



o p t i m i z e
SERVICES one

Now you can methodically instill the best practices of the world's leading services companies across your entire enterprise. Optimize ServicesOne, the qualified SAP Business All-in-One solution specifically developed for small and midsize service providers, is the ideal choice whether your business model centers solely on professional services and consulting or extends into field repair.

Give managers and executives fast access to accurate operational and financial metrics. Readily identify your most profitable customers — in addition to your most lucrative service offerings. Evaluate and adjust pricing models based on actual costs to serve. It's simply everything you need, when you need it, to run your overall business better while bringing utmost value to customers.

Choose from dynamic on-premise delivery models that include fixed costs and a sharply defined scope, or go with on-demand software-as-a-service (SaaS) options. ServicesOne scales with your business as it evolves, providing integrated benefits that no competitor can match.



Take Your Business Where it Deserves to Go

Although no two services companies are exactly alike, they typically evaluate software solutions with similar concerns: Will it fit how we do business? What impact and early wins should we anticipate? As our needs change, will the system scale and grow with us? Optimize ServicesOne answers these questions and more — delivering what you need to go further, faster and more efficiently.

Say goodbye to disparate spreadsheets, homegrown applications and other inadequate tools for today's business challenges. Get ServicesOne — the Optimal solution that elevates every aspect of your operations:

- **Sales and Customer Relationship Management**
- **Projects and Resources**
- **Time and Expenses**
- **Service Order Management and Field Repair**
- **Financials/Accounting/Billing**
- **Analytics and Reporting**

Get There Faster than You Ever Thought Possible

ServicesOne sets the standard for comprehensive end-to-end business software — the best of SAP Business All-in-One with Optimal advantages preconfigured and ready to go. Imagine best practices transforming outdated processes and activities — in weeks, not months, as you take your organization from good to great. Apply what you need most now, while moving into more sophisticated functionality over time. Our "Fast-Start" program will quickly put you on track to tremendous improvements.

- **Phase-in proven best practices without disrupting current operations**
- **Streamline processes from selling and contract creation to services delivery**
- **Optimize planning, budgeting and financial management**
- **Apply resources more effectively based on actual costs to serve and overall account profitability**
- **Grow without the boundaries and limitations of disparate spreadsheets, outdated in-house applications or other inadequate tools**

Minimize Risk, Maximize Revenue and Profitability

Effectively managing and advancing a services business model is both art and science. Optimize ServicesOne addresses both sides of the spectrum — from helping ensure that you continuously meet evolving customer expectations to better managing core functions and processes, including field repair. Occasional SAP users and novices as well as the most experienced experts will appreciate the straightforward preconfigured structure of this qualified SAP Business All-in-One solution — the affordable foundation for far-reaching organizational transformation.

Optimal: The Gold Standard in Industry Excellence

As an award-winning SAP consulting partner, Optimal works seamlessly with SAP to provide our clients with optimized SAP solutions based on a unique combination of SAP expertise and deep industry experience. Our exclusive SAP focus makes Optimal the partner of choice for a growing number of Fortune 1000 companies, midsize enterprises, small businesses and government organizations worldwide.

You'll find that Optimal lives up to its reputation for delivering comprehensive, fully integrated SAP solutions on-time, on-budget and on the platform best suited to your needs. That means giving you flexibility and options that make it easy to evaluate, purchase, implement and grow with the Optimal solution designed for your unique industry demands and opportunities.

Optimal's entire organization is dedicated to helping you realize the greatest possible near- and long-term value from your SAP investment — an investment that we are confident will pay off for you now and for many years to come.

Low Total Cost of Ownership, High ROI

- Optimal's "out-of-the-box" best practices and templates
- Fast-start solution implementation with rapid time to value
- Investment security based on a robust and scalable solution
- Flexibility to address most critical needs first and add functionality as you grow

Financial & Strategic Advantages

- Complete perspective from contract creation to services delivery and billing
- Optimized planning, budgeting and forecasting
- Comprehensive financial management and transparency
- Strengthened opportunity management from lead capture to closing
- Fully informed decision making based on current and future resource requirements
- Simplified expansion within geographies and business units

Operational Efficiency for Services Business Models

- Projects and resources tightly correlated to time and expense impact
- Streamlined and automated back-office processes
- Interactive forms and mobile application interfaces
- PO generation extended to anyone or everyone in your organization

