

The New SAP MaxAttention™

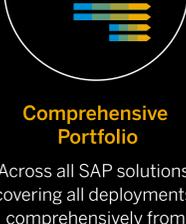
Your closest partnership with SAP on your way to becoming an Intelligent Enterprise

The New SAP MaxAttention offering from SAP Digital Business Services combines exceptional engineering and delivery capabilities with a focus on innovation advisory, architecture, and technologies to help you become an Intelligent Enterprise.

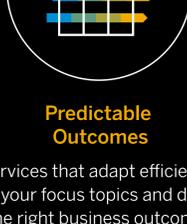
The New SAP MaxAttention delivers:



Holistic Engagement Model
Covering the business and IT demands of your company, with one committed team



Comprehensive Portfolio
Across all SAP solutions, covering all deployments, comprehensively from innovation to run

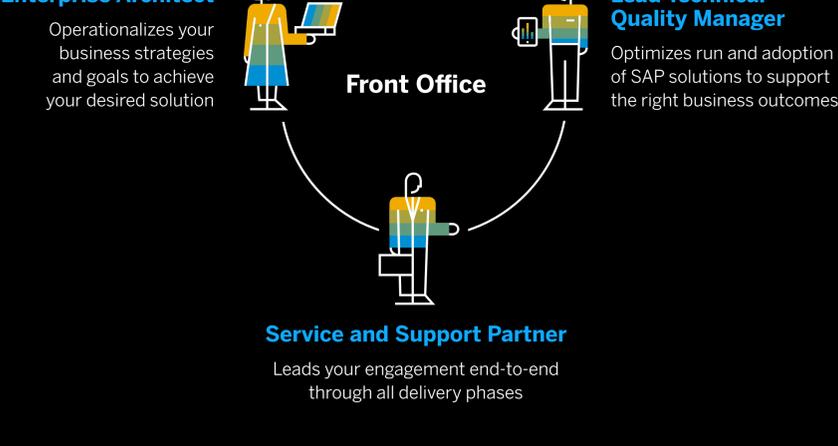


Predictable Outcomes
Services that adapt efficiently to your focus topics and drive the right business outcomes

One Leadership Team

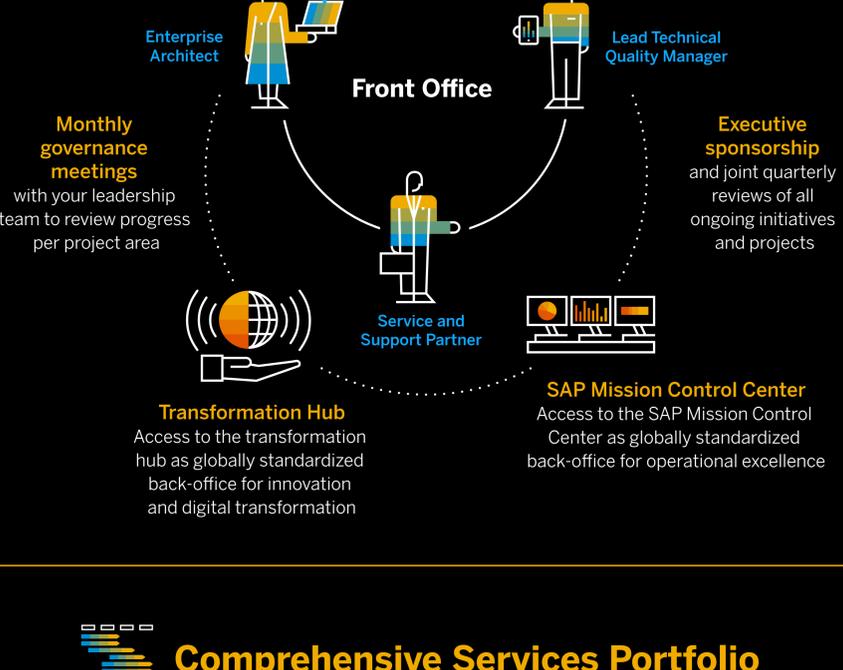
With the New SAP MaxAttention, you get the advantage of a dedicated on-site leadership team to coordinate and orchestrate all SAP service and support efforts to deliver your desired business outcomes.

Depending on your needs, your team will include:



Holistic Engagement Model

The one leadership team follows a holistic engagement model covering the business and IT demands of your company with a focus on governance and transparency.



Comprehensive Services Portfolio

Whether on-premise, in the cloud, or as a hybrid, you can benefit from these services – from innovation to run.

The New SAP MaxAttention Services Portfolio for all SAP Solutions – On Premise, Cloud, Hybrid

<p>Innovation Services Manage and measure innovation as part of an innovation strategy Lean digital innovation team with ongoing innovation cycles Explore business possibilities and build functional prototypes</p>	<p>Co-Design Minimize modifications/customizations Actionable plan for value extraction Define value maps and a clear understanding of value metrics</p>	<p>Architecture Planning Architecture design of high-end multifaceted landscapes Target architecture in line with SAP's product vision Validate technical design of on premise, cloud and hybrid landscapes</p>
<p>Implementation Support Preconfigured setup and ready-to-use business processes Develop detailed concept of the technical infrastructure and data migration design Accelerate implementation plan of your transformation project</p>	<p>Cyber Security and Compliance Technical architecture related to SAP security products and SAP solutions Security and compliance roadmap Identify critical gaps and optimization potential</p>	<p>PaaS and DevOps Continuous delivery approach monitored with DevOps Learn how to integrate your current landscape with the SAP Cloud Platform Learn how to develop fast and agile state of the art cloud applications</p>
<p>Safeguarding Performance tuning to achieve high performance and high scalability Analyze functional design and architecture/Validated functional gaps Define action plans to address risks and issues to performance, technical integrity, and stability</p>	<p>End-to-end Hybrid Operations Faster stabilization phase of high-end solutions Proactive monitoring and alerting Prioritize list of critical areas and road map for the next steps</p>	<p>Accelerated Support Proven secure connections and data for highly regulated industries Guaranteed targeted initial response and resolution time One point of contact with regular alignment and transparency</p>

Predictable Outcomes

The New SAP MaxAttention service portfolio offers easy-to-commit, new levels of engagement. You can select the level of commitment from SAP which best meets your needs. This approach enables us to deliver predictable outcomes through services that adapt efficiently to specific needs and drive desired business results.

START WITH BASELINE OFFERING

The New SAP MaxAttention
Planning and Safeguarding

- Lead technical quality manager
- Architecture review including architecture point of view from SAP
- Improvement analysis and road map
- Accelerated optimization services
- Accelerated support for customer focus systems

EXTEND WITH CUMULATIVE LEVELS OF ENGAGEMENT

	LEVEL 1	LEVEL 2	LEVEL 3	Service Offerings
EA	Kickstart innovation	Expand innovation	Operationalize innovation	Innovation services
EA	Value and design assessment	Design advisory	Edge design support	Co-design
EA	Architecture review	Architecture transition planning	Architecture of high-end landscapes	Architecture planning
SSP	Plan the implementation	Accelerate technical implementation	Accelerate functional realization	Implementation support
LTQM	Transparency and mitigation	Continual improvement	Strategy and architecture	Cyber security and compliance
EA	Rapid application development	Core extension development	Scale and manage developments	PaaS and DevOps
LTQM	Technical integrity and scalability	Functional and data integrity	High-end performance solutions	Safeguarding
LTQM	Transparency and essential optimization	Continuous improvement of hybrid solutions	High-end operations of hybrid solutions	End-to-end hybrid operations
EA	Accelerated support for additional customer systems	Extended accelerated support with service level agreements	Special purpose support	Accelerated support

EA = Enterprise Architect SSP = Services and Support Partner LTQM = Lead Technical Quality Manager

Why the New SAP MaxAttention?

- A simplified way of collaboration** to improve the ease of doing business with SAP
- A comprehensive service portfolio** (including cloud coverage) across all SAP solutions
- Predictive services with predictable outcomes** to increase your return on investment
- Focus on delivering a smoothly running SAP solution landscape** through services that cover all integration aspects and help lower the total cost of ownership (TCO)

Want to Learn More?

Contact us at maxattention@sap.com, or visit www.sap.com/maxattention.