

# SAP Expertise as a Service

Your business is focused on delivering the finest products to your customers on time. Technology enablement drives every aspect of the supply chain model allowing your business process leads to run the business. SAP is at the core of supply chain management requiring specialized and experienced resources to keep the business running. That's where IT Authorities comes in.



**Elastic SAP Expertise as a Service**



**Reduce Cost and Reduce Business Impact**



**Eliminate the Support vs. Innovation Dilemma**



**Key SAP Resources Focused on Moving the Business Forward**

## Today's Business App Support Conundrum

### Traditional IT Approach



Our integrated technology and SAP support services provides you with a service model that enables your users to get support and not be hindered by guessing who to contact. Our Services Desk and SAP Functional Support staff work in concert to ensure the users issues are handled immediately. We take on the resource utilization and availability risk providing you predictive IT costs.

#### Support vs. Innovation Dilemma:

- ✓ Firefighting Makes it Difficult to Deliver Value Add to Business
- ✓ Expensive SAP Resources in the Weeds
- ✓ Conflicting Priorities for Internal and External Demands
- ✓ Limited Visibility into Resource Utilization

## Realize the Efficiency of Our Service Model

### IT Authorities' Service



80% of your top talent's time should be spent on innovation. Leveraging IT Authorities to support your SAP functionality is not only an operational but also a strategic decision. Instead of waiting on high-end SAP Consultants to solve end-user issues, your staff can get back to work driving growth for your business.

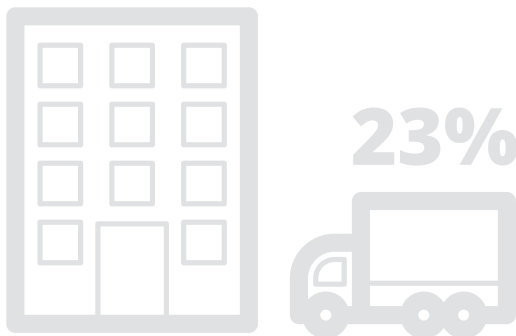
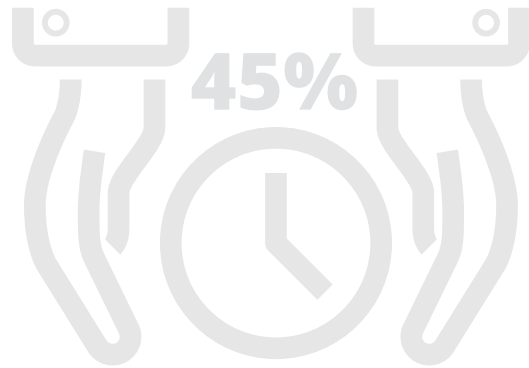
#### IT Authorities' Value Add:

- ✓ Immediate Responsiveness
- ✓ Right-sized Resource Allocation
- ✓ Transparency and Clarity into and Accountability Business Applications and Support
- ✓ Technology & Business Alignment

# Functional Support Services Delivering SAP Expertise as a Service

## 45% Reclaimed Time Back to the Business

- ✓ Enable your business process leads to focus their attention on high value activities
- ✓ Transition away from reactive assistance and toward innovation
- ✓ Create business operational efficiencies that result in cost reductions
- ✓ Access industry trends for competitive advantages



## 23% Reduction in Service Disruption

- ✓ Immediate access to SAP experts for real-time issue resolution
- ✓ Predictive needs identification for tools, staffing, and processes
- ✓ End-to-end CPG business expertise to keep your operations running
- ✓ Responsiveness and accountability

## About IT Authorities

IT Authorities provides support services for the CPG vertical and is the go-to partner for many of the Coca-Cola independent bottlers across North America. Our expertise and commitment to provide mission critical IT services in the CPG vertical ensure our customers receive business technology support services designed specifically to their business requirements and culture.

Using our Managed Services offering for SAP, IT Authorities can help position technology as a strategic asset, delivering value to your business. We are people who know the mid-market supply chain and business processes of order management, route planning, warehouse management, merchandising, pricing, billing and settlement. We are the most trusted provider for managing mission critical technology services to CPG companies in North America and we understand the complexities of managing your business.