

Developing business agility using the SAP BPP

Deloitte's "Services Thinking" approach builds upon the SAP business process platform to help companies develop business agility.

From ERP packages to best-of-breed applications, businesses today are off and running, searching for new answers to mounting challenges such as the need to adjust to globalization, improve operational efficiency, accelerate speed to market, manage risk, balance multiple customer channels, and handle M&A. But despite massive efforts to deliver results and stay a step ahead by leveraging technology, many companies continually find themselves right back where they started. Why? Very often, by the time the solutions are implemented, the landscape has changed.

Competing effectively requires something much more than technology — it demands solutions that create value while enabling a sustained ability change. We call this capability 'Business Agility,' and achieving it requires new tools and a different mindset. SAP's revolutionary Business Process Platform (BPP) combined with Deloitte's Services Thinking approach to providing consulting services can help companies get there. Together, they can help companies in their efforts to stop spinning their wheels in the race to compete by developing the agility needed to meet the market's demands.

What is the SAP BPP?

The SAP BPP represents both an evolution in technology and a shift in approach. Through the NetWeaver platform, SAP has developed capabilities in Enterprise Service Oriented Architecture (SOA). These capabilities provide the foundation for a Business Process Platform — a flexible backbone upon which companies can integrate their businesses. With service-enabled applications and BBP, companies now have a whole new level of flexibility for intertwining and weaving business processes together — whether they come from SAP applications or somewhere else.

What does it take to unlock the potential of the SAP BPP?

The only real competitive advantage companies have today is their ability to adapt. That is why the SAP BPP is such an exciting development: It holds the promise of allowing companies to do things in a much more flexible way.

But unlocking that potential requires much more than technological know-how. The SAP BPP is fundamentally about transformation — developing

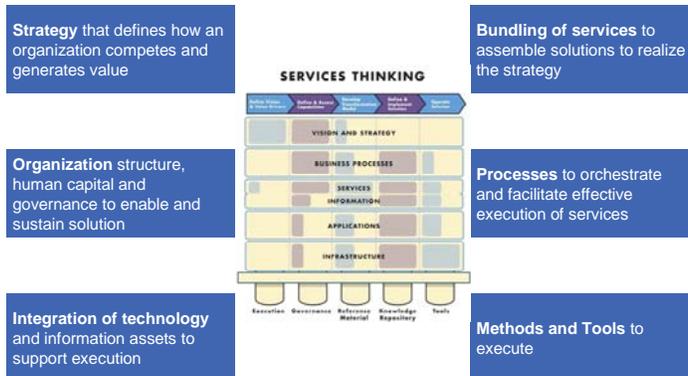
strategies and redesigning business processes from the perspective of services and extending them throughout the organization. As such, it demands a broader approach that goes beyond the basic SAP disciplines to encompass strategic thinking, business process know-how, organizational skills, human capital capabilities, and risk management competencies, among others.

What is Deloitte's approach to helping companies generate value from the SAP BPP?

Deloitte's approach to helping companies in their efforts to implement the SAP BPP extends beyond technology and is focused on helping companies to realize value by using the platform as a basis for achieving service-enabled business agility. To do this, we bring together multi-disciplinary beyond technology to help you apply the concept of business services to resolve complex business problems. We call this approach, "Services Thinking." Through it, we help companies develop coordinated and comprehensive solutions by extending the concept and discipline of business services throughout the business model, the organization and the underlying technology.

What is Services Thinking?

Services Thinking is a framework that helps companies marry Enterprise SOA — a technological advancement that allows companies to create technical components that are independent and dynamic in their integration — with key concepts in strategy, process deconstruction, technology integration, organizational structure and governance models.



Services Thinking facilitates a company's efforts to cut across their organizational silos to help them align different interests around a unified view. A company begins by identifying their required business capabilities — the core set of abilities that answer the question: "How do we create shareholder value?" Once defined, these capabilities can be deconstructed into processes and business services. These business services can be orchestrated, monitored, simulated and rapidly re-orchestrated to adapt to changes in the business landscape.

Because Services Thinking helps a company focus on developing flexible capabilities, as opposed to building static solutions, it enables truly dynamic business execution and alignment — finally giving companies a way to break the frustrating cycle of creating solutions that are outdated before they ever get off the ground.

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Why Deloitte?

Deloitte has sturdy roots in providing business process re-engineering and design related consulting services, and a reputation for helping companies enable business process transformation via technology. By accessing the broad capabilities of the Deloitte Touche Tohmatsu Member Firms, we can routinely extend beyond pure technological competency to bring multi-disciplinary know-how — across strategy and operations; process integration; human capital; tax; governance, risk and compliance; and a variety of industry concentrations — to support complex projects. While many technology-focused consultancies are struggling to evolve from the packaged ERP discipline, Deloitte — due to the extraordinary breadth and depth of the resources we can access — is already there.

Additionally, Deloitte has made a strong commitment to SAP-related consulting services — so much so that it has received the 2007 SAP Pinnacle Award for Incremental Revenue Growth from SAP. With access to over 5,400 dedicated SAP practitioners in more than 35 countries, Deloitte has earned SAP's highest designation, Global Partner — Services, and is renowned for delivering effective, business-driven consulting services in support of SAP implementations around the world.

How do I learn more?

By the time most technological solutions are implemented, the business landscape has changed. That's why competing effectively requires more than solutions: It requires business agility. To find out more about how Deloitte is combining Services Thinking and the SAP BPP to help companies build the capability to rapidly respond to market demands, please contact:

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