

You have a suite of SAP applications to maintain. Business stakeholders want urgent changes. End users need your support. SAP thinks you should upgrade. Your support staff is stretched thin.

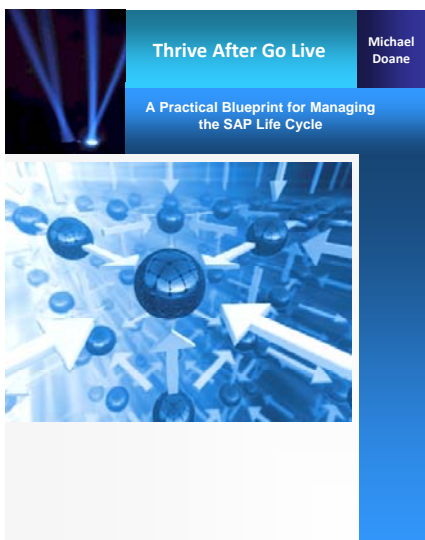
Time-frames are tight. The budget is tighter.

What work is strategic to you?

What work is not strategic to you?

AssuraNet provides your firm with a rich and actionable diagnostic regarding your SAP maturity.

SAP Maturity Model				
Level	Business/ IT Alignment	Enterprise Applications	End Users	Infrastructure
1 Core Applications	There is a link between business and IT for configuration updates.	Enterprise apps are not overly customized; core implementation is complete	Basic end user training is complete.	Operational infrastructure is adequate.
2 Stable Applications	The role of business in applications evolution is defined.	ERP is the backbone of enterprise applications. Interfacing is complete.	End users fulfill functions without excessive help desk or support.	Operational infrastructure is stable.
3 CoE Defined	Business has active ownership of business processes. Current KPI is measured.	The applications portfolio is inventoried.	End users receive period refresher training	Operational infrastructure is flexible. Apps data is generally synchronized.
4 CoE Managed	KPI measures and targets are in the system. EPMO directs business process transformation.	The applications portfolio has been rationalized.	End users are trained to business processes and continuous training is in place.	Enterprise applications infrastructure is flexible.
5 CoE Evolving	Business process change is guided by KPI performance; configuration is in the hands of business.	The applications portfolio has been optimized.	End user job performance is linked to business process performance	Enterprise applications infrastructure is adaptive to applications changes.



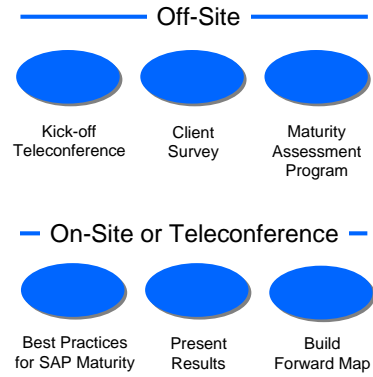
At the heart of the assessment is a proven maturity model of best practices from installation stability to an evolving SAP Center of Excellence. The assessment will reveal the key areas where your organization needs improvement to drive greater value for your enterprise.

The model is supported by a 42-page white paper: [Thrive After Go Live: A Practical Blueprint for Managing the SAP Life Cycle](#)

Easily administered with clear results.

After a one-hour kick-off teleconference, we send an e-mail to your chosen participants with survey instructions and the link to your private URL. Participants complete the survey in fifteen minutes. Results are loaded into our diagnostic tool to highlight disparities in maturity among individuals and defined groups (e.g. business and IT) across five maturity stages and four categories of activity.

Maturity is assessed for each stage, each element of each stage, and four activity categories. Firms can pinpoint areas of concern and identify what activities need to occur to improve SAP maturity.



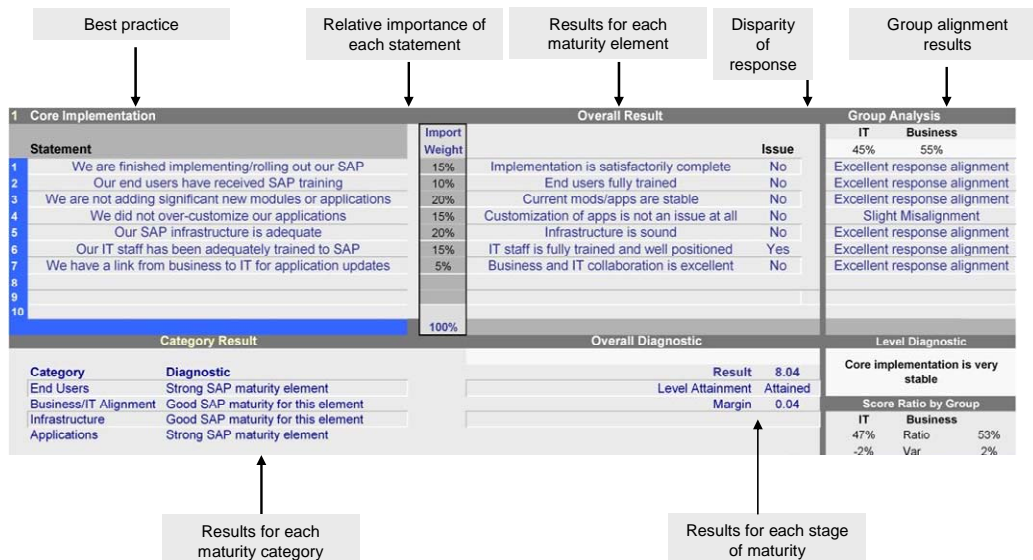
SAP Maturity Model

SAP Center of Excellence Maturity Model				
Level	Business/IT Alignment	Enterprise Applications	End Users	Infrastructure
1 Core SAP	There is a link between business and IT for configuration updates.	SAP is not overly customized; core implementation is complete	Basic end user training is complete.	SAP infrastructure is adequate.
2 Stable SAP	The role of business in SAP evolution is defined.	SAP is the backbone of enterprise applications. Applications interfacing is complete.	End users fulfill SAP functions without excessive help desk or support.	SAP infrastructure is stable
3 CoE Defined	Business has active ownership of business processes. Current KPI is measured.	The applications portfolio is inventoried.	End users receive period refresher training	SAP infrastructure is flexible. Apps data is generally synchronized.
4 CoE Managed	KPI measures and targets are in the system. EPMO directs business process transformation.	The applications portfolio has been rationalized.	End users are trained to business processes and continuous training is in place.	Enterprise applications infrastructure is flexible.
5 CoE Evolving	Business process change is guided by KPI performance and configuration is in the hands of business.	The applications portfolio has been optimized.	End user job performance is linked to business process performance	Enterprise applications infrastructure is adaptive to applications changes.

Web-based Survey

Statement	Description	Score
1 SAP base is the backbone of our enterprise applications	Even a partial SAP suite including financials, order processing, and materials management would suffice. If legacy software is the backbone of your enterprise applications, subsequent steps in building a CoE will be compromised because software configuration, rather than programming, is a key element.	7
2 Our end users are functional	In a post-training mode, the end users are capable of fulfilling their SAP functions without overwhelming levels of help desk assistance.	6
3 We have sufficient IT resource to maintain stability	If you are in a fire-fighting mode for whatever reason, this score would be low. If, however, your IT operations around SAP are generally routine, you should score this as a seven or better. Note that firms in their first year of SAP operations tend to score low in this regard as the notion of "sufficient IT resource" is still in question.	8

Level by Level Diagnostic



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