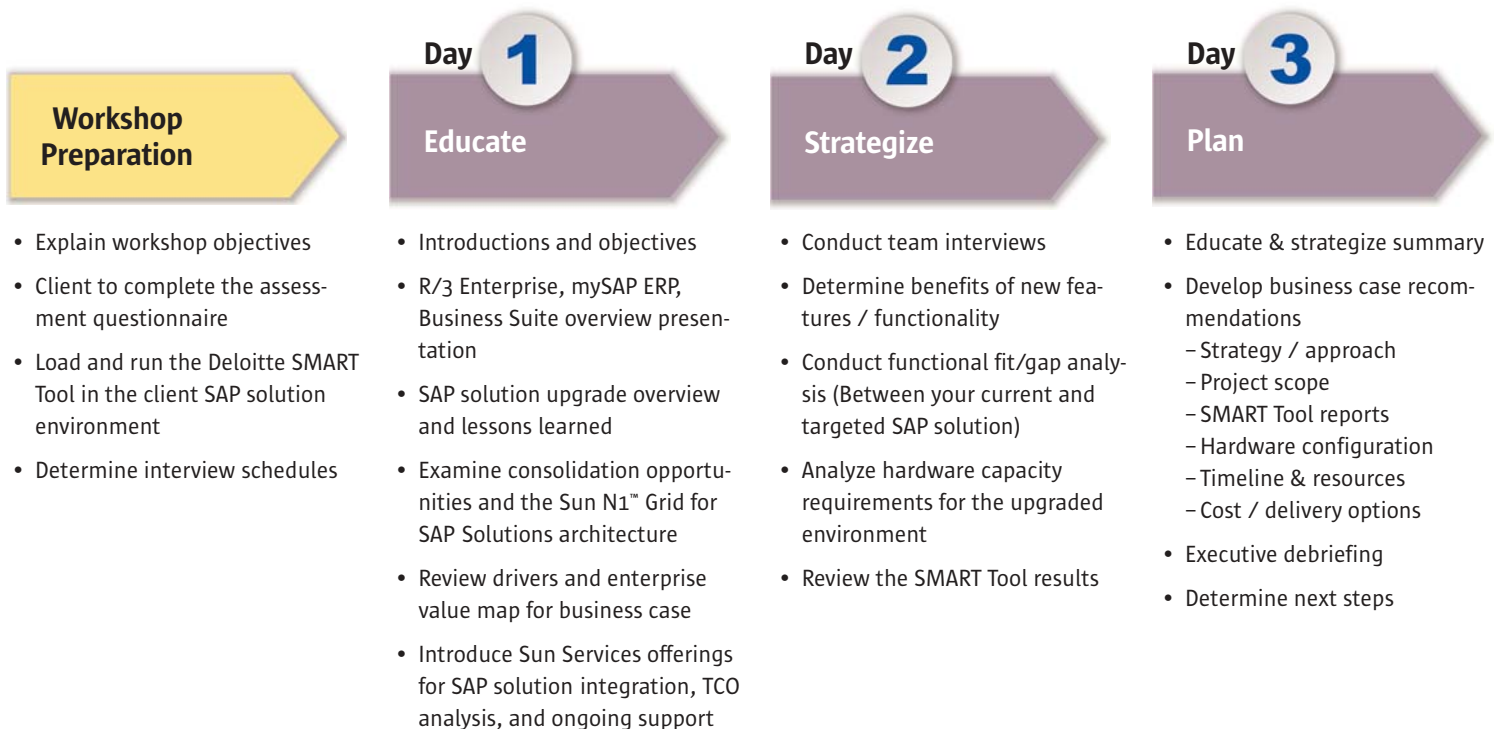
An Approach That Makes Upgrades Quick and Painless

Experts from Deloitte and Sun can help you get the most out of your SAP solution upgrade. That means getting the job done right and making it happen quickly. We accomplish this by:

- Working with you and your executive and business community to develop the business case for the upgrade.
- Providing R/3 Enterprise experience and expertise that will allow you to gain true business benefits from the upgrade, such as reducing IT total cost of ownership, migrating from legacy systems onto SAP, extending your current footprint of SAP solutions, minimizing the cost of projects, consolidating skills, and more.
- Applying best-in-class tools and solutions to accelerate the implementation and to mitigate risk.
- Combining proven methodologies, proprietary tools and highly experienced people to address security, technology, project management, functionality and business process, infrastructure, and learning and change management.
- Offering a comprehensive total cost of ownership (TCO) analysis
- Analyzing capacity requirements for the upgraded environment and accurately sizing the hardware configuration for business needs.
- Assuring that measurable knowledge transfer occurs.
- Delivering on-time and on-budget.
- Providing 24 X 7 worldwide support through the Sun Joint Support Center for SAP Applications where dedicated support engineers help customers resolve issues related to SAP software on Sun systems.

Offering the latest breakthroughs in methodologies, tools, technologies, and people, Deloitte and Sun can help accelerate project schedules, mitigate risk, and add business value in the SAP solution upgrade process.

The Assessment and Diagnostic Workshop can help you devise an upgrade strategy to maximize business improvements and yield an optimum balance between cost and benefits.



Getting from Here to There

What kind of resources would an upgrade require? How can you minimize disruption and risk? Should you be looking into new functionality? How could this affect your business?

If your organization is considering an upgrade, these are just a few of the questions that you should be asking. And thanks to our successful track record in upgrading R/3 clients over the years, we are well positioned to help you answer them.

The Assessment and Diagnostic Process

By leveraging the combined experience of Deloitte and Sun and our relationships with SAP, we have created an SAP solution upgrade Assessment and Diagnostic Workshop to help you devise an upgrade strategy that will enable business performance improvements and yield the optimum balance between costs and benefits.

The workshop includes some pre-workshop preparation and consists of three days of education, strategy, and planning. Prior to the workshop, attendees will complete an online assessment questionnaire. We will also execute the Deloitte SMART Tool in your environment to help capture the current status of your installation.

When the workshop begins, the first day focuses on introducing you to new features, functionality, and tips and tricks of the trade associated with SAP R/3 Enterprise as well as reviewing opportunities for

optimizing your SAP solution environment.

The second day includes breakout sessions with your functional subject matter experts and Deloitte and Sun practitioners to gain an understanding of your current environment and future requirements. This includes a detailed review of capacity requirements. We will also discuss new functionality, project risk, and perform a functional fit/gap analysis of your environment. On the third day, Deloitte and Sun will provide you with an upgrade timeline, resource and cost estimates, a recommendation for the upgrade strategy, and a specific hardware configuration for your environment.

Dedicated Expertise for Sizing and Configuration

Appropriately sizing and configuring the hardware and software infrastructure for an SAP solution can have a big impact on the success of the implementation. To help ensure that customers get valid configurations that have adequate capacity for their needs, Sun and SAP have invested in jointly staffing several types of support centers for this purpose. Sun iForceSM Competency Centers for SAP, Sun SAP Infrastructure Solution Centers, and Sun iForce Ready Centers, all of which house dedicated experts for sizing and configuring SAP software on Sun systems, can be found in each of the three major time zones around the world.

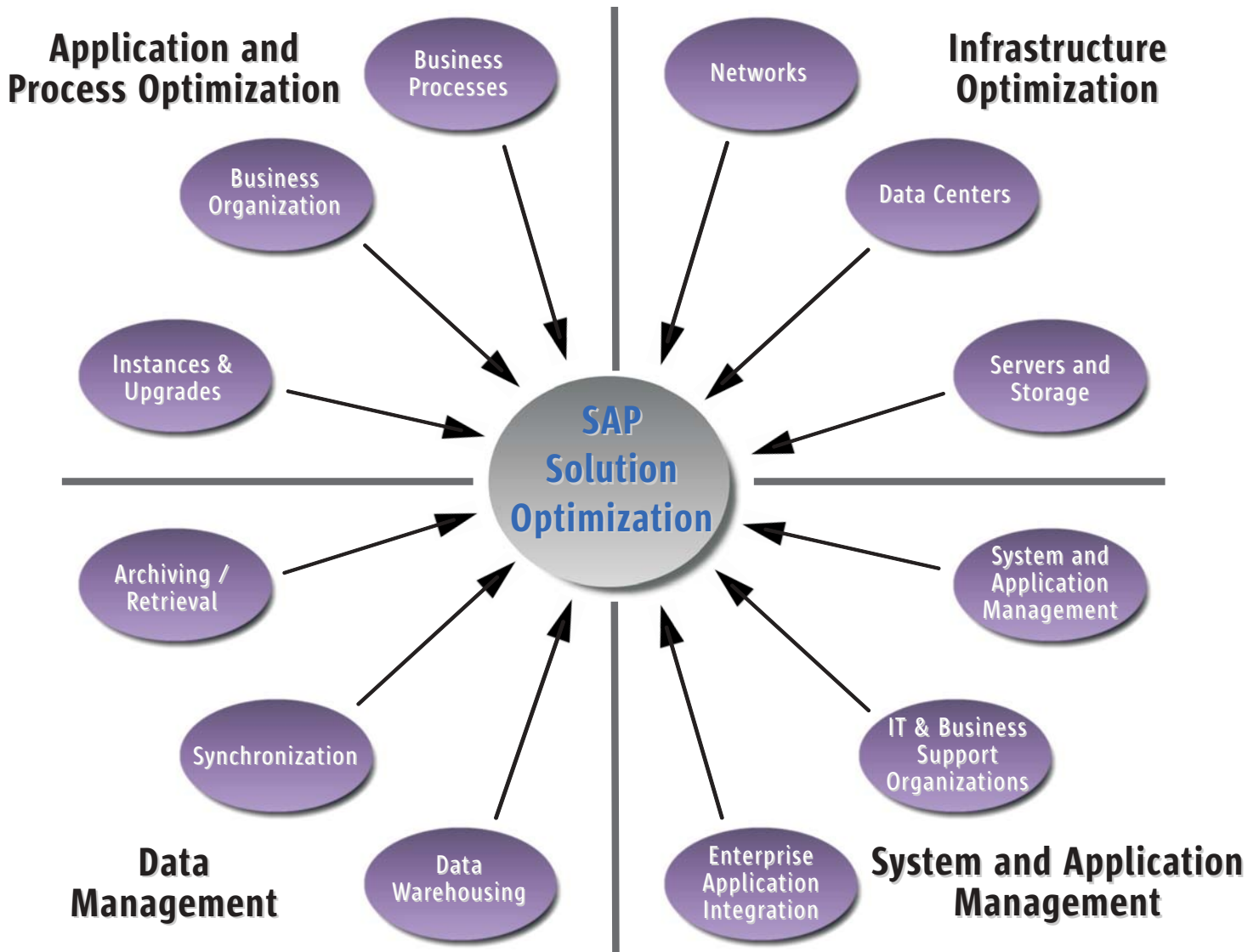
Upgrading Offers the Opportunity to Consolidate Your SAP Solution Infrastructure to Help Ensure Efficiency

If the assessment of your environment reveals that your SAP system could benefit from consolidation, Deloitte and Sun can help you improve service levels and reach new levels of efficiency with a consolidated SAP solution infrastructure. Sun and Deloitte have successfully delivered many enterprise consolidation solutions to global Fortune 500 companies, helping them save millions of dollars.

By adopting a careful strategy for consolidation, customers can significantly reduce the number of servers required to deploy SAP solutions, and at the same time, improve hardware utilization, system performance, and availability.

Since SAP solution consolidation can be a common requirement, Sun has invested in designing a reference configuration for efficient deployment of large SAP solutions. The Sun Infrastructure solution for N1™ Grid for SAP Solutions offers a consolidated SAP solution landscape that leverages Sun’s expertise in data center consolidation projects and exploits the capabilities of Sun’s hardware and software technologies to help deliver:

- Increased resource utilization by using shared pools of resources.
- Increased resilience through redundancy of key system components.
- Greater flexibility to meet changing demands across SAP solution components.
- Reduced operational complexity using fewer servers and fewer operating system instances.
- Reduced cost of acquisition by using the most appropriate technology, from low cost blade computers to highly scalable and resilient data center servers.



Getting your SAP solution upgrade into production is just the first step — Sun adds the rest of the formula, an integrated hardware and software environment with dedicated services and support.

An Integrated Hardware and Software Environment

Sun engineers located at SAP global headquarters work directly with SAP developers to integrate Sun technologies with SAP software, helping to reduce time to market and increase reliability. A new joint development effort called the Java™ Technology Center was established in March 2003 to assess, promote and optimize Java technology for adoption in the SAP NetWeaver™ technology platform. SAP NetWeaver is built on Java 2 Platform, Enterprise Edition (J2EE™) technology and will be integrated with Sun Java™ Enterprise System components to provide secure remote access and single sign-on capability for SAP users.

The tight integration of Java technology with SAP solutions and Sun's proven track record for delivering open, cost-effective SAP solutions is why many of the world's largest SAP customers choose to run their SAP business solutions on Sun.

Dedicated Service and Support

The Sun Joint Support Center for SAP applications (JSC) provides 24 x 7 worldwide support for rapidly resolving interoperability issues between Sun server platforms and SAP software. Dedicated Sun senior support

engineers specially trained to resolve complex issues related to SAP software on Sun systems work according to predefined global escalation and case handling processes. Support teams are located on-site at SAP headquarters in Walldorf, Germany as well as at other locations around the globe.

Sun's portfolio of service offerings includes professional consulting, training, and support services that span the entire service lifecycle including remote monitoring of the SAP solution infrastructure. Sun also offers specific services designed to help SAP customers realize the full value of their investments .

A Full Line of Professional Services

Through its parent company, Deloitte Touche Tohmatsu, Deloitte is affiliated with member firms that can offer a broad line of professional services and advice including audit, tax, financial advisory services, and consulting. With access to the deep intellectual capital of 120,000 people worldwide, Deloitte Touche Tohmatsu member firms serve more than half of the world's largest companies, as well as large national enterprises, public institutions, locally important clients, and successful, fast-growing global growth companies.

The Right Choice

Due to the importance of building a high quality SAP solution infrastructure, many businesses choose to rely on industry experts such as Deloitte and Sun to assess their data center operations and to help architect, implement, and manage a successful SAP solution upgrade.

Sun and Deloitte have invested heavily in training our consultants and engineers on R/3 Enterprise and ensuring that team members have SAP solution upgrade experience. This dedicated expertise along with broad service offerings and global experience serving both large and mid-size enterprises make Sun and Deloitte the best partners for SAP solution upgrade projects.

It's Our People That Make the Difference

When you select Deloitte and Sun as partners for your SAP solution upgrade, you get the confidence of knowing that your consultants and engineers have a proven track record of successfully working together to bring industry leading solutions to their customers. Both Sun and Deloitte are committed to the highest standards in customer satisfaction. Our people have a highly respectful, flexible and collaborative working style and bring experience with SAP solutions as well as a wealth of knowledge about how to make IT projects successful. Our commitment to transferring knowledge into your organization also helps build your team while we work with them. The atmosphere of collaboration creates a cohesive team that is committed to a common goal, the long term success of your SAP solution installation.

Delivering Real Business Value

Together Deloitte and Sun can help you speed delivery, reduce risk, and generate returns on SAP solution upgrade projects.

- **Rapid and Efficient Implementation** — Experienced SAP consultants and proven methodologies that can help you quickly design and implement an SAP solution upgrade environment that is custom tailored to your enterprise needs.
- **Reduced Risk** — More than two decades of combined SAP experience, dedicated SAP consultants and engineers, a proven track record in many Fortune 500 businesses, and a strong partnership with SAP.
- **High Return on Investment (ROI)** — An upgrade process designed to minimize total cost of ownership through operational efficiencies while maximizing business value through careful planning and execution.

Take the Next Step

Contact your Deloitte representative or a Sun sales representative to find out how Deloitte and Sun can help you reduce risk and gain maximum value from your SAP solution upgrade project.

For More Information

Deloitte
www.deloitte.com/sapupgrade

Sun Microsystems, Inc.
www.sun.com/sap

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The Network is the Computer™