Additional SAP Consulting Services

Swisscom SAP

As unique as
your company
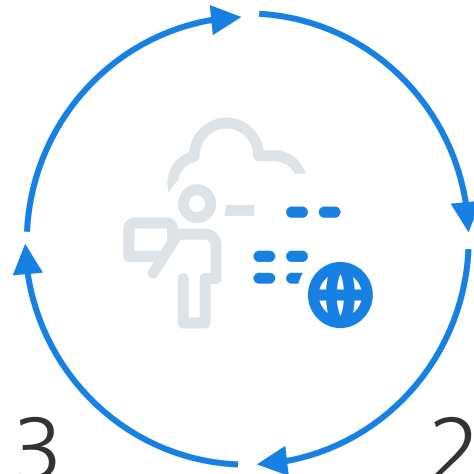
SAP Services from Swisscom
Added value for your company at a glance

Long-term outlook

Whether transformation or further optimisation – we think along with you and look ahead.

4

1

An easy start

Good advice is the basis for every SAP project. We develop a strategy together on your premises.

Optimal support

Your on-premise solution with managed services, as a package in our private cloud or in the public Azure cloud.

3

2

Correct implementation

Our experts implement your project in a way that adds value. Locally and/or internationally.

With SAP Services from Swisscom, the customer is placed at the centre so in turn it can focus on its customers while SAP simply runs. Throughout Switzerland we advise you on your premises, in your language and develop an individual strategy based on our many years of knowledge. We keep an eye on long-term trends and are your expert for reflecting your company-specific needs in the jointly developed strategy – in the short, medium and long term. The implementation can be on a local or an international level. Leave the operation to us – on the cloud or on premise. SAP offers virtually unlimited possibilities: We show you what is most suitable for your company.

Additional SAP Consulting Services
The entire range to meet your needs

Swisscom SAP Services

SAP consulting

SAP S/4, SAP CX, Analytics, Ariba, ECC 6.0

SAP Application
Management services

SAP software maintenance

SAP outsourcing solutions

More than 280 SAP customers – in Switzerland and worldwide – trust our SAP services.
17 customers have received an SAP Award. We offer our solution-based consulting
services for S4/HANA, Customer Experience (CX) and Analytics. We also offer a whole
range of individual consulting services which we would like to introduce to you in this
brochure.

Happy reading.

Additional SAP Consulting Services

– Strategy & management consulting

– Quality assurance & software testing

– Compliance & security consulting

– Application Lifecycle Management (ALM)

– Technology & architecture consulting

– Custom development

– Process integration

"
**Listening.
This is where every SAP project
begins. By understanding our
customers' individual challenges,
we can develop solutions that
will take them forward in the
long term.**
"

Omar Bumann, Head of SAP Services,
Swisscom Business Customers

Strategy
& business consulting

Strategies with foresight

Sustainable business strategies and concepts are the result of a balanced mix of strategic thinking, business know-how, technological competence, trends and innovations. With a focus on SAP software products, we offer integrated consulting across all areas and processes of your company.

Company-wide concepts and strategies

By taking an integrative optimisation approach to processes, data, technology and organisation, we support you with your individual strategy.

– Optimisation, reengineering, harmonisation and digitisation of departments and business processes
– Design and implementation of business solutions
– Business and IT alignment
– Business transformation consulting
– Enterprise change management
– System landscape optimisation consulting: system mergers, carve-out and harmonisation
– Programme and project management

Your benefits

– Future-proof alignment of your systems through the integration of digitisation trends

– Industry experience: You benefit from extensive knowledge of the industry

– Specialists for all fields and support with all processes: strategy, core, support

– You stay close to SAP and are still independent of the tools

Quality assurance & software testing

To keep your business running

The IT landscape in companies is usually complex – with integrated systems, imported releases and the addition of customised developments. Testing and quality assurance services help to ensure availability and quality. This way, interaction such as between the SAP cloud and service management systems is guaranteed without interruption.

Quality management

We establish quality-assuring measures like naming conventions, priority definitions, quality gates, acceptance criteria and much more. We also integrate continuous improvement processes and guarantee comprehensive quality assurance in the structure and process of the organisation in all project phases. We are your partner for ensuring all necessary test types and levels, from manual and automated to functional and non-functional tests as well as security tests.

Test management

We advise you on efficient and optimised test management in operations (Operation/DevOps). For testing, we work together to define the strategy, methods and processes, such as defect and requirements engineering processes. Together we develop a concept and a project plan, taking into account the interfaces to the requirements for engineering, development, project management and customers. Upon request we can also take care of the management and execution of various types of tests at different levels.

Test automation

Our experts establish test automation in operations (DevOps) as well as in the project business. We support you in the creation of concepts for functional and non-functional test automation (load and performance testing) including all relevant aspects such as peripheral systems, test environments and test data as well as functional and non-functional requirements. We are also happy to create business cases for you including ROI and advise you on tool evaluation through to the introduction and development of the automation framework.

Your benefits

– Complete, effective and economical quality and test management

– Reduced effort thanks to automated software testing

– Your specialists can focus on core tasks and competencies

Compliance
& security consulting

The backbone of your corporate values

By ensuring compliance, you protect your corporate values and gain a significant competitive advantage over your competitors. Avoid costs arising from legal claims through lawsuits, compensation or fines. Protect your reputation and the trust of your customers.

Concept, implementation, optimisation

With our comprehensive services, we support you from the development of security and data protection concepts, through consulting and implementation of security measures, to the introduction and optimisation of governance, risk and compliance solutions. We help you minimise compliance violations, achieve the appropriate level of security and time spent on compliance, risk management and audit programmes.

Performance and security in unison

The dependencies between the performance of operational functions and the underlying technological security environment are reflected in our solution proposals. Security aspects as well as the organisational and economic benefits of the proposed applications are implemented holistically. Integrated teams of experts take care of this.

Your benefits

– GRC expertise: Extensive experience of integrating security services into digital processes

– Highest level of data security: Use of the proven SAP Security and Compliance Framework

– Integration of further services: Use of Swisscom enablers such as MobileID and signature service is possible

SAP Application Lifecycle Management (ALM)

Build & Run SAP like a Factory

"Build SAP like a Factory" covers the development steps from project management and solution documentation through to change, test and release management, as well as incident, problem and request management. "Run SAP like a Factory" includes services for application operation, validation, maintenance, optimisation and security.

ALM in brief

With ALM, we develop, test, monitor, support and automate your IT. We develop a management strategy in the lifecycle of a solution and its applications. This includes customer requirements, design, development, installation, maintenance and support. Based on ITIL, the dependencies and impacts of IT and business are made transparent within ALM. Application Lifecycle Management helps to analyse and understand the complexity of impact and dependency in the system.

ALM consulting

Our consulting expertise in the implementation of SAP Solution Manager covers the following areas:

– Design and development of an ALM basis and standards
– Configuration of SAP Solution Manager and integration of peripheral systems
– Creation and maintenance of sustainable solution documentation
– Development and implementation of change request management
– Monitoring in operations
– Business process monitoring

Your benefits

– Increased productivity

– Transparent traceability

– Fast ROI through a win-win approach

– Standardised basis

– Comprehensible methods and procedures

SAP technology & architecture consulting

Swisscom SAP consulting – "The Best Run" for your ERP

Has your IT landscape and SAP ERP grown alongside the evolving needs of your company and as a result gradually become more complex? Then maybe it is time to take a step back to analyse your entire SAP system landscape and develop a new architecture. We are happy to advise you on this.

Architecture analysis & consulting

Together with you, we design your SAP landscape offering high performance and high availability. We reduce the complexity of your IT and create a scalable, flexible SAP basis. In collaboration with your IT, we design an IT system landscape that is customised to your individual needs.

SAP roadmap

With the creation of a strategic roadmap, we help you make your systems future-proof: The right SAP product in the right version at the best point in time. Examples include S/4HANA, SAP Fiori and cloud solutions. We help you plan and implement the individual projects.

OS/DB migrations in the SAP environment

We offer you professional support – from the assessment through to changing your operating system or database.

Other options

– IT strategy coaching
– IT integration and migration projects
– IT harmonisation and consolidation projects
– Preparation of strategy and feasibility studies

Your benefits

– State of the art: Leading technology partner in the SAP environment

– Innovative: Founder & manager of the S/4HANA Community in Switzerland

– Future-oriented: Own innovation centre for SAP

– Technology savvy: Highest level of technological competence

SAP custom development

Customised SAP development

Every company has its own specific needs. We adapt the integrated standard software package from SAP in line with the specific requirements of your company, whatever the industry. With the transition to SAP software architecture – especially HANA in-memory technology – you also get new opportunities to optimise, speed up or completely redesign your processes.

SAP custom development portfolio

Our experts support you throughout the entire reengineering process and implement specific optimisations and additional applications.

– Functional enhancement of standard SAP solutions
– Optimisation of graphical user interfaces
– Development of printed and interactive forms
– Establishment of operational reporting
– Mobile data acquisition, web applications and performance tuning
– Technical conceptual design
– Development of individual software

Your benefits

– One SAP service provider for everything: planning, programming and operation

– SAP standard software precisely optimised for the needs of your company

– First-class process and technology expertise

– Short project schedules thanks to extensive specialist knowledge

– Swisscom operation with 24/7 support

Process integration

Efficiency gains through system-integrated processes

Connecting your existing and new systems reliably is simple. Whether connection to partners and marketplaces, integration of mobile applications into the process landscape or electronic invoice processing. We connect your diverse process landscape across systems to form an integrated whole: no media breaks, flexibly adaptable, easy to monitor and control.

Process consulting, implementation & integration services

Process integration services lead quickly and specifically to a business transaction that integrates customers, partners and suppliers into your electronic processes. What you need to do:

– Integrate stakeholders in electronic processes
– Cross-departmental synchronisation of internal functions
– Control and monitor processes across systems and the company

SAP Process Integration portfolio

– SAP Process Integration (PI) is used as the platform for Enterprise Application Integration (EAI)
– Technical adapters connect partners and systems of different generations
– Guaranteed fast and cost-effective transmission of your data to standardised formats such as EDIFACT and EDI
– Integration of cloud and on-premise solutions is possible as well as the implementation of hybrid cloud solutions

Your benefits

– Higher productivity through cross-system processes

– High quality in data exchange and electronic process handling

– Lower integration costs through the use of recognised standards

– Central communication platform (SAP NW PI) with possible integration of business partners