Enterprise Cloud for the SAP® Solution

In addition to the SAP (headquartered in Germany)-certified, high-quality, high-security cloud infrastructure and SAP Basis operation, we offer ideal SAP solutions, including networks that only a telecom carrier can offer.

To improve scalability and reliability of SAP system infrastructure

- A scalable system infrastructure, to deal with market changes quickly
- A system infrastructure that offers high availability for BCP
- To concentrate on business strategies, reduce TCO and so on by outsourcing system operation

NTT Communications’ global cloud platform and network

- Globally standardized cloud service for enterprise, offered in 15 location in 12 countries/regions (as of August 2015 incl. plans)
- Cloud infrastructure with high functionality and high availability, with BCP countermeasures considered
- Connectivity with a highly-reliable global network covering 196 countries/regions
- Highly-scalable infrastructure using the world’s first network virtualization technology

Service for SAP solution

- Multiple options for necessary specs
- Backup function using highly-functional storage
- SAP implementation support/operation based on abundant experience
- Partner certification as “SAP-certified hosting service provider” and “SAP-certified cloud service provider”
Solution Features

[Examples of provided services] *Scope of provision and operation content will be provided according to customer demand.

<table>
<thead>
<tr>
<th>Solution Elements</th>
<th>Solution Features/Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Desk</td>
<td>Customer applications will be accepted with an integrated approach, from bases in Japan and overseas</td>
</tr>
<tr>
<td>Service management</td>
<td>A service manager that meets customer demands</td>
</tr>
<tr>
<td>System operation</td>
<td>Operation team made up of skilled individuals with experience in operation/maintenance tasks, including SAP Basis</td>
</tr>
<tr>
<td></td>
<td>Operation that conforms to ITIL</td>
</tr>
<tr>
<td>Cloud infrastructure</td>
<td>Offer a global, seamless, ideal cloud infrastructure</td>
</tr>
<tr>
<td>Network</td>
<td>Diversity that only a network carrier can offer</td>
</tr>
</tbody>
</table>

Solution Elements

- Service Desk
- Service management
- System operation
  - Basis operation
  - Database
  - Monitoring/operation tools
  - Backup
  - OS
- Cloud infrastructure
  - Hardware
  - Data center
- Network

Solution Features/Summary

- Customer applications will be accepted with an integrated approach, from bases in Japan and overseas
  - Service desk available 24 hours/day, 365 days/year
  - Handle queries from Japan and overseas
- A service manager that meets customer demands
  - Problem/risk management, improvement proposals, regular reports
  - Creation/execution of cloud migration plans
  - Infrastructure design, location selection
- Operation team made up of skilled individuals with experience in operation/maintenance tasks, including SAP Basis
  - Job monitoring, process monitoring, etc.
- Operation that conforms to ITIL
  - System monitoring/resource monitoring
  - Backup management, etc.
- Offer a global, seamless, ideal cloud infrastructure
  - Offer devices (virtual servers, storage, network devices, etc.)
  - Offer/manage data center facilities
- Diversity that only a network carrier can offer
  - Domestic/international networks (L2/L3), virtual network, Internet/Internet VPN

Abundant implementation results (usage examples)

This configuration example is set up so that, if a disaster occurs at the main site, production environment operation continues at the disaster recovery site.