



## Sandiy IT Solutions

Continuous improvement – your way to success



### **About Us**

Sandiy is a premier provider of IT and business process outsourcing solutions, with over 10 years of experience managing mission-critical operations. For IT-driven companies who lack the resources to cost-effectively maintain all of their tactical IT operations, Sandiy's Outsourcing is an objective - driven method that helps them target and outsource specific, well-defined IT functions while keeping other business-critical operations under internal control. Unlike limited "boutique" services or "all-or-nothing" outsourcing services, our Outsourcing Solutions empower customers to more precisely align their IT infrastructure with strategic business objectives – to reduce costs and improve competitive flexibility.



## Sandiy's solution

Sandiy's scope of consultancy includes two major roles, Given the scope and complexity of the project, the SANDIY Consulting & Integration team had to innovate ITSM process optimisation and organisation designs that were different from traditional ITSM solutions. SANDIY C&I offers consulting, project management, systems design and integration, implementation and after implementation services with all-around support and maintenance. Tapping on SANDIY's global experience and advanced technical strength, China SANDIY C&I delivers a full suite of solutions to customers, which earned it a "Computer Information System Integration Qualified, Level One" certification in 2002. The details are as follows:

- Streamlining and improving the information section's organisational framework and building an IT running model
- Combining system construction of IT internal control, including research, review, and assessment of the current organisational structure, to allow for the establishment of posts and definitions within the information section
- Re-installation and improvement of the organisational framework, and installation of positions that do not satisfy internal control requirements based on assessments
- Design the IT team's charter and integrate it with the ITSM process target, including IT R&R for each position
- Defining inspection targets, and positioning of responsibilities
- Improvement of the ITSM workflow processes (four workflow processes)
- Integration of the ERP maintenance and protection flow process into the four big flow processes of ITSM, namely incident management flow process, change management flow process, problem management flow process, and deployment management flow process
- Integration of the ERP maintenance and protection flow process with the ITSM flow system
- Analysis of the feasibility of the integration of the ERP maintenance and protection flow process with the ITSM flow system
- Designing the improvements of the incident/problem/deployment/change management flow processes
- Designing a proposal for the improvement of the OVSD platform
- Integration of the two business operations systems (fees platform, facilities maintenance repair) with the ITSM flow process

- Integration of internal control work with the ITSM system
- Development of the KPI management table of the ITSM flow process
- Improvement of the OVSD platform
- Coordinate and guide Guangzhou Petrochemical in the current improvement works of the incident/problem/deployment/change management flow process on the current OVSD platform
- Completion of the design proposal of the KPI reporting table, and provision of guidance for the compilation of the computing programme for collation
- Knowledge transfer and training
- In the process of customising the improvement of the flow processes, the extent of participation and initiative of the personnel responsible for the flow processes are also planned. With guidance provided to these personnel pertaining for the customisation of flow processes development, they are then equipped with the capability to undertake development and customisation of the flow processes on their own in the future

## Ensuring your business success by constantly improving your SAP solution

**The increased pressure of competition and the difficult global economic situation means that companies are now facing greater challenges. The aims are clear: reduce costs, increase efficiency and generate innovations that will secure the future of your company.**

This will only happen if you are able to constantly improve your business processes and harmonize them with your IT systems. SAP solutions offer you the perfect foundation for this process. They allow you to bring together your customers, your employees, your suppliers and your partners to form a tight-knit unit. But getting the best out of this powerful and complex system involves more than just implementing the hardware and software. It's all about business processes and their integration into the various IT systems and applications.

Sandiy IT Solutions and Services advises and supports you competently with integrated solutions and innovative services tailored precisely to suit your needs.



Today, when IT decisions need to be made, the costs are always of paramount importance. IT budgets are stagnating and criteria such as return on investment and total cost of ownership are increasingly becoming the focus of attention. Important initial considerations thus include the harmonization and consolidation of existing processes and applications, as well as problem-free operation of the systems. Our experienced specialists will find the right solution for the differing requirements of a wide range of sectors. At the same time, they make sure that innovations are implemented rapidly to secure the future of your company.

## Continuous partnership – Sandiy IT Solutions and Services and SAP

When the challenge is to prepare companies to meet the future, the improvement of business processes becomes the critical issue. Only smooth, efficient processes, from purchase right through to service, will maximize your returns and thus give you a clear edge over the competition. The foundations for this are cutting-edge information technology and process knowledge.

Which is where you can rely on the specialist team at Sandiy IT Solutions and Services: We are one of the SAP partners and are able to draw on the experiences we have gathered over many years from over 200 successful projects across the china. Our staffs have closely accompanied the ongoing development of the software and have a wealth of experience in a wide range of different sectors. This forms a solid basis for us to develop sophisticated, customized IT solutions geared to your needs.

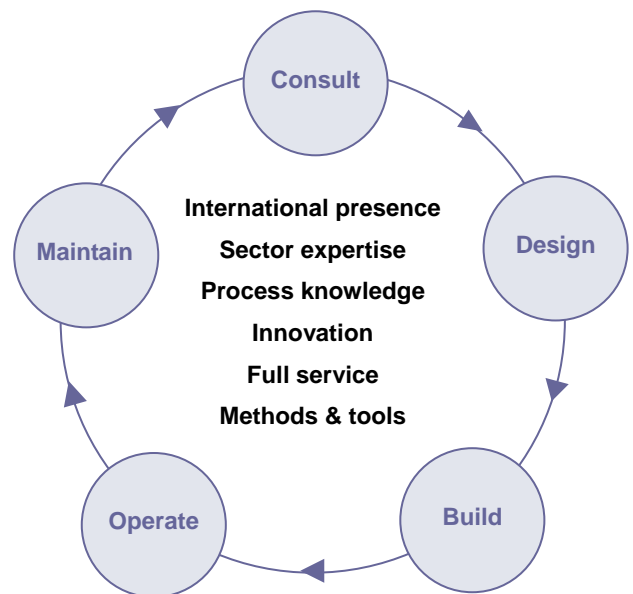
## The right SAP Services Partner for all aspects of SAP solutions

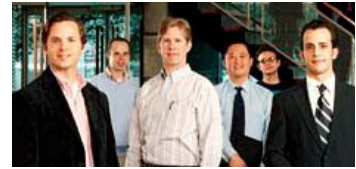
**Put your trust in Sandiy IT Solutions and Services:**

**We see quality, reliability and security as the critical issues.**

Sandiy IT Solutions and Services offer you services such as LIVE™ Tools for SAP solution implementation and expansion projects to ensure the efficient rollout and optimization of your SAP installations. In addition, our end-to-end project management method Chestra™ provides you with clear added value. And it doesn't end there: Qualified consultants in our service centers solve all problems related to SAP solutions quickly and reliably, thus ensuring a high degree of system stability. Furthermore, our comprehensive system and process knowledge – constantly kept up-to-date with training courses – and our expertise in all components ensure that you reap considerable cost benefits in the life cycle of your SAP solutions.

We will continue to put you on the cutting edge of technology so that your business will stay on the path of success.





## Supporting you throughout the entire value chain

You have chosen to go with SAP? Sandiy IT Solutions and Services will provide you with comprehensive support to enable you to make the best of your SAP system, whether you use SAP R/3®, SAP® ERP, SAP NetWeaver®, SAP's integration and application platform or SAP® Business Suite. From consulting, design, implementation and operation right down to application management, our specialists will accompany you.

### Consult

Sandiy IT Solutions and Services reveals qualified with best practice methodology for customer analysis and assessment the opportunities and perspectives which come from new and innovative technologies. Together with our customers, we analyze existing business patterns and create strategic guidelines for their IT.

### Design

We plan and design solutions and services to produce optimal integration and coordination of business and IT processes. We select the best solutions and products from our partners regardless of manufacturer.

### Build

Our next step is to consolidate existing solutions, integrate the new solution and coordinate it with the existing IT landscapes. We select the newest technologies to support all business processes. The development of global structures creates the basis for networking between different companies.

### Operate

We take over the management and operation of computer centres, call centres, networks, workstations and applications. We guarantee the highest possible level of security and reliability.

### Maintain

We guarantee trouble-free business operation and ensure our customers have the highest availability with their SAP systems. We also provide all services for the support of staff and processes.

## Enjoying the benefits of a global partner

**When you need services and solutions related to SAP solutions, Sandiy IT Solutions and Services is the right partner – anywhere across the china.**

### Sector expertise

Sandiy IT Solutions and Services has in-depth knowledge in a huge variety of market segments. Our staff have also built up considerable experience in designing processes which are critical for success, and bring all this experience together to your benefit. This helps us to assist you in developing solutions and creating value for your business. Sandiy IT Solutions and Services concentrates its efforts in the field of SAP solutions on sectors such as manufacturing, government and utilities. The sector orientation varies from country to country depending on the local market.

### BEWAG

BEWAG – the youngest regional power utility in Austria – has taken up the challenge of the liberalized electricity market. BEWAG commissioned former Sandiy Business Services, now Sandiy IT Solutions and Services, with the introduction of SAP solutions in order to be able to offer their customers an improved and extended range of services. Today, a data center offers services in the fields of application service providing, server housing and hosting. Our staff contributed their sector-specific expertise to establish services in the form of innovative internet applications and integrated e-commerce solutions. The customer is now able to access the required applications via the internet or a private network.



## Benefits:

- Standardized processes
- Uniform data backup
- Rapid response to user inquiries
- Expansion of the customer relationship management facilities
- Comprehensive internet services for BEWAG customers

## Process knowledge

The consultants at Sandiy IT Solutions and Services are extremely familiar with corporate processes. Numerous projects and close cooperation with our customers have provided us with deep insights into business procedures and processes. We speak your language and understand the processes in your company – the most important foundation for optimization.

## Innovation

Sandiy IT Solutions and Services are committed to innovation in order to protect you from the uncertainties of the future. Our Innovation Center for SAP solutions, the topic-specific Performance Teams and the Program Management unit are involved in current SAP ramp-up programs for customers and partners. Our experts investigate and evaluate new solutions and develop offerings for you, for example, for SAP Business Suites (SAP CRM, SAP SCM and SAP PLM) for SAP ERP (Enterprise Resource Planning) and for SAP NetWeaver, the new integration and application platform from SAP. All of which means that you lose no time putting new developments into practice.

## Sandiy IT Solutions and Services

Sandiy IT Solutions and Services – formerly Sandiy Business Services – acts as a full-range service provider offering their customers solutions and services in the field of information and communication technology. In the area of integrated procurement and service management, the company has implemented an Electronic Managed Service Chain solution based on R/3 as well as the latest SAP solutions. SAP Enterprise Buyer Professional acts as the hub for customer orders and order processing. The standardized integration of participating partner systems via the SAP Exchange Infrastructure (SAP XI) allows the experts from Sandiy IT Solutions and Services to provide a comprehensive range of services for the procurement, installation and maintenance of systems throughout the entire value chain.

## Benefits:

- Virtually fully automated coordination of the execution of customer orders
- Quality improvements and homogenization of order specifications
- Transparency of order execution processes
- Monitoring of order status
- Increased ability to meet deadlines
- Future-proof thanks to the use of the latest technology based on SAP NetWeaver

## Full Service

Everything, from the initial vision right down to operation, from a single source? This is exactly what Sandiy IT Solutions and Services can offer you. From consultancy services, project-oriented business solutions and integration (Consult, Design, Build), through outsourcing of data centers, desktop services, local networks and call center services (Operate), right down to the maintenance of your SAP application (Maintain), we are able to provide you with support along the entire value chain.

## Vacuumschmelze GmbH & Co. KG (VAC)

Vacuumschmelze GmbH & Co. KG is one of the world's leading manufacturers of specialized magnetic raw materials and products manufactured from these materials. Former Sandiy Business Services, now Sandiy IT Solutions and Services, reorganized all business processes in close cooperation with the company. The business processes were optimized on the basis of SAP solutions and integrated into an Enterprise Resource Management system and a Supply Chain Management system. Following the introduction of SAP, the 800-strong workforce employed by the company in over 40 countries is now able to access the system and to call on centralized support from Sandiy.

## Benefits:

- High availability due to the central infrastructure and redundant configuration
- Rapid rollout
- Lower support costs as a result of central installation and administration
- Worldwide access to the SAP installation



## Methods and tools

Sandiy IT Solutions and Services is the only provider on the market to offer its own rule-based tools to support SAP solutions. These LIVE Tools for Applications, based on the experience from more than 2.500 projects ensure that we can provide fast, cost-effective and transparent project procedures – and at the same time deliver top quality. The fully harmonized tools simplify extensions, modifications and release changes and are used in all phases of a project.

## Bundesministerium für Finanzen (BMF)

The Austrian State Ministry for Finances engaged Sandiy Business Services (now Sandiy IT Solutions and Services) as general contractor to implement SAP solutions and reorganize the budgeting and accounting systems of the entire administration in conjunction with the BMF. The project is set to run for a number of years and includes comprehensive re-engineering of the administrative processes of the budget cycle in the Austrian state administration. This could make the Austrian solution a model for other European states.

## Benefits:

- Improved organizational structure
- Increased efficiency
- Economical, modern form of accounting
- Globally tested SAP software
- Citizen-friendly administration fit to cope with the European challenge
- Consolidation of authority contacts

## Good reasons to choose Sandiy IT Solutions and Services

We bridge the gap between planning and implementation, between theory and practice. And we support you when it comes to operating and maintaining your solution.

- Fast return on investment due to shorter project runtimes
- Increased productivity and improvements to your business processes thanks to our process knowledge in your sector
- Early recognition of dependencies as a result of end-to-end, tool-supported project management
- Our experienced, multi-cultural project teams ensure successful management of international projects and rollouts
- Integration of additional, vendor-independent solutions into your SAP environment
- Low total cost of ownership due to the use of shared and managed service solutions
- Our close partnership with SAP ensures that you always have access to up-to-date, innovative SAP solutions
- A partner for the entire lifetime of your SAP solutions investment

