



SERVICES

optimize SERVICES one

ServicesOne is a qualified SAP® Business All-in-One Partner Solution preconfigured to deliver the consolidated business management functionalities fast-growing midsize professional services companies need to drive operational efficiency, gain real-time project visibility, maximize resource utilization, improve service quality, increase revenue and sustain growth.

A turnkey solution for managing all facets of your professional services business, ServicesOne is delivered to your organization in a way that maximizes flexibility and minimizes your total cost of ownership (TCO). The option of a fixed-cost, fixed-scope implementation reduces risk and accelerates time to value. On-demand software-as-a-service (SaaS) or on-premise delivery options accommodate virtually any budget. SAP Best Practices, based on more than 82,000 customer implementations over 35 years, enable you to quickly address your most immediate operational challenges while laying the foundation for growth.

Based on the world-class SAP ERP application, powered by the SAP NetWeaver® technology platform and incorporating business intelligence (BI) solutions from SAP BusinessObjects™, ServicesOne is offered exclusively by Optimal Solutions, an award-winning SAP consulting firm and trusted SAP partner.

ServicesOne FOR A DYNAMIC FINANCIAL OPERATIONS

Today's CFO shoulders unprecedented responsibilities brought about by a dynamic and challenging business environment characterized by:

- Outdated, disjointed and inadequate homegrown applications
- Constant pressure to demonstrate clear, differentiating customer value
- Complex resource and equipment utilization challenges
- Trend toward smaller, fixed-priced, project-based engagements
- Increasing global competition
- More knowledgeable and demanding customers
- Economic turbulence and uncertain market conditions
- Industry consolidation that necessitates flexible infrastructure

These challenges require a comprehensive, integrated enterprise solution that addresses specific business functionality needs while providing management an overarching view of the entire enterprise.

ServicesOne SOLUTION OVERVIEW

ServicesOne is the only qualified SAP Business All-in-One partner solution available for midsize professional services companies that combines industry best practices with SAP scalability. ServicesOne addresses professional services challenges by providing a comprehensive set of functionalities:

- Sales Management
- Project and Resource Management
- Time and Expense Management
- Financial/Accounting/Billing Management
- Customer Relationship Management
- Financial/Logistics/Resource/Project Analytics and Reporting

ServicesOne's comprehensive out-of-the-box functionality does away with expensive and inefficient homegrown applications and reduces operational costs by automating core business processes such as resource scheduling, time and expense recording, and customer billing, among others. ServicesOne's engagement management functionality enables you to better identify and track sales opportunities, determine needed resources, and generate contracts, helping you close deals faster and keep your pipeline full. ServicesOne's comprehensive real-

time reporting decreases non-billable bench time, keeps projects on track, and minimizes risk, helping you drive both revenue and profitability.

ServicesOne provides the visibility into projects you need to deliver immediate responses to customer questions, identify potential problem areas, and make certain delivery satisfies customer expectations. With competition growing and customers becoming increasingly more knowledgeable and demanding, ServicesOne provides the close project monitoring and managing functionality you need to keep relationships tight and engagements secure.

By providing managers and executives with clearer, more immediate and accurate key operational and financial metrics, ServicesOne helps you identify your most profitable customers and your most lucrative service offerings, enabling you to better understand and validate the value, profitability, and pricing of your services, as well as identify new areas where your processes can be adapted to deliver additional value or new services. ServicesOne provides the insight, flexibility and adaptability your professional services company needs to stay on the path of sustainable growth. Simply put, it is the most complete solution money can buy.

THE BENEFITS OF AN ALL-IN-ONE APPROACH

COMPLETE, INTEGRATED, SCALABLE BUSINESS MANAGEMENT APPLICATIONS

- Fully integrated business and analytical applications from SAP and SAP BusinessObjects technology
- Support for industry-standard business processes based on SAP Best Practices developed from more than 82,000 customer installations across more than 25 industries
- Investment security based on a robust, secure solution that grows with your business

RAPID, COST-EFFECTIVE IMPLEMENTATION

- Fixed-scope approach reduces risk and accelerates implementation for rapid time-to-value
- Fixed-priced, Software as a Service (SaaS) and subscription-based pricing available
- Significant return on investment documented through Value Engineering

UNPARALLELED EXTENSIBILITY, ADAPTABILITY AND INTEGRATION

- Preconfigured industry solutions for maximum fit and minimal customization
- Out-of-the-box support for practically any job role/function – accommodates your organizational structure
- Solutions that can be extended and modified using the unparalleled power of the SAP Business Suite

MINIMAL ORGANIZATIONAL DISRUPTION

- On-demand options eliminate the need for in-house IT support
- “Start small” approach facilitates adoption while minimizing disruption
- Full-service help desk available to handle user issues

ServicesOne – BROUGHT TO YOU BY OPTIMAL SOLUTIONS AND SAP

A leader in SAP solutions-based business transformation, Optimal has more than 15 years of experience helping companies like yours achieve operational excellence, sustainable growth, and a clear-cut competitive advantage through SAP services and

solutions delivered on time and on budget. Put your trust in Optimal Solutions and SAP – you’ll have the support of two world-class technology providers dedicated to meeting your needs and ensuring your success – now and for the long term.

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