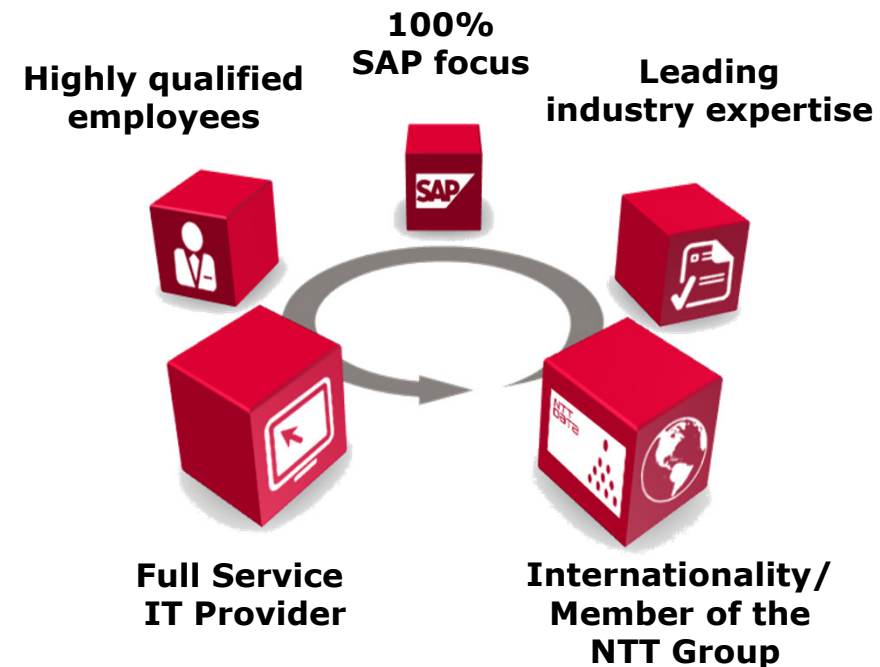# SAP Business One OnDemand @ itelligence

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itelligence AG - Company background

Facts & Figures

- Founded 1989 in Bielefeld, Germany

- Board: Herbert Vogel (CEO),
  Norbert Rotter (CFO)

- Listed at German stock exchange since 2000

- Majority shareholder NTT Data since 2007

- 2300+ employees in 20 countries

- 342 Mio. Euro turnover in 2011

- 4000+ SAP customers in various industries

Highly qualified employees

100% SAP focus

Leading industry expertise

Full Service IT Provider

Internationality/ Member of the NTT Group

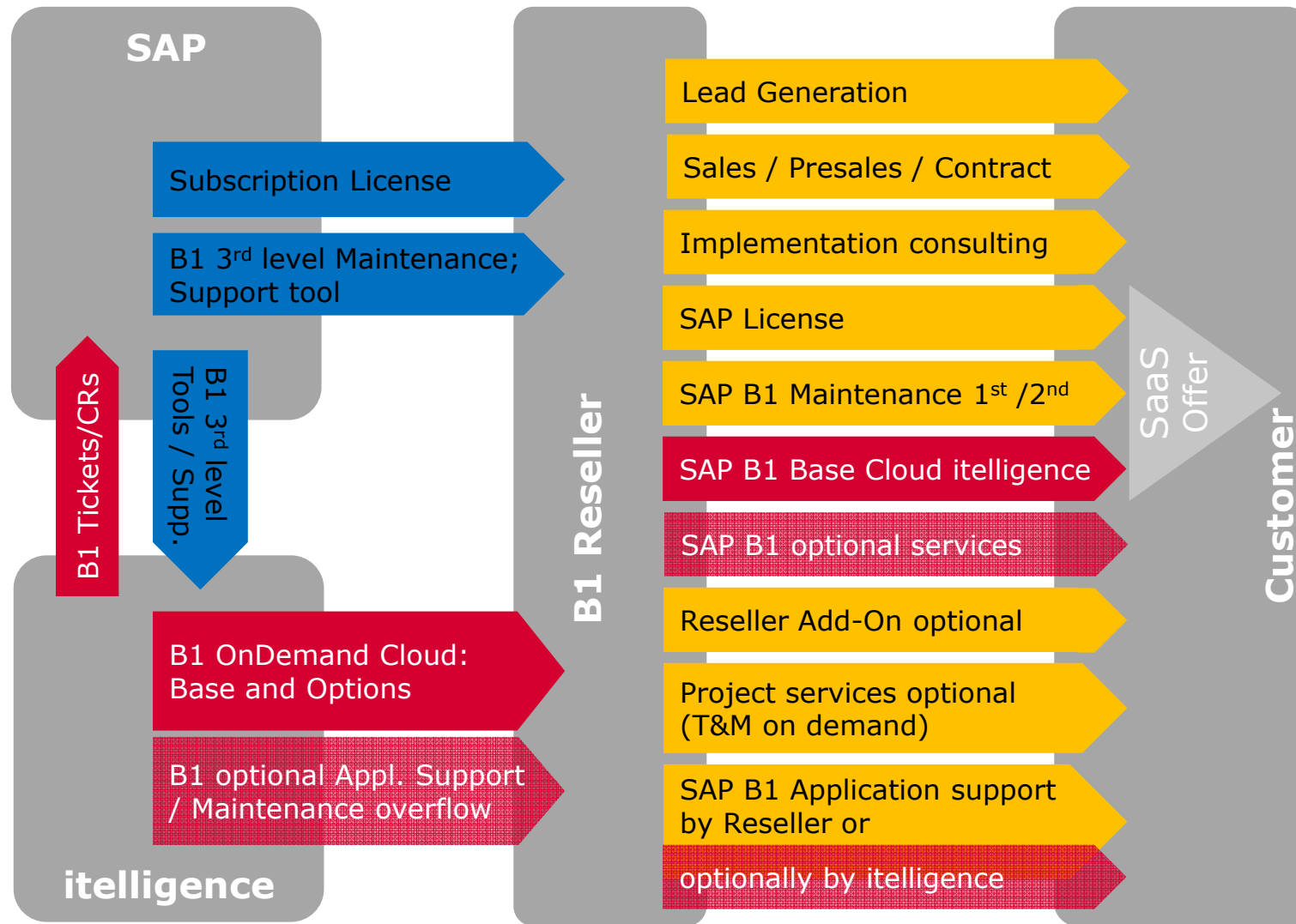# SAP Global Partner Hosting and Cloud Services Provider

- SAP certified global partner of cloud services
- SAP global partner hosting
- SAP certified global partner application management
- 10 data centers worldwide
- 24x7 3-shift operation
- SAP hosting operation for > 300 SAP customers with > 80.000 SAP users
- 300+ experienced SAP administrators for hosting
- ISO 20000 and ISO 27001 certified
- Customer and industry specific audits (ISAE 3402 (SOX), GxP/FDA, etc.) certified

SAP Pinnacle Awards 2012 Winner

2012

IT Outsourcing Cloud Services & Reseller No. 1

"SAP Business One OnDemand" in General

SAP

Subscription License

B1 3rd level Maintenance; Support tool

B1 Tickets/CRs

B1 3rd level Tools / Supp.

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B1 OnDemand Cloud: Base and Options

B1 optional Appl. Support / Maintenance overflow

B1 Reseller

Lead Generation

Sales / Presales / Contract

Implementation consulting

SAP License

SAP B1 Maintenance 1st /2nd

SAP B1 Base Cloud itelligence

SAP B1 optional services

Reseller Add-On optional

Project services optional (T&M on demand)

SAP B1 Application support by Reseller or

optionally by itelligence

SaaS Offer

Customer

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SAP Business One OnDemand Services

itelligence additional offering packages

- Operation of Business One Add-On solutions
- WAN-Access via VPN
- Business One Application Support
- SAP Business One Integration Server
- Business One individual Hosting
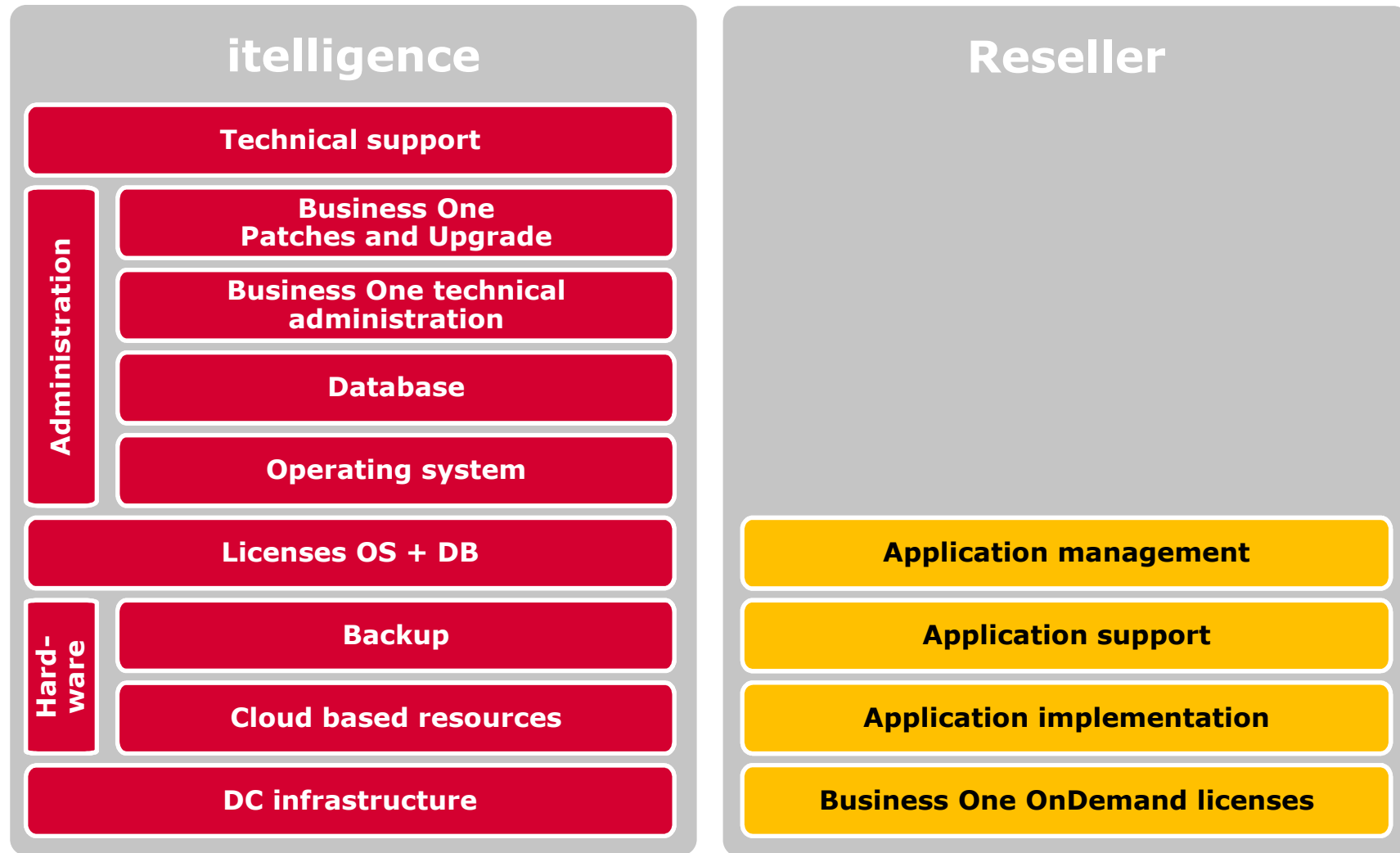
itelligence Business One OnDemand Hosting

- SAP Business One OnDemand infrastructure
- OS & DB licenses
- Storage capacity and backup
- Basis administration and operation of application basis (base SLA)
- 2nd level support for resellers (technical basis)
- Import of SAP released patches

Reseller

- SAP Business One consulting and implementation
- SAP Business One license subscription
- SAP Business One software maintenance
- 1st Level support / service desk

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We do the technics, You do the application

itelligence	Reseller
Technical support	
Administration — **Business One Patches and Upgrade** / **Business One technical administration** / **Database** / **Operating system**	
Licenses OS + DB	**Application management**
Hard-ware — **Backup** / **Cloud based resources**	**Application support**
	Application implementation
DC infrastructure	**Business One OnDemand licenses**

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Advantages of the itelligence Business One OnDemand Cloud

SAP's Global Cloud Service provider No. 1

Base SLA already includes all daily operation AND application basis

Cloud scale effects allow for attractive pricing

Binding SLAs secure your business

Data security according to German law secured for EMEA

Guaranteed location for data center + data storage:
Germany for EMEA, US for Americas, Malaysia for APJ

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Technical features of B1 OnDemand operation

- **End user access**
  - Remote Desktop and Terminal Services via Web portal access
  - secured by SSL/https and RDP
  - Web client to come depending on SAP development

- **Printing**
  - via Remote Desktop Protocol (RDP)
  - use of locally defined Default printer

- **MS Office integration**
  - Data transfer for local MS Office usage
    - File store on shared storage and local access
    - available with B1 June patch
    - two more clicks than integrated solution
  - currently no offer of Web based office solution planned
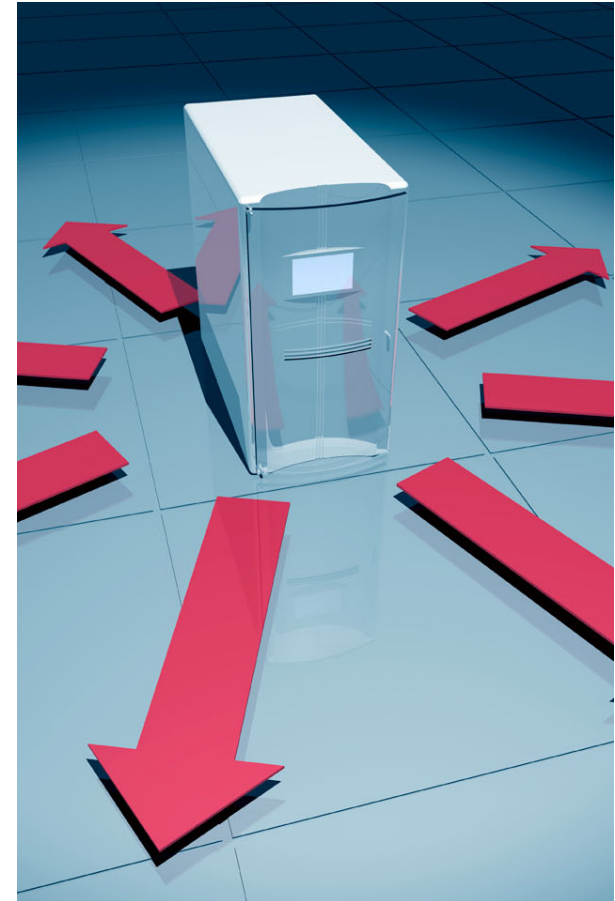
- **eMail (option)**
  - Outbound eMail directly out of the cloud

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Add-Ons for SAP Business One OnDemand

- B1 Partner Add-Ons are to be certified by SAP and itelligence

  - Stability

  - Multi-tenant ability

  - Resource consumption

  - Operations effort

- Available Add-Ons will be published on reseller Web portal

- Option for non-compliant Add-Ons:
  Individual Hosting

- First Add-On certifications started
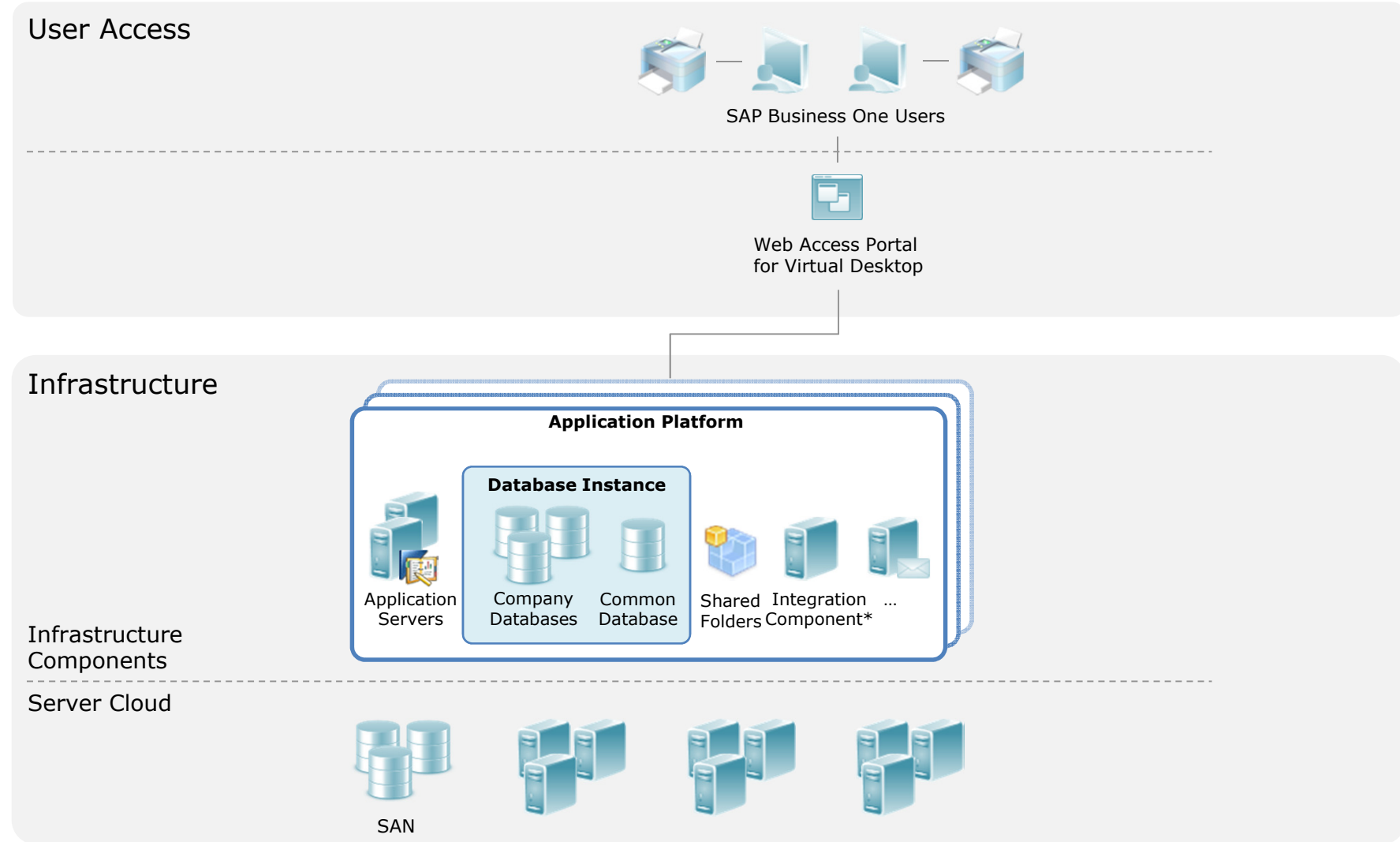
- "Volume" Add-Ons: Partner Cloud concept available

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Interfaces

- B1 Integration Framework is used as Interface platform

- DATEV information exchange is included in "Base" package

- Other Interfaces require customer individual configuration
  - Interfaces "to the world" communicate via Internet
  - Interfaces to customer systems require VPN connection

- Standard pricing for interfaces and VPN connection available
  - itelligence provides technical platform
  - Reseller/customer maintains interface

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Technical Structure of B1 OnDemand

User Access

SAP Business One Users

Web Access Portal
for Virtual Desktop

Infrastructure

Application Platform

Database Instance

Application
Servers

Company
Databases

Common
Database

Shared
Folders

Integration
Component*

...

Infrastructure
Components

Server Cloud

SAN

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Additional itelligence B1 OnDemand Offerings

itelligence additional offering packages

- Operation of Business One Add-On solutions
- WAN-Access via VPN
- Business One Application Support
- SAP Integration Server
- Business One individual Hosting

- Operation for specific Add-On solutions partners based on different sizing packages

- VPN-Package for secure connections

- Operation of individual interfaces with B1 Integration Framework

- B1 application support (2nd level backbone or "overflow" service for reseller) (planned)

- B1 on HANA (planned)

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itelligence Business One Hosting

- Individual hosting packages for very large or complex installations

- Separate system resources for each customer

- Fully customer individual B1 configuration available

  - Release

  - Add-Ons

  - Interfaces

- VPN connection for secured access

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Security and technical parameters

- **Top level data center technology**

  - 24x7 coverage with 3-shift operation

  - 24x7 onsite security guard

  - Multiple-stage security zones

  - Fire alarm system

  - Separate fire protection areas

  - Break-in alarm system

  - Redundant emergency power generators and cooling

  - Redundant telecommunication connections and firewalls

- **Dual Data Center and Desaster Recovery concepts**

- **Access to global Tier-One communication Backbone (NTT)**

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Why working with itelligence as your cloud provider?

Full service from one hand
- Global cloud solution
- SAP hosting operation
- Application support
- 24x7 service desk

Availability
- Geographical: US, EMEA, Asia
- High availability and DR
- Temporal: 7x24
- Languages

Costs
- Competitive by large-scale shared infrastructure
- Transparent and predictable
- Flexible

Quality
- Latest expert & SAP knowledge
- Confirmed customer satisfaction
- Highest audit levels
- Global partnerships with SAP

Flexibility
- Short term scalability of capacities
- Adaptable SLA levels
- Flexible Add-On packages

Security
- Guaranteed SLAs and DC location
- Disaster recovery
- Data and access security
- Risk mitigation and compliance

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We make the most of SAP®-solutions!

www.itelligence.ag/b1-cloud
B1-cloud@itelligence.de

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