

SSA® OnePoint™ Services

► **expertise around the world. excellence in every instance.**

SSA OnePoint is a comprehensive offering of consulting, support and services to help customers get the most out of their IT investment ...

With SSA OnePoint Services, we stay engaged at every step of the lifecycle.

Healthy relationships grow. They change with the times. They get stronger.

This applies to business relationships as much as it does to personal relationships. You know this. Business leaders like you are more interested in a relationship with an enterprise software vendor that grows and gets stronger over time. In this environment, it's no longer sufficient for a software vendor to view customer relationships as episodes of sale, implementation and optimization followed by little interaction until the next sales cycle begins.

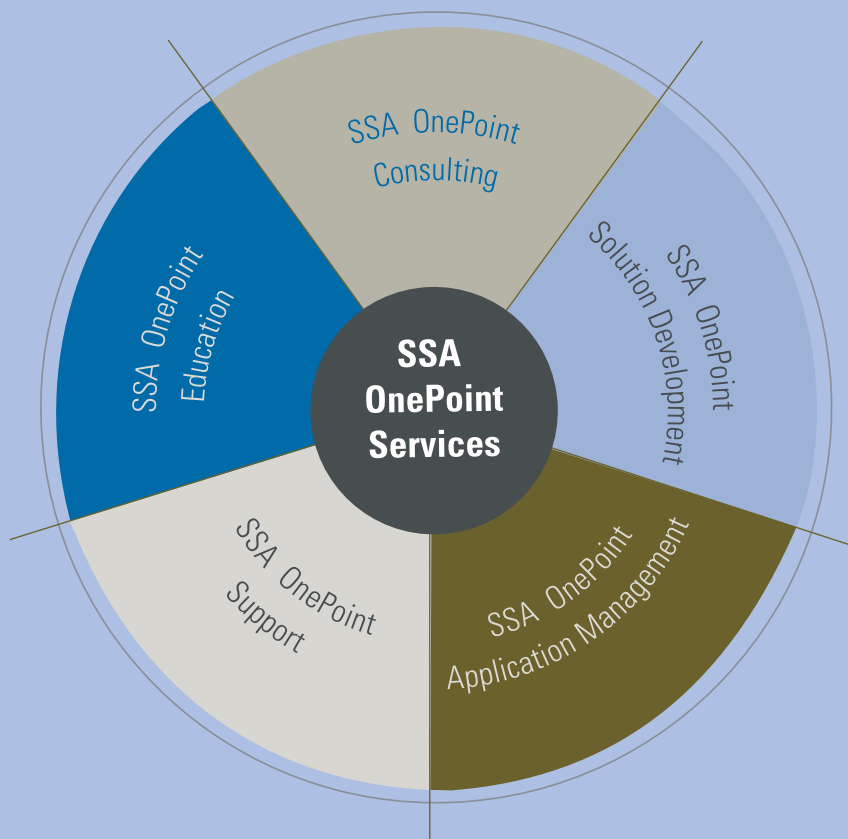
In short, your software vendor can't come and go, showing up only when there is a new product to sell. You operate your business day-in and day-out. And you need your software vendor available to help you day-in and day-out. You need a partner for life.

» the intelligent approach to services.

SSA OnePoint Services is an intelligent approach to services, guided by three main principles:

- A strategic services offering must be based on a thorough knowledge of the customer, the industry in which that customer does business and the products that best support the customer's business imperatives.
- A strategic services offering must be designed to deliver fast, flexible and coordinated responses to emergencies and more long-term business requirements.
- A strategic services offering must define value from the customer's perspective. In other words, the services must help the customer define and solve the right problem, with the right solution and with the speed necessary to achieve true business value.

» SSA OnePoint Services



SSA OnePoint Consulting

In-depth analysis by product and industry experts who work with you to develop and implement best-in-class solutions.

SSA OnePoint Solution Development

Solution design, delivery and integration tailored to your unique business needs.

SSA OnePoint Application Management

Long-term service-level agreements to manage your day-to-day IT operations and support your long-term application management strategy.

SSA OnePoint Support

Integrated support model that provides flexible options to help you address application, technical and customer service support requirements.

SSA OnePoint Education

Analysis of your workforce knowledge and the development and delivery of education programs to help you maximize your systems availability.



▶ SSA Global™ answers the call.

SSA OnePoint Services is a comprehensive offering of consulting, support and services to help customers get the most out of their IT investment. Supported by a dedicated, worldwide organization of experts in consulting, technology and vertical industries, SSA OnePoint Services provides the people, processes and programs that help customers:

- *Empower IT staffs to deliver strategic value:* Relying on SSA Global experts for essential, yet non-strategic IT activities enables CIOs to focus their internal teams on high-priority, core competencies that advance the enterprise strategically.
- *Maximize systems availability:* SSA OnePoint Services provides companies with a single point of contact, instant response to their IT problems anywhere in the world, 24 x 7. SSA Global supports customers with sophisticated, remote diagnostic tools and provides extensive education options.
- *Reduce risk:* SSA OnePoint Services helps companies keep pace with fast-changing IT requirements long after the initial software purchase. Through easy and cost-effective “trade up” programs and consulting services, SSA OnePoint Services ensures customers they always will keep their software solution aligned with current and future business needs.
- *Accelerate the pace of implementation:* SSA OnePoint Services has experts and pre-configured best practices that help customers achieve the fastest time-to-value possible.
- *Implement IT strategies that support long-term business objectives:* By providing customers with consulting expertise, vertical industry expertise and the opportunity to influence the SSA Global product direction, SSA OnePoint Services helps executives tailor their IT strategies and implementations to keep pace with evolving business priorities.
- *Achieve lowest total cost of ownership:* SSA OnePoint Services helps customers cope with intense competitive pressure by delivering efficient implementation of software solutions and offering the services that help companies attain the lowest possible cost of ownership.

“I would highly recommend SSA Global's OnePoint Services. Their Consulting Services team managed our application migration and brought the project to a successful conclusion — on time and under budget. We are impressed with their professionalism, technical ability and plan to use their services again in the future.”

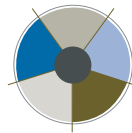
GREG SMITH, VP ENGINEERING & MIS, NATIONAL MACHINERY® LLC



» SSA OnePoint Services, a comprehensive portfolio.

The specific offerings that make up SSA OnePoint Services have been developed to engage with the customer at the earliest possible stage, helping to analyze business challenges and work side-by-side to formulate strategies for business improvement.

Through SSA OnePoint Services offerings we stay engaged at every step of the life-cycle, helping to manage and maintain your systems in a way that yields the lowest possible cost of ownership and the total care that gives you business advantage and peace of mind.



The SSA OnePoint Services are comprised of five service lines.

- *SSA OnePoint Consulting*

SSA Global consultants take their in-depth product and industry expertise and apply a disciplined methodology to a range of services. In close consultation with your team, we can analyze any area of your business, including people, processes, tools/infrastructure and organization. Based on the results, we can work with you to develop a best-in-class solution, facilitate a smooth implementation and follow up with performance measurement, tracking, planning and optimization.

- *SSA OnePoint Solution Development*
The SSA OnePoint Services team will work with you to develop an application framework that takes best advantage of the SSA Global product roadmap, enhancing the product offerings where it makes the most sense. We design and deliver a solution tailored to your needs, providing solution prototyping and technical migration services to save you time and money. Systems integration and enterprise application integration services tailor the implementation to your unique business requirements.

- *SSA OnePoint Education*
SSA Global education consultants can help you maximize system availability and workforce capability. We work with you to systematically analyze your workforce knowledge base, understand your

“SSA Global is delivering the gold-standard of service and support our company needs to run our business. Their second-to-none, worldwide network of people have depth and breadth of knowledge of our business processes as well as of SSA Global's solutions.”

GERRY DUHON, DIRECTOR OF PRODUCTION, HENRY TECHNOLOGIES



► SSA OnePoint Services, the right response.

education requirements, and develop a specific training program that eliminates gaps in skills and knowledge. SSA Global training programs address specific needs in product and process knowledge, in addition to broader industry concepts that make employees more productive. Training programs are flexible and can be tailored to any group in your organization and delivered in the classroom, in virtual sessions, and to the desktop with e-learning modules.

- *SSA OnePoint Application Management*
To help you focus on core business competencies, SSA Global offers long-term service level agreements to manage your day-to-day IT operations and maintenance, in addition to providing support for your longer-term application management strategy. A service level manager assigned to your business

provides the continuity and single-point of contact you need to reduce complexity and assure that agreed upon quality standards are met. SSA OnePoint Application Management services addresses the care, support, maintenance, and release management of standard SSA Global applications and third-party applications customized for your business by SSA Global.

- *SSA OnePoint Support*
SSA Global has developed a new integrated support model that provides flexible options to help you address application, technical, and customer service support requirements. Depending on your business requirements, we can provide a range of support levels up to and including 24 x 7 support managed by a customer relations specialist assigned to your business. For less demanding

situations, there is a wide range of support levels delivered through telephone and online support tools. SSA OnePoint Support addresses both specific problem resolution and more comprehensive periodic diagnostics services.

“The biggest payoff from SSA Global has been quick results at a reasonable cost.”

MARC BROWN, VICE PRESIDENT, INFORMATION TECHNOLOGY, DEL MONTE® FOODS



► making the connection — an organized process with discipline.

SSA Global has created highly-skilled, cross functional teams of experts to develop and implement a services strategy that serves your needs the best. With the right product knowledge, industry knowledge and insights into your business, the SSA OnePoint Services team moves quickly to apply the resources that best leverage the industry-leading technology offered by SSA Global and its partners.

Using a disciplined, customer-oriented methodology, we assemble a team from any area of the company — both direct and indirect — to make sure the right resources are applied to your business. The flexibility of this approach continues as we work with you to develop and implement your strategy. As your requirements change and become better defined, we assign the new team members with special expertise in the tasks you need completed.

Combined with the SSA Global commitment to continuously improve its products, SSA OnePoint Services can mean powerful business advantage for your company. We've made it easy for you to engage with one solution provider who has the products, the domain expertise and the dedication you need to succeed.

The SSA OnePoint Services team speaks your language, knows your needs and is dedicated to helping you get the most out of your IT investment.

“Having SSA Global people on the ground meant we could keep the project moving, as any issues were dealt with quickly, on the spot.”

BILL CATOPODIS, SENIOR MANAGER, BUSINESS TECHNOLOGY, PFIZER® AUSTRALIA

► let's get started.

The next step, of course, is for us to get started. We know there is a good chance you've been thinking about services. So have we. SSA OnePoint Services is the culmination of the planning and analysis SSA Global has undertaken to make sure we can respond with excellence to your need for services.

At SSA Global we are committed to working with our customers day-in, day-out, year-in, year-out. So please give us a call. We're ready to start immediately to help you pick what's critical, deliver the right solution, implement it quickly and make it pay.

About SSA Global

SSA Global is a leading provider of ERP solutions for manufacturing, services, and public organizations worldwide. In addition to core ERP applications, SSA Global offers a full range of integrated extended solutions including corporate performance management, customer relationship management, product lifecycle management, supply chain management and supplier relationship management. Headquartered in Chicago, SSA Global has 60 locations worldwide and its product offerings are used by approximately 13,000 active customers in over 90 countries. For additional information, visit the SSA Global web site at www.ssaglobal.com.



forward faster

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