



***Seize the opportunity to optimise your systems and deliver increased value from your upgrade project.***

***West Trax Upgrade Services rapidly establish your current system baseline and its optimisation potential. With this knowledge you can reduce project workload by 50%+, duration by 40%+ and costs by 33%+.***

When Preparing For Your Upgrade Project:

- Do you have a methodology that allows you to safely prepare a business case that will deliver additional value at optimum cost?
- Do you have current, accurate system usage data with which to accurately scope the project and estimate workload, costs and duration?
- Do you have a methodology that allows you to confidently identify and address project risks?
- Do you have a procedure that guarantees both rapid project completion and a high quality release upgrade?

**If You Don't Know What You Have Today  
You Can't Be Prepared For Tomorrow**

Systems transparency is essential to establish an accurate baseline for a SAP upgrade project. Appropriate metrics and methodologies are required to ensure detection of system optimisation and alignment issues. To prepare for upgrading and fully contribute to business success a SAP landscape needs to be up to date, optimised and aligned with the business.

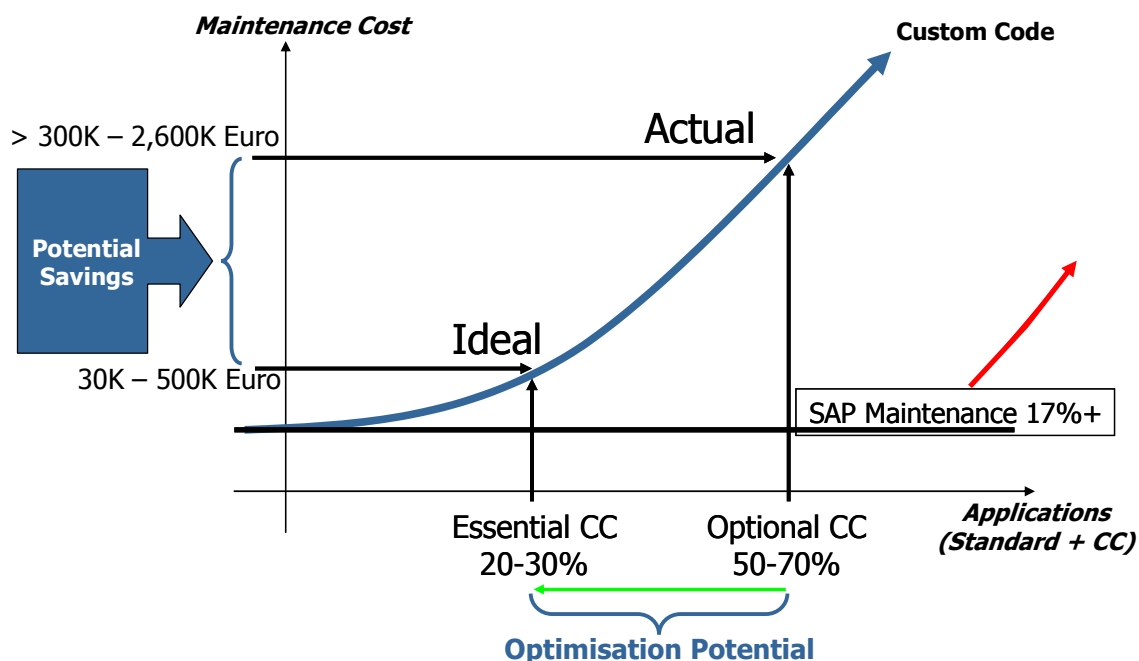
Complex and expensive SAP landscapes and infrastructures rarely deliver their full potential to add value. Over time, constant changes in the process landscape erode optimisation and alignment, processes become less effective and redundant custom code accumulates. A lack of system transparency often masks ineffective processes and inefficient use of software. How does this come about?

- All hardware and software is subject to constant changes. SAP too!



- Vendors routinely provide updates. Failure to install them exposes the business to unquantified risks.
- New users require authorisations, training etc. and change system usage.
- Restructuring, downsizing and M&A activities all generate changes in use.
- Suppliers' requirements constantly change and must be addressed promptly.
- Additional customer requirements must be implemented in a timely manner.
- Changes in the market such as the current financial situation, new legal requirements and regulations drive system changes.

In over 900 analyses conducted by West Trax 70% and more of the paid for, available, SAP Standard programs were not used. Up to 45% of the programs in analysed systems were custom code. 40% or more of the custom programs were unused and 30% or more of the custom programs could have been replaced by SAP Standard - without additional SAP costs.



In many of the analysed systems the client had performed one or more technical upgrades over the preceding years and as a result had failed to take advantage of available extensions to standard SAP functionality. What were once essential customisations continued to be used and supported when they could have been replaced by standard code now present in the system. In other cases the standard code was used whilst the custom programs were unused but still maintained. And in some instances both the custom and standard code were used and supported with associated duplication of costs and workload.

Comparisons of results by sector show that some organisations find it possible to operate successfully with much higher levels of standardisation and less customisation. West Trax benchmark data confirms analysts' views that in many SAP systems significant opportunities exist to reduce costs, improve business processes and contribute additional value.

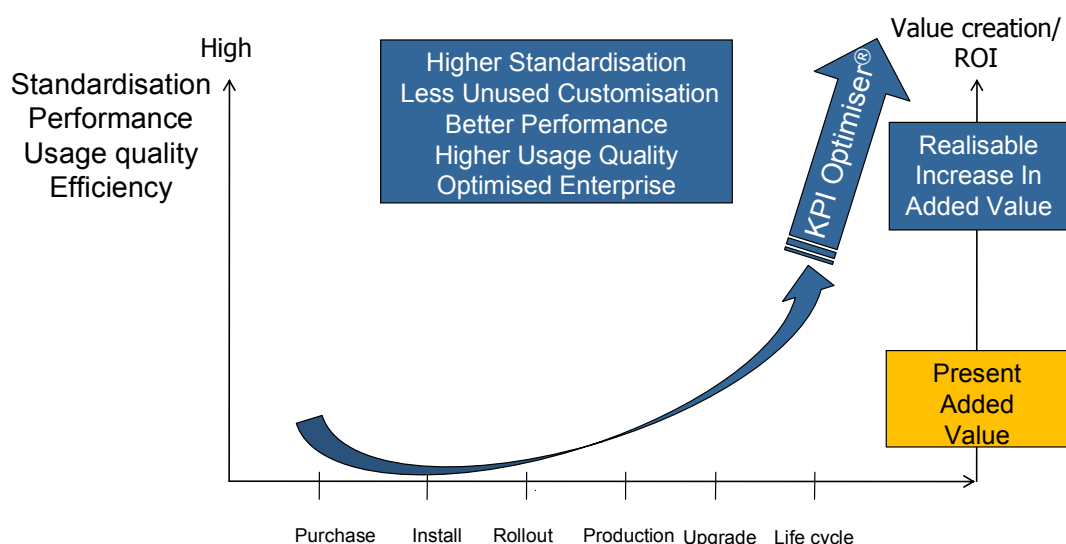


Having made the decision to upgrade to ECC 6.0 CIO's should not overlook options to eliminate non-essential customisation and increase standardisation. By taking these actions they can eliminate redundancy and overheads, improve transparency and optimally position their systems for future business opportunities.

Benefits will include reduced project workload, costs and duration and maximised effectiveness, efficiency and transparency of the upgraded SAP systems. The substantial savings identified may partially or completely offset SAP's increased maintenance charges for Enterprise Support.

Investments of millions in ERP systems require appropriate metrics to verify effectiveness of business processes but current performance measures do not adequately reflect the contribution made to business success. Conventional tools and methods focus primarily on metrics associated with operational IT and system efficiency. e.g. SLA's, project milestones etc.

## Business Process Realisation in SAP



West Trax SAP Upgrade Services employ a unique off-line analysis methodology that provides additional metrics to evaluate the effectiveness of system and process usage in support of the business. A combination of discrete KPI Service modules provides an effective, efficient and complete end-to-end solution supporting CIO's efforts to reduce upgrade project duration, costs and risk.

### Deliverables

- **KPI Scan®** and **KPI Optimiser®** provide a detailed analysis of actual Custom and Standard Code usage in the system cross referenced to the target release.
- Based on the results a facilitated workshop scopes and costs the project.
- Detailed analysis makes actual business processes usage transparent.



- Workshops and delta analysis identify additional functionality available in the target release that may be implemented to optimise the support of business processes.

## Benefits

- Accurately estimated project workload, costs and resources based on objective data.
- Minimised risk.
- Secure calculation methodology.
- Definable project duration.
- Accurate resource planning.
- Project duration reduced by 40%+.
- Project workload reduced by 50%+.
- Project costs reduced by 33%+.
- Increased system and business process quality.
- Optimised use of standard SAP functionality.

To learn more about how the West Trax SAP Upgrade Services can help reduce costs and deliver increased value from your upgrade project please contact David Long at: [dlong@westtrax.com](mailto:dlong@westtrax.com) or call T+44 1531 670325, M: +44 7774 808694

## About West Trax

**West Trax** is a service provider delivering management and IT consulting services. Founded in 2003, the company combines many years of international experience in the professional services business with state-of-the-art technology.

West Trax focuses on global SAP system optimisation. **With KPI Scan<sup>®</sup>, KPI Optimiser<sup>®</sup>, KPI QA<sup>®</sup> and Benchmark Express<sup>®</sup>**, West Trax offers solutions that help to increase the effectiveness and efficiency of corporate processes and the performance of IT infrastructures. More detailed information can be found at [www.westtrax.com](http://www.westtrax.com).