

## SAP Upgrade Solution

To remain successful in the backdrop of complex market dynamics, organizations must ensure that they have the right information, at the right place and at the right cost. While your present SAP IT landscape may have helped you achieve this, organizations should proactively evaluate this benefit to retain competitive edge in the future. This can happen only if you maintain the most effective and optimum SAP environment.

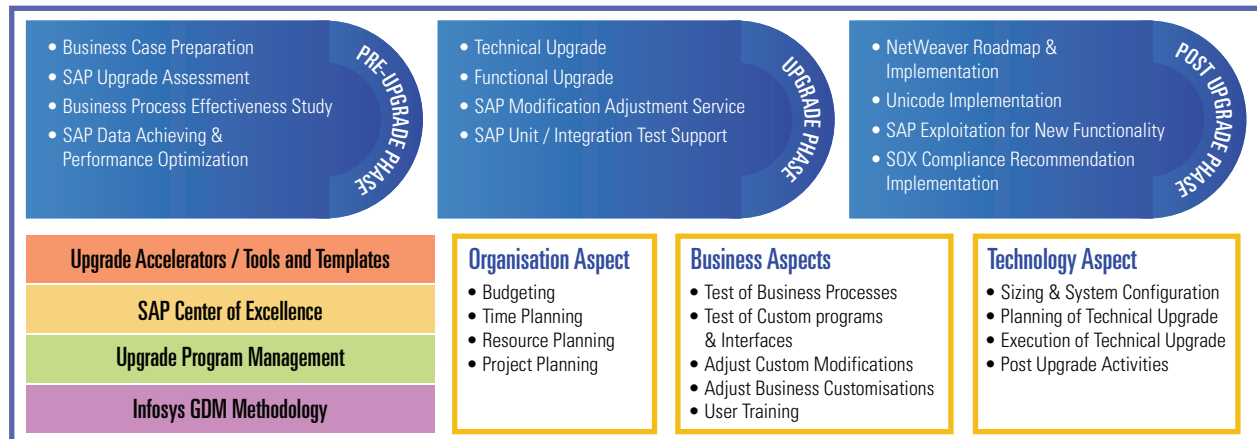
Considering the changes in the product architecture, organizations should continuously ask the following questions:

- What are the business needs that are not being met in an optimal way, given the advancements in technology? How are they impacting the business?
- Is upgrade of the SAP landscape a solution to meet these needs?
- What are the benefits that can be realized by an Upgrade and will they return the investment made?

Infosys can help you answer these questions and formulate a plan of action to meet your business goals. With a unique assessment-based approach and a proven methodology founded on the Global Delivery Model, Infosys assures you of a seamless upgrade experience.

### Upgrade Solution Offerings

Infosys has executed several upgrade projects over the years. Based on this experience, Infosys has arrived at an array of tools that makes its Upgrade process predictable and its estimation model highly accurate.

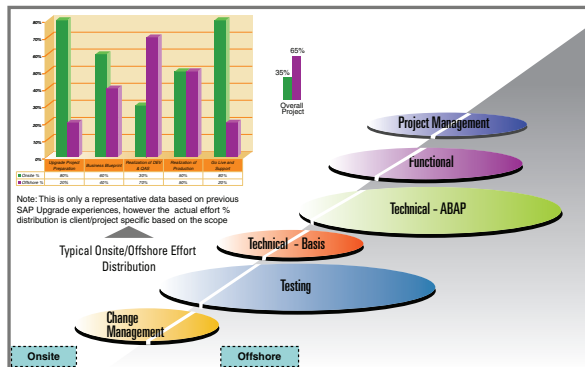


### Key Success Stories

- One of the world's largest semiconductor companies wanted to upgrade its environment from SAP R/3 4.6 C to mySAP ECC 5.0. The challenge was to tackle complex issues during BASIS upgrade activities due to heavy customization at the UNIX level and the unavailability of documentation for the developments/customizations made by the client. Infosys' Global Delivery Model enabled the client to reduce costs significantly. A comprehensive and robust documentation process resulted in a high degree of transparency and maintainability
- The client, a global leader in power and automation technologies, wanted to upgrade and enhance its SAP environment and customize its business processes to support SOX compliance. Infosys adopted a tailored Value SAP roadmap, along with its proprietary INTUNE upgrade methodology. The client was able to deploy standard functionality in 40 areas and deliver revamped authorization to meet the need for SOX key controls. As a result, about 20% of the custom objects were retired and 15% identified as obsolete and consequently purged from the system. All key milestones including go-live were met on schedule and within budget

## Upgrade Methodology

Infosys SAP Upgrade Methodology leverages the Global Delivery Model (GDM) to ensure faster go-live and quicker recovery of investments on SAP Upgrade projects. A phased approach, comprising multiple upgrade passes would help de-risk the project.



## Accelerator Tools

### Upgrade Assessment Tool

- Used in the assessment phase to estimate the effort required to fix custom objects

### Upgrade Execution Tool

- Used after the Basis Upgrade to report errors, if any, and calculate the effort required to fix them

### Transport Management and Conflict Resolution Tool

- Provides functions for creating, documenting and releasing change requests during the customizing and development process and for reorganizing the development landscape.
- Also creates a summary report of transports created for a project and the status of each transport
- Transport Organizer tools are designed specifically for use by the development teams. These include:
  - Recording changes in change requests
  - Working with change requests from their creation to release
  - Checking whether transports of released transport requests were successful

## SAP Practice at Infosys

- The SAP Practice at Infosys draws on over 10 years of experience
- Over 2375 practitioners
- Worked with more than 85 large customers in implementations, rollouts, upgrades, maintenance and support with services delivered in 24 countries worldwide
- Recognized as a major differentiator for Infosys by analysts (AMR Oct. 2004 & Forrester Feb. 2005)
- Recognized by SAP AG as having some of the best capability in SAP NetWeaver

## Infosys Predictability

The cost of unpredictability in IT enabled business solutions is very high. Infosys Predictability ensures that you sleep well at night. Infosys gives you:

- Predictability of transparency
- Predictability of delivery
- Predictability of commitment
- Predictability of performance

By combining technology, tools, methodologies, processes, knowledge management, business insights and deep-rooted organizational values, we deliver not just solutions, but also peace of mind.

Our services are delivered by leveraging on:

### Technology Consulting

We work with you to develop implementable architecture solutions that help you leverage technology to enable business strategy. Our solutions help you achieve a balance between IT effectiveness and business innovation.

### Enterprise Application Integration

Make the whole of your IT applications much greater than the sum of its parts. See immediate and dramatic productivity growth.

### Independent Validation

Infosys provides adequate validation and verification services to ensure that you get the best value from your applications. A "must have" service if you are serious about long term leveraging of your application assets.

### Business Process Outsourcing

We offer business process outsourcing solutions to our global clients by leveraging process, domain and people management expertise. We manage risk for our clients through a scalable, cost-effective and predictable delivery platform.

## Invest 15 Minutes and get a Free Estimate

Please drop an email to [srinivas\\_anne@infosys.com](mailto:srinivas_anne@infosys.com) and we will send you a questionnaire with 10 short questions. The assessment report consisting of the project timeline, budget and **value proposition** will be sent to you within 2 business days

## Global Presence

### North America

Atlanta, Bellevue, Bridgewater, Charlotte, Detroit, Fremont, Houston, Lake Forest, Lisle, New York, Phoenix, Plano, Quincy, Reston, Toronto

### Europe

Brussels, Copenhagen, Frankfurt, Geneva, Helsinki, London, Milano, Oslo, Paris, Stockholm, Stuttgart, Utrecht, Zurich

### Asia Pacific

Beijing, Hong Kong, Mauritius, Melbourne, Shanghai, Sharjah, Sydney, Tokyo

### India

Bangalore, Bhubaneswar, Chandigarh, Chennai, Hyderabad, Mangalore, Mumbai, Mysore, New Delhi, Pune, Thiruvananthapuram

For more information, contact [infosys@infosys.com](mailto:infosys@infosys.com)

## About Infosys

Infosys Technologies Ltd. (NASDAQ: INFY) defines, designs and delivers IT-enabled business solutions that help Global 2000 companies win in a flat world. These solutions focus on providing strategic differentiation and operational superiority to clients. Infosys creates these solutions for its clients by leveraging its domain and business expertise along with a complete range of services.

With Infosys, clients are assured of a transparent business partner, world-class processes, speed of execution and the power to stretch their IT budget by leveraging the Global Delivery Model that Infosys pioneered.

POWERED BY INTELLECT  
DRIVEN BY VALUES

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