



Automatic's SAP Managed Services:



- SAP Application management
- Systems management
- Onsite / Offsite / Offshore engagement model
- Offshore ABAP/4 development factory
- 24 X 7 Techno-Functional User help desk
- QA and Testing
- Business Process support services
- Implementation, Upgrade, Roll-Out, Support and Enhancements

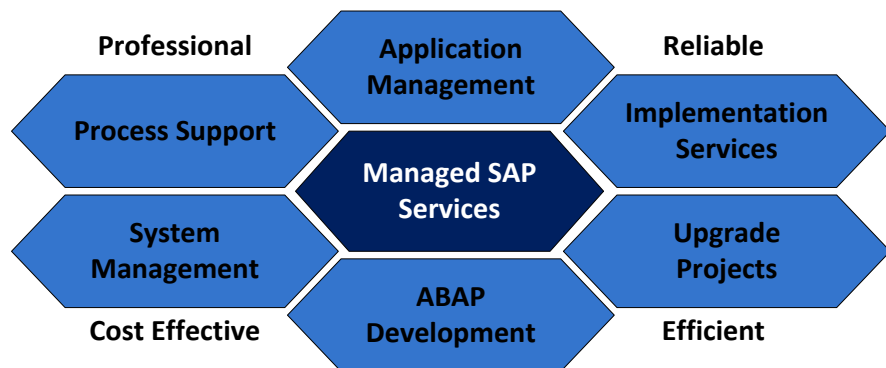
Advantages of Automatic's SAP Managed Services

- **Focus internal resources** on core business activities without being distracted by routine systems management and user support issues.
- Establish an **Extended team** to your internal IT team through partnership model.
- **Fixed cost model.** Managed services model provides you a fixed annual cost based on the defined services agreement.
- **Reduced cost** through offshore delivery model. No need to retain specialized teams.
- **Extensive knowledge base.** Our experienced team of consultants from across multiple industry verticals ensures that your organization benefits from the vast knowledge base.
- **Reduced risk.** A larger support team ensures that your system management is risk free and person independent.
- **Flexible and extended hours.** The SAP managed services team is available as per your specific support requirements including a 24 X 7 support.

SAP Managed Services

Many companies are facing the challenge of managing their investments in SAP system successfully and professionally. Primary pain areas are non-availability of internal IT personnel, budget constraints, changing requirements, geographical implications and business pressures. The limited internal IT team is unable to cope up with growing business demands and maintain the existing SAP environment at the same time. Specialized and flexible outsourcing can provide quality, tailored systems management, and negate the need for costly in-house resources.

Automatic's SAP managed services can offer you a team of experienced and professional SAP experts. This will allow you to focus on your core business activities while we act as your extended team and take up the ownership of smooth SAP system management. The dedicated support team is established based on the customer requirements ensuring professional support to users at all locations. The team works closely with customer's internal IT team and key users not only to take care of the routine support activities but also to deploy various improvement/enhancement measured based on our experience.



About Automatic

Automatic is part of a USD 60 million group (500+ employees) with business interests in:

- Information Technology
- Construction
- Financial Services
- Manufacturing
- Media and Hospitality

We are part of the SAP and Microsoft Partner network and are a trusted SAP solutions provider for various German and Indian multinational corporations. Automatic group has presence across 20 locations in India and with Dubai along with representative offices across Europe and South East Asia.