



MindWorks

MindWorks AMS: The Smart Approach to Outsourcing

YOU'VE IMPLEMENTED SAP. NOW YOU NEED TO SUPPORT IT. MINDWORKS CAN HELP.

BENEFITS

- More productive use of your resources
- Reduces Total Cost of Ownership (TCO)
- Savings through predictable costs
- Tangible ROI
- Improves operational efficiencies and provides greater flexibility
- Scalable operations and support services
- Fast, efficient issue resolution
- Continuous improvement philosophy

MindWorks Application Management Services

BUSINESS, TECHNICAL AND SYSTEM NEEDS EXPERTLY HANDLED ONSHORE

Is your SAP support team proactively focused on delivering business value? Or is it spending too much time on day-to-day operational and fire fighting activities?

MindWorks Application Management Services (AMS) will help you stabilize your SAP environment and better align your support strategy with your business strategy, so you can be more focused on your business. The MindWorks Global Solutions Center offers best in class SAP resources to handle all of your operational needs. You'll work with a dedicated team that possesses a deep knowledge of your SAP systems and who will work consistently with you.

People – MindWorks' experienced resources will expedite your SAP requirements and address all issues from break-fix help desk support to custom development and specialized consulting.

Process – Our proven and tested process ensures you'll get exactly the support you need, when you need it, backed by rigorous quality control. Our proven Assure methodology has been refined over years of client engagements.

Support – MindWorks comprehensive support offerings cover all versions of SAP R/3 up to the latest ECC, and will continue to grow with new releases from SAP. Application hosting in partnership with IBM is available, if desired.



MindWorks, Inc.

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Why MindWorks Application Management Services?

- **Consistency of support team—**
You are assigned a MindWorks Global Support Manager (GSM) who will get to know your systems, oversee the team and stay with you for the long haul. Your GSM coordinates service delivery, oversees knowledge transfer, generates service reporting, and works to ensure compliance with guaranteed service-level agreements.
- **Highest quality consultants—**
MindWorks consultants are among the most experienced in the industry, averaging 8–10 years of SAP experience. Your dedicated Global Support Manager can access a vast pool of SAP talent to bring you exactly the skill sets you need to ensure the successful support of your SAP systems.
- **Best in class help desk—**
The integration of AMS into your help desk will be transparent to your user community, who will continue to leverage your familiar help desk solution. Additional support originates in a Super User Network of SAP process experts developed internally to ensure user satisfaction.
- **Lower cost—**With MindWorks AMS, you won't have to pay for infrastructure, office space, travel costs or endure any surprises. Your cost is predictable. Your AMS team can expand and shrink at short notice. As a result, you'll see a reduction in ramp-up expenses, and eliminate the need to onboard new staff.
- **Onshore—**MindWorks Application Management Services is a fully onshore model. All resources are based in the U.S., which means faster communications, avoiding the hassle of international time-zone differences, and quicker issue resolution.



Total Coverage of All Post-Go-Live Areas

ENSURE THE STABILITY AND RELIABILITY OF YOUR SAP SOLUTION

Let MindWorks AMS assume full responsibility for your SAP-related items to enable the continued high quality operation of your SAP systems. All work is guaranteed by service level agreements (SLA).

DAY-TO-DAY OPERATIONAL SUPPORT

- **Help Desk & Call Center**
three levels of support
- **System Monitoring**
proactive application monitoring and optimization
- **Production Support**
enhancements, reports, minor projects and more
- **Application Enhancement**
assuring continuous business improvement
- **Technical Expertise**
ABAP, interface development, backups and more
- **Disaster Recovery Planning and Execution**
peace of mind coverage for your SAP systems
- **SAP Security Management**
create and maintain user accounts, manage role assignments, and fulfill audit requests
- **Basis Support**
system administration, transport management, and more
- **Parallel Development**
fulfilling the needs of multiple ongoing projects
- **Service Level Agreements**
clearly defined and guaranteed

STRATEGIC AND FUNCTIONAL SUPPORT

- **Long Range Support Planning**
- **Project and Service Level Management**
- **Client/Consultant Resource Allocation**
- **Trend Analysis of Support Activity**
- **Application Configuration and Integration**

MindWorks Assure Methodology

*YOUR
ROADMAP
FOR SAP
SUPPORT
SUCCESS*

Adopt

The MindWorks support team **DISCOVERS** all facets of your SAP environment, absorbing total system knowledge. We then **COLLABORATE** with key process owners and the super-user community, allowing for a smooth **TRANSITION** into support mode.

Standardize

We **ANALYZE** all business processes and technology to identify gaps, following up by **RECOMMENDING** improvements to ensure that your SAP system **ALIGNS** with best practices and standards for an optimal systems environment.

Sustain

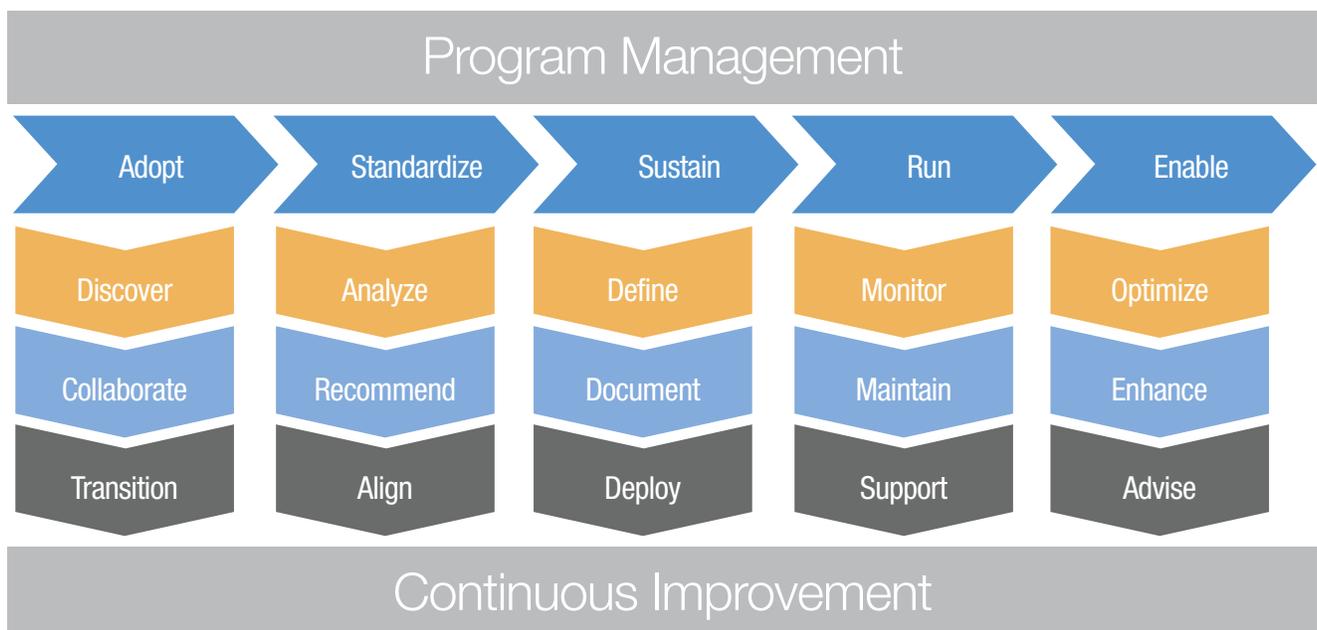
The MindWorks support team **DEFINES** and **DOCUMENTS** comprehensive support solutions for future reference and system management. We then **DEPLOY**, migrating solutions to production to ensure business continuity and operational effectiveness.

Run

We **MONITOR** key transactions and system usage and continuously **MAINTAIN** your SAP systems, while helping you focus on identifying process improvements and system enhancements. We provide ongoing, comprehensive end-user **SUPPORT**.

Enable

Your system is stable and you are focused on running your business. MindWorks helps you **OPTIMIZE** your technical environment, **ENHANCE** your functionality, and **ADVISES** you on current and future support initiatives and projects.



MindWorks onDemand (MoD)

**PRE-PURCHASED APPLICATION MANAGEMENT SERVICES,
DELIVERED 'AS-NEEDED'**

Do you already have a strong understanding of your SAP support needs? Then consider MindWorks onDemand to augment your current support capability. MoD lets you pre-purchase blocks of support time you can use on an as-needed basis, and allows you the flexibility to tap into the vast expertise of our more senior consultants.

MINDWORKS onDEMAND BENEFITS

- Optimal for short-term projects and enhancements
- Convenience of pre-purchased blocks of time
- Work handled only by senior level consultants
- Guaranteed response time
- Service level agreements available

For More Information

Contact the MindWorks AMS Team today for a free support evaluation.

Phone: **(303) 554-6400**

Email: **Sales@MindWorks.com**

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As an SAP® Services Partner, MindWorks collaborates with SAP to deliver customized business solutions to diverse organizations, utilizing proven SAP technologies. SAP is selective about the companies with whom they partner, seeking only those that are leaders in their fields. SAP Services Partners are recognized worldwide as experts in implementing and supporting SAP technology.



MindWorks offers complementary SAP remote services with IBM's Application On Demand and hardware offerings. The IBM Applications on Demand practice supports more than 500,000 business users in over 140 countries working in small, midsize and large environments in virtually every industry.

About MindWorks, Inc.

MindWorks, Inc., an SAP® Services Partner, is a leading provider of SAP services to many of the world's best-known organizations. We focus exclusively on SAP consulting, training, software and support. Our mission is to help companies improve ROI and reduce TCO from their SAP systems through cost-effective SAP solutions. Managed by veteran SAP professionals, MindWorks is growing rapidly and has appeared twice on the Inc. 500 list of fastest growing private companies.

"MindWorks brought to the table a much more sophisticated [support] capability than we were able to develop internally."

**SAP Program Manager,
Fortune 500 manufacturing company**