

INFOSYS VALUEPLUS FRAMEWORK FOR SAP APPLICATION MAINTENANCE SERVICES

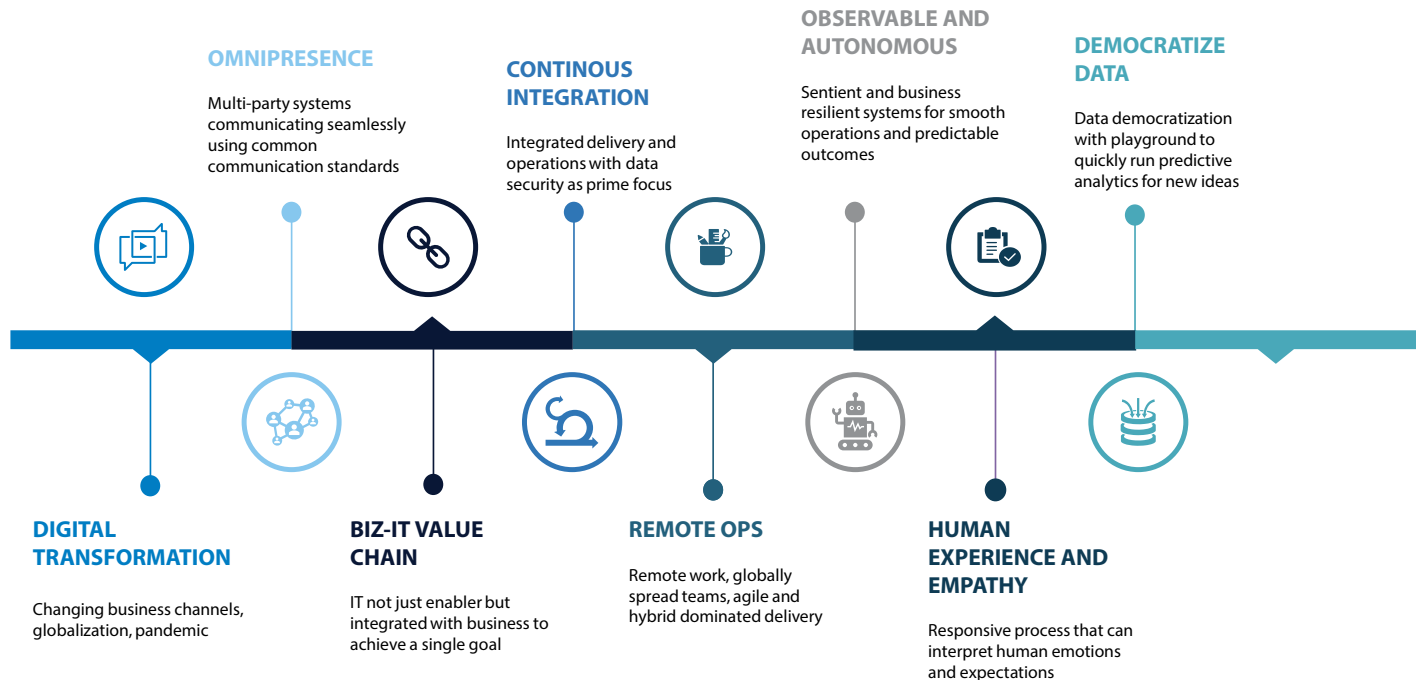


Business Dynamics

In recent years, business environments across sectors have been characterized by rapid evolution due to changing consumer behavior, technology advancements, and shorter product cycles. Every business

decision is influenced or enabled by technology and a strong thrust on innovation, even as operational efficiency and resilience remain a priority. Enterprise applications continue to serve as the

backbone to enable businesses to evolve and grow at the desired speed. Within enterprise applications, ERP platforms from market leaders such as SAP play a pivotal role in business success.



Macro Trends Driving IT Service Delivery

Today's competitive pressures demand that businesses invest in growth and innovation while simultaneously running existing operations without disruption. In this context, it is important to evaluate emerging technologies that bring new opportunities to enterprises in the areas of operations or product innovation.



Opportunity for Transformation

Infosys SAP ValuePLUS framework is designed to deliver superior digital experiences, reliable as well as resilient IT service delivery, and agile and value-driven business operations. This framework helps run businesses in the most optimal way while ensuring long-term sustainable business growth.

To achieve this, three main pillars of focus have been identified:

IT system-centric view of operations

It is critical to maintain a stable SAP IT system despite changing and evolving business needs. Our first focus pillar “Reliable and Resilient IT” ensures delivery of a stable, reliable, and resilient SAP system by addressing both technological and functional aspects.

On the technology front:

- Clients are cleaning up their digital landscape to be nimble. This means building business-specific capabilities around the core in both SAP and non-SAP technologies
- Migration to cloud is fast catching up. It is clear the SAP ecosystem will be a hybrid or multi-cloud ecosystem

On the functional front:

- Adoption of new business models and business expansions across geographies and product lines
- Mergers, acquisitions, and spin-offs are at play from a business synergy point of view.

This leads to continuous changes in products and processes that need to be integrated and released to production systems seamlessly

Experience-centric view of operations

Organizations are driven by digital natives, high-expectation employees, partners, and customers. Today, systems are not limited by an organizational boundary. Partners beyond the organization need access to IT systems for real-time information.

Our second focus pillar “Digital Experience” helps provide a superlative experience to internal and external business stakeholders. It is built by asking relevant questions such as:

- How can we provide a digital experience to SAP system users?
- How can we leverage modern technology to provide an elevated experience to end users?

- How can we take advantage of digital workers for routine activities?
- How can we simplify business operations and make it intelligent and automated?

Business-centric view of operations

The pandemic has brought the need for rapid digitalization to the forefront. This makes the case for digital-centric business growth and is pushing organizations towards accelerating transformation.

Our third focus pillar “Business Agility” aligns IT goals with the business by delivering faster innovation to support the business. This necessitates operations teams to enable business growth through the following approach:

- Everyday business evolution ably supported by operations teams using integrated DevSecOps practices
- Process transformation on an ongoing basis to remove friction, improve processes, and achieve relevant business KPIs
- Value-driven technology adoption and building a future-ready IT organization
- Smart solutions leveraging modern technologies to ensure better business outcomes

Bring to Life - Solution Pathways



Reliable and Resilient IT

- Drive IT-centric proactive solutions
- Technology toolsets focused on efficiency and resilience
- Levers of self-help/self-service/shift-left



Digital Experience

- IT and business-centric solutions
- Human-centric technology adoption
- Business efficiency focused
- Elevate the business experience



Business Agility

- Business process focused
- Faster time to market for solutions and services
- Agility in change deployment
- Modern technology adoption

LIVE ENTERPRISE PRINCIPLES



Case Studies (Benefits delivered):

The client is a leading American food processing industry. The project focused on:

- a. Automating the support cycle b. Enhancing the business experience c. Bringing agility to business processes



Reliable and Resilient IT

- Technical feasibility analysis and reverse engineering
- ~10% effort savings on enhancement work
- Auto-remedial action and critical job execution threshold-level monitoring to meet business SLAs



Digital Experience

- Customer happiness index at 4.33 compared to 2.81 earlier
- ~10% faster turnaround of solutions for requests through the in-app assistant



Business Agility

- Streamlined month-end closure with 20% increase in efficiency
- 8+ real time KPI monitoring for better visibility
- Predictive returns analytics for better future planning

The client is a leading global provider of agricultural science and technology solutions. The project focused on:

- a. Cost optimization b. Continuous innovation c. Business focused solutions



Reliable and Resilient IT

- Automated assignment of 94% incidents providing balanced workload
- AI learning model proposes resolutions automatically with 83% accuracy reducing SME dependency



Digital Experience

- In-app assistance to end users prevents switching multiple applications
- 30% reduction in customer service and SME workload



Business Agility

- Automation of 500+ requests per year
- Automated configurations improved turnaround time for UAT by 80%
- Integrated DevOps improved MTTR by 50% and TAT for changes by 45%

Infosys Advantage

Infosys has a dedicated SAP practice with over US \$1.46 billion in revenue and more than 17,000 consultants across geographies. We are a SAP Global Service Partner certified for SAP AMS. In addition, we were the first partner to become a member of Global Run SAP partner program, and a key contributor to the expansion of the SAP ecosystem across several technology industry domains.

For more information, contact askus@infosys.com



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