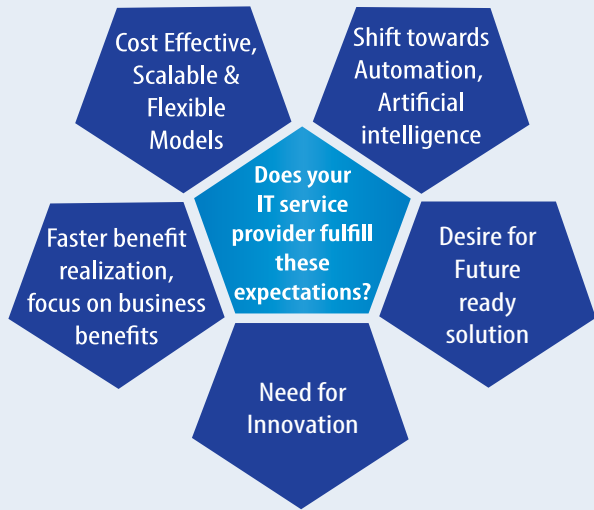




Infosys ValuePLUS Framework for SAP Application Maintenance Services

Infosys®



Can you answer in the affirmative on all the above parameters? Our clients do.

In today's competitive environment, enterprises need to focus on effectiveness, efficiency, and value management across all business functions. Enterprise Resource Planning (ERP) systems help them integrate enterprise functions seamlessly and achieve their objectives. However, successful implementation of

ERP applications is just half the story. The other half involves successful maintenance of applications and enablement of the organization to realize enhanced business value from this critical enterprise asset. Recognizing this, enterprises are moving from traditional staff-augmented models to outcome-based, managed-services models. These models help reduce risks in managing applications and offer the flexibility you need to focus on critical business processes.

Infosys works as a strategic partner with clients for end-to-end management of their SAP® applications. Our innovative methodologies help you transform and optimize your business processes and achieve your strategic objectives. We leverage our extensive experience in working with multiple Fortune 500 companies across industries and domains not only to enable you grow your businesses, but to help you achieve measurable value from your investments.

Infosys provides SAP Application Maintenance Services through its comprehensive ValuePLUS Framework that includes industry best and new practices. Our core philosophy is to **Eliminate, Automate or Shift-Left**, so that the resultant funnel is a significantly reduced maintenance work with Maximum up-time for the end-users.



Simplification through Smart Governance

Higher productivity through Robotic Automation, Artificial Intelligence, Self Healing, Problem Analytics and Panaya.

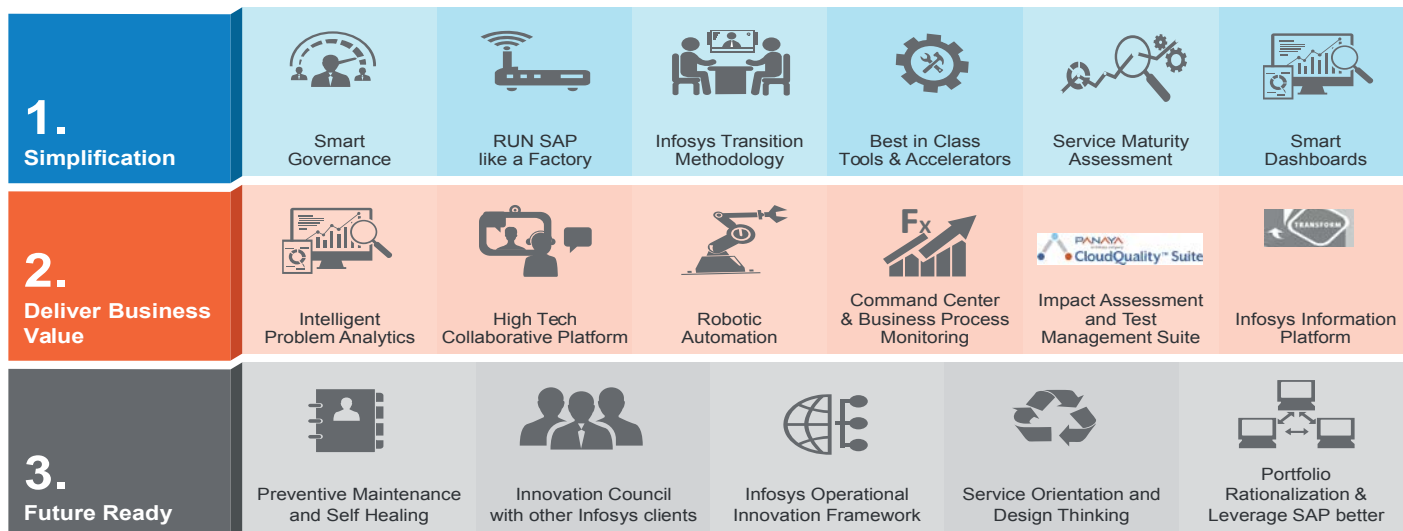
Higher Business Satisfaction with Command Center, Business SLA, Innovation Council, Service Orientation and Design Thinking

Flexible Pricing Model with commitment to Risk and Reward sharing

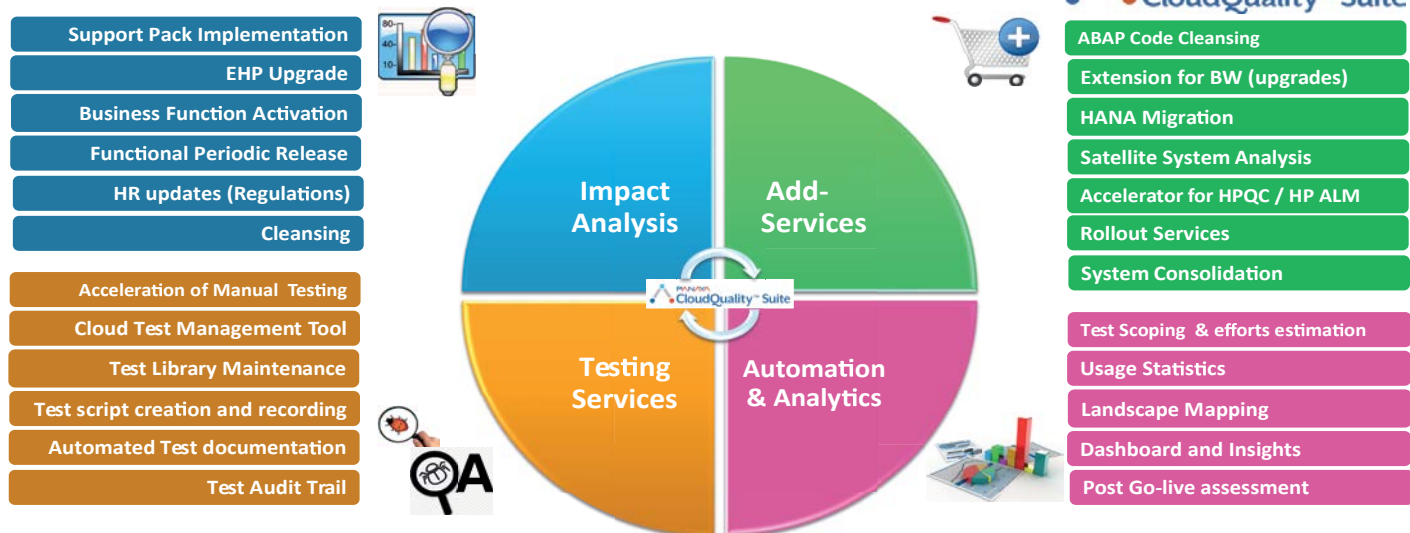
Future proofing with Committed Innovation

Infosys ValuePLUS : Key Differentiators

Key Features of Infosys ValuePLUS Framework



PANAYA for SAP AMS



ValuePLUS will help you to achieve

- Superior customer satisfaction through Smart Service Model, efficient and integrated SAP helpdesk
- Robust framework for collaboration, process automation and continuous improvement
- Up to 48% ticket elimination
- Up to 30% effort reduction on redundant low variant tickets
- Higher productivity through robotic automation and intelligent diagnostic tools
- Ability to track performance with online performance metrics provided by transparent service reporting



Infosys Advantage:

- Has a dedicated SAP Practice with over USD 1.46 billion in revenue and more than 13,300 consultants across geographies
- Is an SAP global services partner, certified in AMS, first partner to become member of Global Run SAP Partner program, and a key contributor to the expansion of the SAP ecosystem across several technology and industry domains
- Leverages the expertise of Infosys Application Maintenance Services CoE and proven **ValuePLUS Framework** powered by the ASAP methodology to deliver managed services
- Follows Infosys proprietary Global Delivery Model (GDM) and 24x7, follow-the-sun methodology to provide uninterrupted business coverage to clients with local language support and near-shore capability
- Has managed services delivery approach based on the ITIL framework, which incorporates synergy between infrastructure components such as network, operating systems, database, and middleware that support the application
- Has flexible innovative pricing based on SLA, hours of support, incident, and change volumes. This approach helps our clients reduce capital expenses on IT by making it an operating expense that includes a reward-penalty structure

Client Speak

Innovating global application maintenance and support at Vale

"Recently we are looking for global partner to support us on the SAP support and Infosys was the one that we identify as the most capable to support Vale globally. We found huge experience working different cultures and also on the SAP technology. Infosys is supporting more than 400 applications globally."

– Gustavo Vieira, Head – Global IT Services, Vale S.A.

Infosys is a strategic SAP partner for PepsiCo Latin America

"Something that surprised me about working with Infosys is the commitment that they displayed in working with us."

– Jose Cota, SAP Sustain & Continuous Improvement Director, PepsiCo Latin America



For more information, contact askus@infosys.com

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