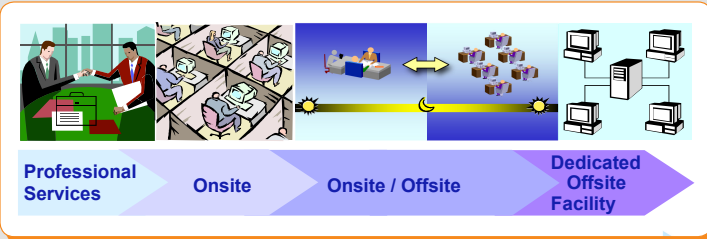


NIIT Technologies' SAPAssist offering employs a unique combination of domain expertise, operational excellence and committed service delivery that addresses the unique and challenging needs of global organizations. The *SAPAssist* offering is delivered using an Onsite-Offsite model. Regular real-time application support is delivered from 'offsite' using remote login to your SAP landscape. Onsite support is provided for specialized support activities by highly skilled consultants.

SAPAssist Engagement Model



NIIT Technologies provides virtual remote offsite support from four of its state-of-the-art global support centers that are located at:

- Gurgaon (Delhi), India
- Mumbai, India
- Atlanta, USA
- Bangkok, Thailand

SAPAssist Services are made available to organizations through two operating models.

'Pay per Use' Model

This Model works best for those who have already implemented the SAP suite and need only limited support. This is ideally suited if you have an in-house IT Department that manages day-to-day operations of the SAP Application but lack the requisite SAP functional and technical teams to handle issues and enhancements related to the SAP Application. This model offers the following types of support:

- Functional Support covering Configuration of Business Processes
- Basis Support covering Administration of SAP Application suite
- ABAP Support for Reports & Enhancements

'Full Service' Model

This Model works best for those who would like to completely outsource the support and maintenance of their mission critical SAP application. This model offers the following services in addition to those covered in the 'Pay per Use' model:

- On-going Application Monitoring of the SAP application
- 2nd level End-User Support (1st level support is local through Key users)
- Operations Support

Challenges faced by Organizations that have implemented SAP

- High Cost of retaining a full-time internal SAP support organization
- Lack of Specialized Skills requiring many different consultants
- Timely Availability & Retention of SAP consultants given the strong market pull for these skills and significant internal salary differentials
- Inability of internal resources to consistently meet Service Level Agreements (SLAs)

SAPAssist's Business Impact

SAPAssist is a 'cost effective' service offering with committed service levels to manage your business critical SAP Application suites. Key benefits to enterprises are:

- Sustained Top Management focus on the Core Business
- Effective Application Health Management
- Predictably Lower Cost of Operations
- Cost Savings over comparable Internal Maintenance
- Greater Accountability through SLA driven Delivery/ Support
- Freedom from SAP Consultant Hiring & Retention Challenges
- Significant Return on Investment
- Increased Productivity
- Greater Controllability
- Enhanced Efficiencies & Improved User Experience

SAPAssist comes with a set of committed service levels.

These service levels cover Response & Resolution times and Application Performance levels (for 'Full Service' Model clients). In general, the SLAs committed under the SAPAssist offering are as given in the table below. These are subject to changes based on specific customer contract terms.

Severity Level (SL)	Response time	Resolution time	Target % within SL	Status update interval
Critical	30 min	4 hrs	98% 98%	Hourly
High	2 hrs	1day	95% 95%	Every 4 hours
Medium	2 days	4 days	90% 90%	Once a day
Low	4 days	8 days	90% 90%	Every alternate day

NIIT Technologies' Advantage

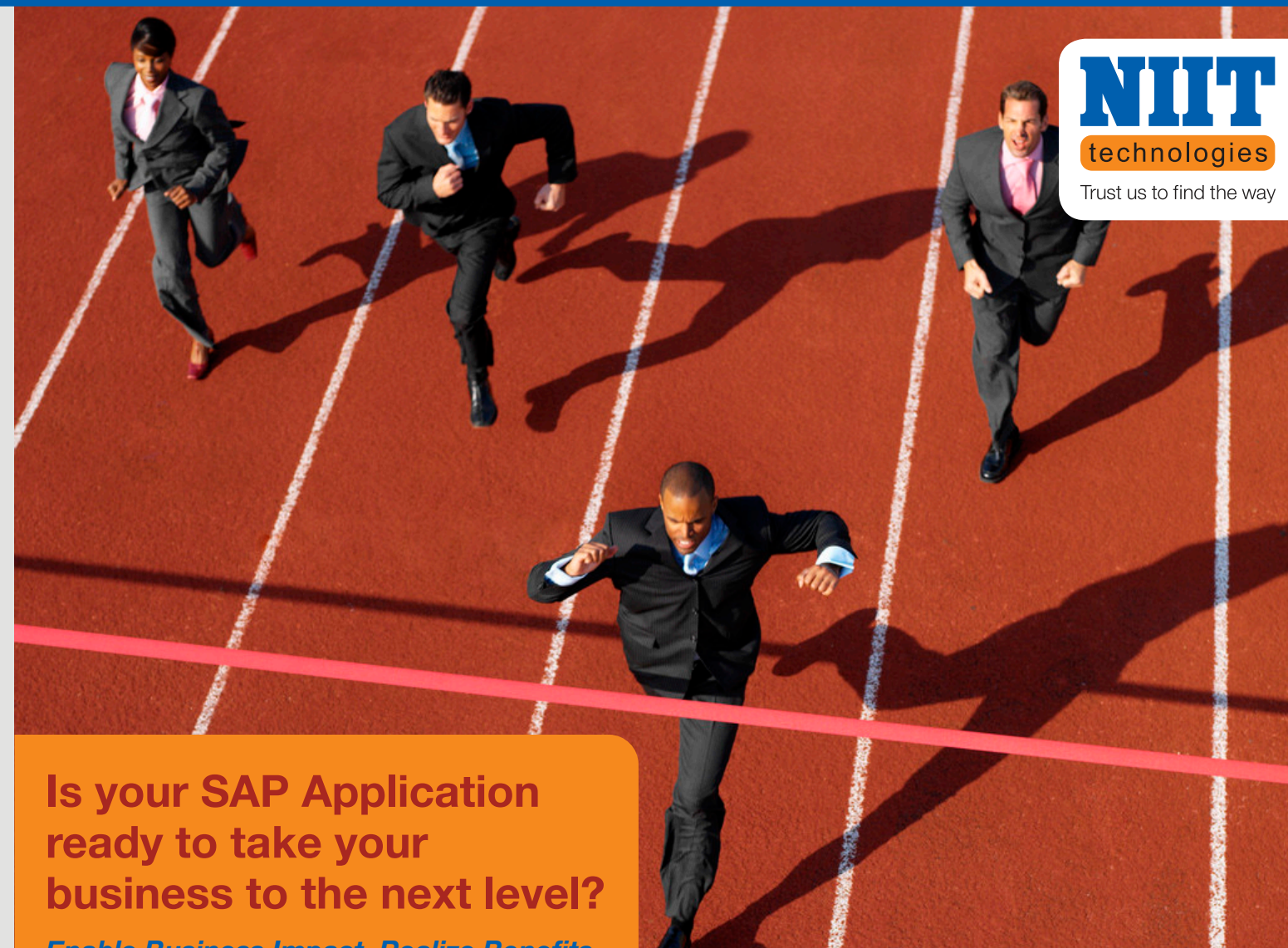
- Complete Lifecycle Program Management: Strategy -> Design -> Build -> Support
- 24x7 Helpdesk facility for Maintenance & Support
- Process & Solution Effectiveness -> Improved Efficiencies
- Robust Domain Expertise, Technical Capabilities & Operational Rigor
- Risk Reduction: Driven by Depth of Experience
- Intense Project Management Focus

The effective use of IT enables Operational Reliability & Increased Process Efficiencies. Partner with NIIT Technologies to increase your Operational Effectiveness by leveraging SAPAssist.

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Is your SAP Application ready to take your business to the next level?

Enable Business Impact. Realize Benefits.

Your SAP application is critical to your business. Integrating the application to core business processes in the domains of manufacturing, finance, sales and human resources can provide your organization with the winning edge in the highly competitive global market. But are you concerned about how to enable this within your business environment? Some key concerns could be:

- Project Over-runs resulting in higher costs than what you had budgeted for. How do you ensure your projects will be on time and within budget?
- Business users reverting to the earlier processes despite the successful implementation of the SAP application. How do you simplify the complexity of adapting to the new system?
- New processes defined by the functionality of the SAP application need to be integrated with the way you conduct your business. How do you manage this transition effectively?
- End users' resistance to accept the new system. How do you prepare the organization to realize the value envisaged from the SAP Application?

These are very valid concerns and if you expect to exact a reasonable ROI, then it is imperative you identify the right Implementation Partner. NIIT Technologies, Inc. is a leading global IT Services provider which has delivered business impacting SAP Services to over 50 global companies. Leverage NIIT Technologies to maximize the returns from your packaged applications.

NIIT Technologies' SAP Implementation Services provide innovative solutions for customization, deployment, management and integration of your SAP applications. Focused on enabling your organization to maximize the expected value from the SAP applications, NIIT Technologies integrates technical expertise with its sound business understanding of industry-specific domains.

Built to deliver value, NIIT Technologies' seasoned team of IT and domain experts empowers your organization's smooth transition to SAP. The team is well equipped to manage the complexities of local and global SAP rollouts.

ValueSAP Methodology for SAP Implementation



NIIT Technologies' portfolio of SAP Services & Solutions range from out-of-the-box, industry-specific solutions to custom solutions. These are designed to meet your entire range of IT needs, from outsourcing to collaborative projects. NIIT Technologies leverages its state-of-the-art development centers which are strategically located to provide 24x7 support to its global clients. Envisioned to 'Follow the Sun', these centers are located at New Delhi (India), Atlanta (USA) and Bangkok (Thailand).

The suite of SAP Implementation Services includes:

- SAP Implementation
- SAP Rollouts
- 'QuickStart' Industry Solutions
- Application Enhancements & Upgrades

SAP Implementation Services comprise:

- Feasibility Study, Analysis and Planning for Implementation
- Customizing SAP to your Business
- Testing and User Acceptance
- End User Training
- Change Management
- Post Go-Live Support

SAP Rollout Services include:

- Template Build
- Template Rollout to other Units & Geographies
- Deployment through Change Management
- Application Configuration and Custom Developments for Country Extensions
- Additional Module Rollouts
- Training and Development

QuickStart Industry Solutions



These are out-of-the-box template based solutions that are designed to address complex business issues while speeding up the time to Go-Live and reducing the risk of deployment. This time tested and proven approach to implement SAP solutions significantly reduces risk and minimizes your investment.

NIIT Technologies has delivered QuickStart solutions to key industries that include:

- Discrete Manufacturing
- Process Manufacturing
- High-Tech
- Micro Electronics
- Retail

The QuickStart solution is a complete prepackaged, industry-specific solution that supports the key business requirements of small and mid-sized companies. It ensures the organization's business processes are appropriately mapped with functional areas such as complex sales, costing, manufacturing and quality management issues that companies constantly deal with.

QuickStart's flexible delivery mechanism ensures the following benefits to organizations:

- Optimized Total Cost of Ownership through Mature Dual Shore Execution Processes and Methodologies
- Effective Knowledge Capture, Retention and Management through a Tool-based Approach
- Efficiencies in Skill building and Scalability
- Complete Lifecycle Support
- Adherence to Quality and Service Levels

SAP Application Enhancements

- 'SAP to SAP' and 'SAP to non-SAP' using SAP Netweaver Technologies
- Data Warehousing and Business Intelligence
- SCM and CRM Implementation and Rollout

Sure Path - SAP Upgrade Accelerator

- Pre-configured & Staged Hardware Environments
- Industry Proven Conversion Templates
- Minimal Business Interruption
- Reduced Data Migration Time
- Integrated Application Testing
- Embedded User Process Training
- Knowledge Capture & Delivery



NIIT Technologies' Advantage

- Complete Lifecycle Program Management: Strategy -> Design -> Build -> Support
- Process & Solution Effectiveness -> Improved Efficiencies
- Robust Domain Expertise, Technical Capabilities & Operational Rigor
- Risk Reduction: Driven by Depth of Experience
- Intense Project Management Focus
- Top Management Commitment
- Deployment of ValueSAP Methodology, with Selective Modifications in Approach
- People Commitment and Continuity of Resources

Partner with NIIT Technologies to realize the full potential and value of your SAP application environment.



Is your SAP Application engaging more of your time?
Leverage Outsourced Support. Increase Your ROI.

Organizations like yours, in today's business and regulatory environment, have implemented Enterprise Applications based on SAP R/3 or the mySAP Suite of Applications. These highly dynamic 'mission critical' enterprise application suites promise to manage almost all your business processes within the organization and provide critical information for management reviews and decisions. However, most enterprises, both large and small, are drowning in the unpredictable cost and management attention required to maintain the integrated SAP Application suite. In today's highly competitive business scenario, this is an avoidable distraction from the focus on the core business drivers of your enterprise, and a recurring cost.

NIIT Technologies delivers best-in-class Application Management and Support (AMS) Solutions driven by comprehensive methodologies and frameworks. These solutions enable its clients to control their applications environment on a day-to-day basis leading to improved process efficiencies and higher productivity. NIIT Technologies' AMS solutions have contributed significantly to synchronize the operational challenges with the effective use of Information Technology.