

# Outsourcing Services for SAP

## A Better Outsourcing Experience

### Business Process Outsourcing

Hitachi Consulting's Outsourcing Services business transformation solutions with specialized expertise in SAP tools and technologies. We are focused on the end user and their experience with the system. End users need IT systems that work – systems which are effective and efficient, with reliable support. Everything we do in outsourcing services at Hitachi Consulting is geared on the end user and restoring their 360-degree experience with the system. This focus on the end user is made possible by our cloud-native framework.

As the only global Tier 1 outsourcing provider to have started in the cloud, we have always leveraged this unique flexibility, transparency, and optimized capability, from infrastructure through middleware to the application layer. This experience allows us to provide outstanding end user experience – regardless of where that user is physically sitting. Enabled through the cloud, we offer IT models free from confined and unimaginative outsourcing solutions.

Our solutions are uniquely tailored to each Customer – no one-size-fits-all answers here. We rely upon a series of proven processes and systems to enable the predictable delivery and stability needed by today's dynamic, multi-national companies.

### Key Services

As an SAP Global Partner, we invest heavily in our capabilities and our people. Our SAP-certified functional and technical consultants and SAP Basis administrators have an average of eight years of experience. Support specializes in:

- Application management
  - Maintenance and support across the entire SAP portfolio of applications:
    - ECC (FI/CO, SD, MM, QM, PP, PM, WM), APO, SCM, SRM, CRM, BPC
    - SAP BusinessObjects, Business Warehouse, Solution Manager, and HANA based applications
- Technology services
  - Maintenance and support for development and production environments, along with the associated technology stack infrastructure management services
  - Maintenance and support for data center, operating system, and core infrastructure - Hitachi Consulting hosted or remote management
  - New or existing installations
  - Global support analysts available
  - Flexible delivery model

**"They work in a very common sense way. A lot of times with other firms you get a lot of exotic ideas. With Hitachi Consulting they give you things you can do right now to get results."**





## How We Deliver: HCAssure<sup>SM</sup>

HCAssure<sup>SM</sup> is an ITIL-aligned service management methodology that provides the foundation for a holistic solution, responding to client needs across strategy, people, process and technology. Our approach, experience and constant focus on quality produce practical solutions that yield measureable results as defined and benchmarked at the onset of the solution lifecycle. It is an intentional approach proven to drive effective transition and support while:

1. Mitigating risk
2. Maintaining/improving quality of service
3. Delivering a long-term support solution
4. Driving innovation and reducing cost

HCAssure<sup>SM</sup> focuses on ensuring quality by delivering exceptional user experience and continual service improvements, as well as by maintaining IT and business alignment through managing the application rationalization road map.

## Why Hitachi Consulting?

Hitachi Consulting works to provide flexibility to its customers in creating models that offer flexibility. With offices in North America, Europe, the Middle East and Asia, we employ more than 5,000 professionals in 12 countries and have a dedicated global SAP team. We have Outsourcing Services delivery centers in USA (Texas, North Dakota), India (Bangalore, Hyderabad, Pune), EMEA (United Kingdom, Portugal) and China (Guangzhou, Shanghai) to offer global delivery scale. Our quality people form the cornerstone of our collaborative, pragmatic approach. From dedicated capacity-based extension to shared services and flexibility for event-based staffing, we deliver measurable, sustainable business results and a better consulting experience.

## About Hitachi, Ltd.

Hitachi, Ltd. (TSE: 6501), headquartered in Tokyo, Japan, delivers innovations that answer society's challenges with our talented team and proven experience in global markets. The company's consolidated revenues for fiscal 2013 (ended March 31, 2014) totaled 9,616 billion yen (\$93.4 billion). Hitachi is focusing more than ever on the Social Innovation Business, which includes infrastructure systems, information and telecommunication systems, power systems, construction machinery, high functional materials and components, automotive systems, healthcare and others. For more information on Hitachi, please visit the company's website at [www.hitachi.com](http://www.hitachi.com)

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Hitachi Consulting is a leading global professional services company and business integrator for the IoT era. We engage with clients to solve complex business challenges with innovative and integrated solutions across industries in the spirit of our parent, Hitachi, Ltd., a global leader in technology and social innovation.

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July 2017