

## Managed SAP Solutions

Given the size, complexity and importance of your SAP operations and the crucial part they play in your success, it may be time for you to explore the advantages of entrusting SAP operations and maintenance to SAP professionals.



### ABOUT PCMS MANAGED SERVICES

PCMS is a leading provider of managed IT support services and strategic outsourcing solutions with 28 years experience in managing business critical systems on a 24 x 365 basis, both in the retail and corporate marketplace.

### SOLUTIONS PORTFOLIO

- Disaster Recovery & Business Continuity
- 24 x 365 Service Desk
- Enterprise Monitoring
- Application Management
- Full Outsourcing
- Managed SAP Solutions

### SAP ACCREDITED HOSTING PARTNER

PCMS are a proven SAP Accredited Hosting Partner who provide highly scalable, flexible, tailored services designed to reduce risk, lower cost of ownership and improve operational performance.



*Are you facing an increase in the size and complexity of your SAP operations beyond the level that your current infrastructure was designed to handle?*

*Are there escalating pressures on your budget which are conflicting with a need for further performance?*

*Are you struggling to maintain the necessary resources to fully support every aspect of your SAP systems 24 x 365?*

*If so it may be time to consider the many benefits that outsourcing all or part of these responsibilities to SAP Accredited professionals can offer.*

Many companies are heavily reliant on SAP software to run the processes that keep their business functioning smoothly. As the amount of reliance placed on these systems is increasing, many are finding that the costs and complexities of maintaining mission critical SAP systems are escalating, as are pressures on budgets and time. The push for more results from less resource input is a universal struggle.

You can effectively reduce the cost of operational support, maintenance, upgrades, refreshes and disaster recovery with PCMS Managed SAP Solutions.

PCMS Managed SAP solutions allow our customers to:

- Streamline provisioning of SAP development, testing and staging
- Ease SAP upgrades, new implementations and migrations
- Schedule maintenance downtime without disrupting normal business operations
- Align internal SAP resources with business priorities
- Increase SAP utilisation, flexibility, availability and agility
- Protect business critical systems, applications and data with full Disaster Recovery
- Enable successful on-going business support
- Deliver guaranteed service levels to the business
- Ensure maximum value for their investment

**NETWORK AND SECURITY OPERATIONS CENTRE**

- **24x365 Monitoring**  
Network Connectivity, Network Security, Physical Server, Virtual Server Farm, Storage Systems, Backup and Recovery, Business Continuity, Performance, Availability
- **Solutions Delivery**  
Database Administration, Web / Application Management, Systems Integration
- **Network Management**  
Network Administration, Network Resolution, IDS Management, Firewall Management, Design & Planning
- **System Management**  
System Administration, System Resolution, Design & Planning, Consultancy
- **SAP Administration**  
Basis Consultation

**PRODUCTION DATA CENTRE**

- **Hosting and Co-Location**
- **Tier 3 Data Centres & Regional Data Centre**
- **Resilient Mains Power (Diverse National Grid Connectivity)**
- **Resilient (n+1) Backup Power (UPS, Onsite Generators)**
- **Resilient Cooling & Humidity Controlled Environment**
- **Full Security & Access Controls**
- **Highly Restricted Area (Formal ID required)**
- **Resilient Network (able to withstand multiple failures)**
- **Multi-Layered Security**

**DR DATA CENTRE**

- **Onsite PCMS Data Centre**
- **Resilient Backup Power (UPS, Onsite Generation)**
- **Resilient Cooling & Humidity Controlled Environment**
- **Highly Restricted Area**
- **Resilient Network (able to withstand multiple failures)**
- **Multi-Layered Security**

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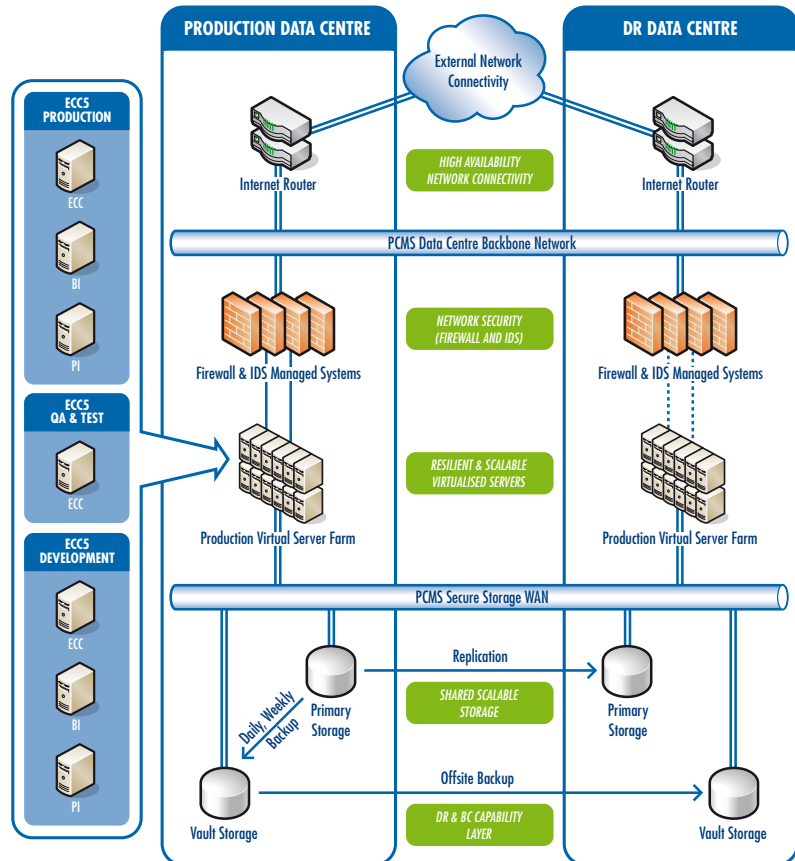
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PCMS utilises the latest VMware virtualisation solutions within our dedicated Data Centres to deliver highly scalable, dynamic managed hosted SAP solutions. PCMS are able to deliver virtual servers on demand from a custom designed server farm, offering capacity on demand, high availability and rapid recovery of systems in the event of any problems.

Hosting your SAP solutions-based development, test, training, and production environments within a PCMS Data Centre can cost less and be more productive than within a purely physical infrastructure. From server consolidation and containment to business process and data centre automation, the full range of virtualisation benefits can be applied to SAP deployments of all sizes.

You can dynamically rebalance applications while increasing resource utilisation across your test, development, Q&A, training and production environments.

PCMS Managed SAP solutions allow you to accelerate and improve the planning and testing phase, achieving faster and more cost-efficient upgrades while reducing risk to your business. Our solutions allow our customers to streamline the provisioning of development, testing, and staging instances with the ability to provide new environments on demand.



PCMS provide highly secure and scalable solutions to meet the specific needs of your business, either by managing part of your SAP systems or fully outsourcing the management of the whole SAP environment with full disaster recovery capabilities. Our dedicated and shared service models allows us to provide flexible and scalable infrastructure, with capacity on demand, delivering true business agility and cost-effective disaster recovery solutions.