


# 8 Success Criteria for Greater IT Efficiency Through Application Management Services

## Example: Cloud Management

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Cloud infrastructures should be agile, flexible, and simple. Yet the broad spectrum of specialized cloud providers, services and solutions results in hybrid or multi-cloud landscapes that are complex and difficult to control. At the same time, the quality should be improved and costs kept low. How do you accomplish all that? It is a question of efficiency. To achieve this, consider the following points.

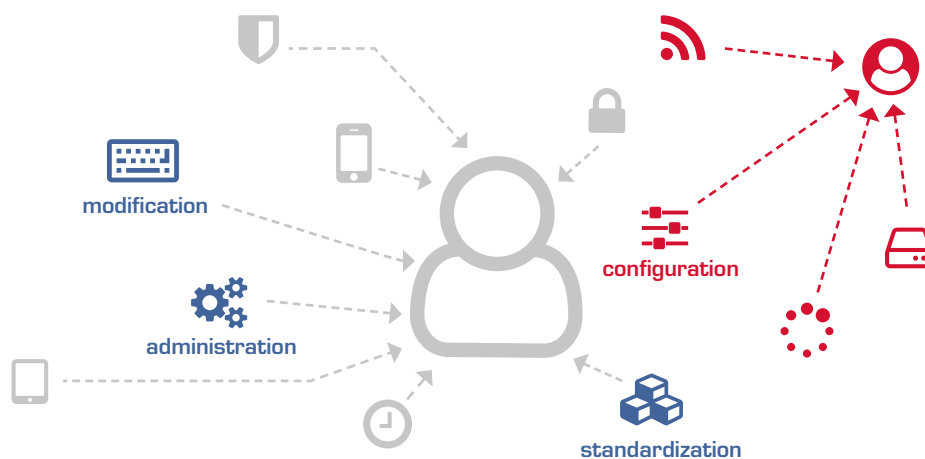
# Set Up Sustainable Cloud Landscapes and Make Them Profitable

Business requirements are constantly changing and IT expectations are higher than ever before. The solution is a sophisticated cloud strategy which does not just involve pure IT outsourcing or the selection of point solutions.

Discover the most important criteria for successful cloud IT and how you can run it efficiently.

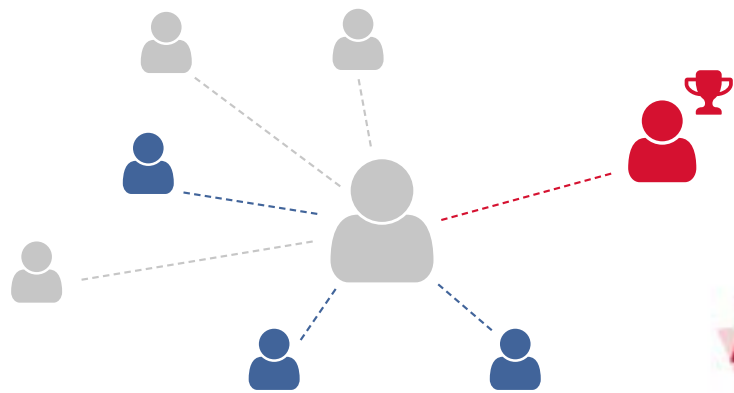
## 1. Relieve Your IT of Routine Tasks.

The administration of existing systems alone can stretch the capacity of many companies' IT departments to their limit. For this reason, the capacities and agility necessary for new projects are simply not available. Even the implementation of preconfigured cloud solutions does little to change this, as individualized adjustments are even more complicated and require specialist knowledge. Add to this the "normal" daily operations with (seasonal) peaks in workload: Repairs and maintenance of client PCs, the server, the network as well as support of the SAP system landscape. Whether it is internal (on-premises), external (cloud) or a hybrid architecture, you depend on your SAP systems at all times. itelligence provides this expertise in Application Management – and takes care of all those tasks you cannot or do not want to deal with. What tasks are these? Of course, you decide this yourself.



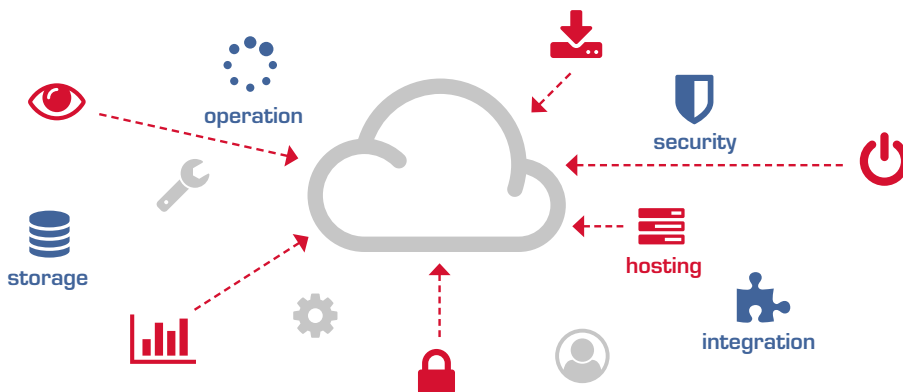
## 2. Avoid Overloading and Manage Your Service Providers Smartly and Efficiently.

Transferring IT tasks to service providers can turn into a piecemeal process. Especially when you need to hire your own specialist for each of the different areas – from developing the cloud strategy, management and the continuous development of solutions to hosting and application management. What you end up with is a wide array of IT contracts and contact partners who each know only a fraction of your IT system. itelligence, however, supports you in two ways: With the first option, you receive all services from a single source which are coordinated with one another. This is the case when, for instance, you want to introduce a new solution. You can rest assured that your existing infrastructure will continue to run smoothly. With the second option, itelligence takes on the efficient control of all third-party providers for you. With 30 years of experience in the SAP market and proximity to SAP as a SAP Platinum Partner, we know applications, stakeholders as well as service providers across the industry. You decide which option is right for you.



## 3. Guarantee a Seamless Integration of New Cloud Offers.

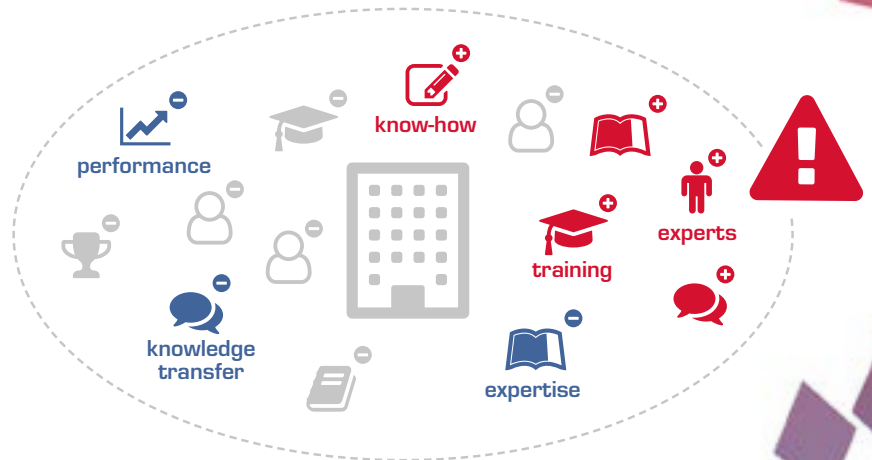
The number of cloud offers on the market is becoming unmanageable. In the next few years, the challenge will be to assemble them into a functioning IT landscape and to control them in the most suitable combination and with the right focus. itelligence implements the right processes for the management of your customized cloud and ensures the integration, data exchange and function of the combined solutions. itelligence Managed Services and Application Management Services also specifically assist you with the stable operation of your IT, with flexible contract modalities, with proven approaches for the quality assessment of both old and new partnerships. In this way, you set the course for an efficient IT landscape.



## 4. Avoid the Know-How Trap.

With the dynamic development of new cloud technologies, it is difficult to keep your IT experts' know-how up to date. Likewise, in the next few years, many IT experts will be retiring – taking their knowledge on the special features of your IT landscape and of older technologies with them. A very simple example: You may need to rely on certain SAP features only at certain times. When know-how is seldom needed, for instance only once a year, it is quite simply not worth setting up in-house resources for this. And, with the number of updates and upgrades, you can't possibly expect to train your SAP team for every individual case.

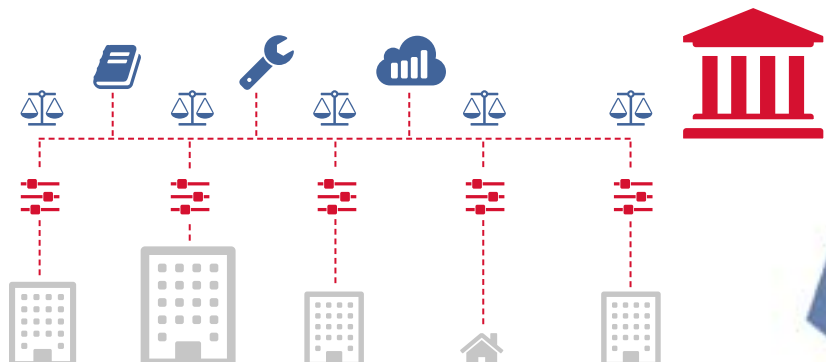
With itelligence as your partner, you can rest assured that you always have a pool of specialists to rely on who know your infrastructure inside-out and who will continue to develop it with ever-growing cloud options. This allows you to fill any gaps in your SAP team's knowledge or resources quickly and efficiently.



## 5. Retain Control of Your Entire IT – Also Around the World.

Increasing globalization has led to an increasing interconnection between business models across time zones and beyond borders. Governance projects must follow these structures. This is often a huge challenge, particularly for IT support and IT services. As a globally operating IT service provider, itelligence can assist you with Managed Services worldwide. We ensure continuous governance: We help you to establish a uniform infrastructure and clear processes for your entire company – including all subsidiaries. Service models independent of time zones are therefore possible at any time. In this way, we ensure a consistently high service level internationally – whether it's an on-shore, near-shore or off-shore model. And all that without losing sight of the particulars:

Since our local experts on site are also familiar with the specific requirements of individual countries, you are able to comply, for instance, with deviating legal requirements without any issues.



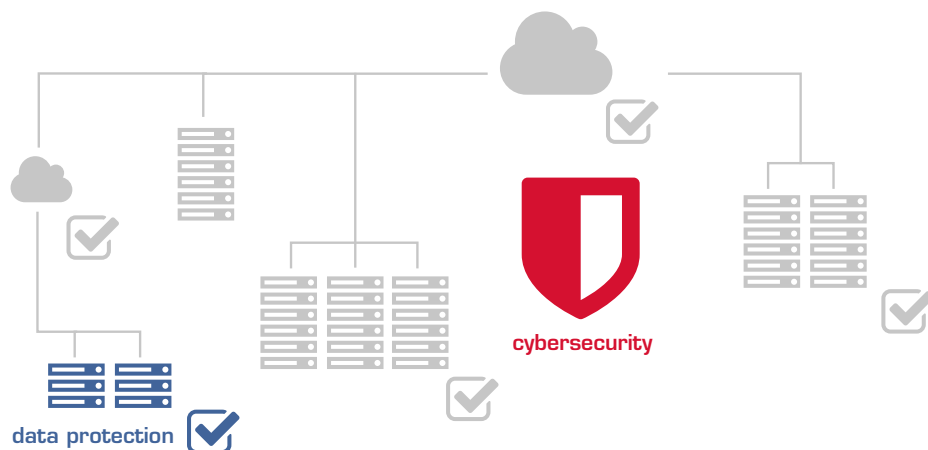
## 6. Strengthen Your Position as a Strategic Consultant in Your Company.

In many companies, the IT department has a bad reputation. There are many reasons for this, which can all be reduced to one common denominator: IT staff always have their hands full, trying to keep up with their core responsibilities using existing resources. If, however, you ease the burden on your IT department, you can finally devote time to the strategic development of IT landscapes and their effective operation – moving away from strictly operational processes to the consultation of your departments and management. This strengthens the image and the strategic importance of your team within the company. itelligence will always be on hand to advise you – with decades of experience and the goal to make more of your IT.



## 7. Protect Yourself from Current and Future Security Risks.

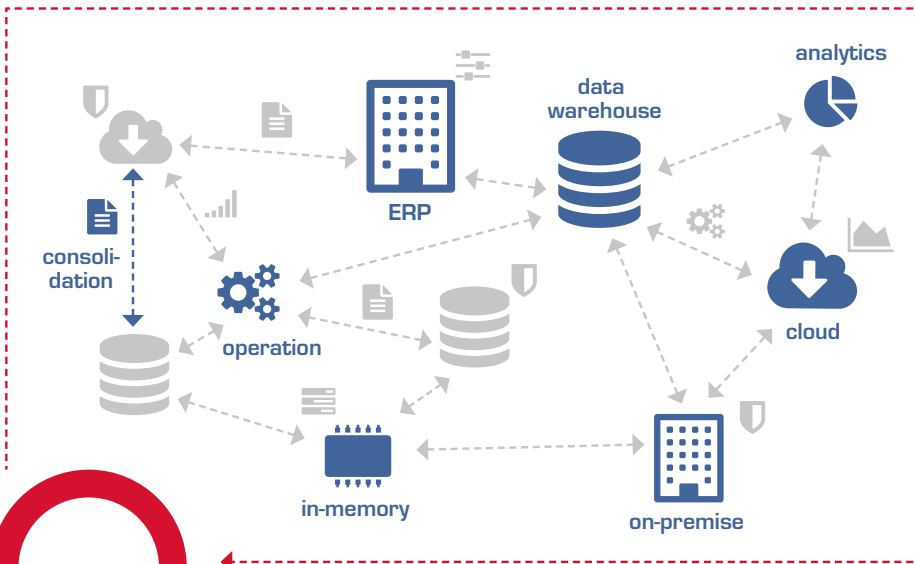
When data is distributed and stored in hybrid cloud landscapes and via various data processing centers, this also creates potential sources of risk. And these are difficult to predict. While most companies have laid the foundation for secure IT systems, they still shy away from investing in extensive protection. itelligence will help you clarify any doubts in this regard. At itelligence, consistent data privacy is one of the most important mainstays of our service. As for the management of your IT system, we ensure the highest level of security and adhere to all relevant data privacy regulations – in itelligence data centers as well as in cloud system management.



## 8. Or: Why More Efficiency Helps You Maintain Your Capacity for Innovation.

Mature IT landscapes are often so complex and their dependencies so obscure that every upgrade or implementation project becomes a risk. The result: It is easier not to start innovation projects at all, or they are put on hold indefinitely. **But you can only achieve a capacity for innovation and agility if you have set up a stable and efficient operation and a reliable Service Level Agreement.** You can achieve this higher quality in IT processes with the help of suitable Managed Services and Application Management Services, with which itelligence is happy to support you as an operative and strategic consultant.

Because one thing is certain: Companies are in desperate need of more efficiency when it comes to their IT processes. This is the prerequisite for preserving your whole company's capacity for innovation, for establishing new business processes on the market quickly, and for providing your customers with new products and services in a reliable manner.



### Our Services:

itelligence is a global SAP Platinum Partner with 30 years of experience. We support you in all stages of digital transformation – from consultation and IT implementation to Managed Services and Application Management Services (AMS).

Would you like to find out more? Get in touch!

» [www.itelligencegroup.com](http://www.itelligencegroup.com)

#### Tip:

In addition to the decision on the cloud model, you should also start by considering the necessary service and support models that you will need for ongoing IT operations as well as for optimization. Suitable SAP Application Management Services support you in this from the start and during the process!