

# BUSINESS BENEFITS OF HOSTING SAP WITH FREUDENBERG IT (FIT)



## What is an SAP Hosted solution?

With an SAP Hosted solution, Freudenberg IT (FIT) provides everything you need for a complete, integrated e-business solution.

You provide the SAP and database licenses. Freudenberg IT provides the applications infrastructure, and the technical day-to-day applications support; the required care and feeding to better ensure that your SAP environment is always there and is performing optimally.

Freudenberg IT does not charge any startup costs to initiate your hosting service. There's no upfront investment in equipment, and no need to train or hire staff to handle specialized services. Instead, for a flat monthly fee, you get best-in-class facilities, platforms, storage, and networking infrastructure. FIT owns and manages the infrastructure – including the network, data center, computing platform, storage, web servers, and technical database and SAP applications support. You'll have 24x7x365 access to the FIT Customer Support Center, and an Account Manager will be assigned and responsible for your FIT services.

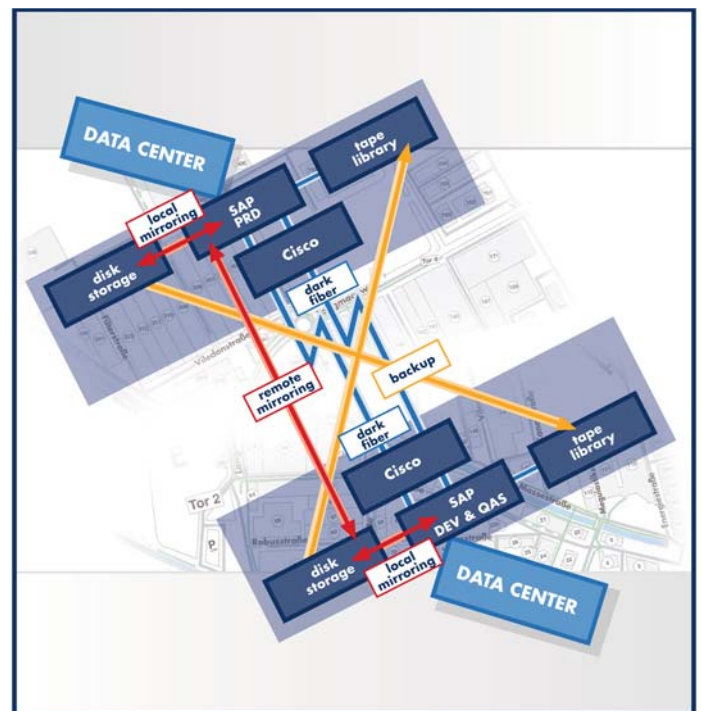
These services are all housed in a dual-data center configuration, comprising at least two hardened and secured 24x7x365 data centers in three physical locations globally: Weinheim/Germany, Morrisville/NC and Suzhou/China. These data centers are locally connected with underground high-speed fiber, owned by Freudenberg IT, enabling us to provide built-in Disaster Recovery coverage as part of our standard service to you. You have a choice of a Wide-Area Network comprising direct or web-based access to these data centers.

## Your benefits from a Hosted SAP solution

There are both tangible, bottom-line benefits and equally important intangible benefits. First of all, because there's no upfront investment on your part – no startup costs for the Hosting services – it lowers the cost of entry for an SAP solution. And, instead of capital assets showing up as a debt on your balance sheet, they will be recognized as a monthly operating expense. Our hosted solution enables you to make better and more efficient use of valuable IT capital and people – and focus on your core competencies – because you leverage Freudenberg IT's application expertise, and world-class infrastructure

expertise. You'll reduce the risks associated with implementing a new infrastructure, and benefit by faster time-to-implementation.

This means you'll realize payback on your investment that much sooner. Additionally, your operating costs are predictable – you know every month what your hosted solution is costing you. The inherent flexibility and scalability of a hosted solution enables you to respond more quickly to market conditions. And you'll experience optimal application availability and performance, maximizing the business results from SAP, because your hosted environment is delivering you higher service levels, via the support of FIT's experienced service organization.



## What makes Freudenberg IT the best choice for an SAP Hosted solution?



Freudenberg IT is able to provide secure and highly-available SAP hosted systems at lower cost because of:

- Financially sound and profitable business funded by Freudenberg Group with a Moody 'A' Rating
- Customer-focused culture, instilled by The Freudenberg Group, which was founded in Germany in 1849, and remains a family-owned company
- A small-to-medium sized enterprise (SME) focus
- Extensive 30+ year history with SAP
- 13 years of hosting experience with SAP
- Dedicated to hosting only SAP and related applications
- Certified SAP Global Hosting Partner (1 of only 11 worldwide)
- Standard Operations worldwide (SAS 70 Type II compliant)
- Partner-Friendly Culture and Service Offering; partnerships with customers and Systems Integrators who provide the functional support of SAP
- A standard dual data center concept in all locations worldwide (US, Germany, China) for cost effective disaster prevention/recovery as a standard customer service offering
- A 4-zone security model (building, office, data center, logical) with access control and 24x7x365 camera surveillance
- Redundancy in the data center infrastructure (Power, UPS, HVAC, communication lines)
- Standardized, best-of-breed platforms and vendor agreements worldwide (SAP, HP, IBM, EMC, Cisco, etc.)
- Standardized proactive monitoring of all hosted components worldwide
- 24x7x365 available, international Customer Support Center
- Flexible service level agreements with performance penalties
- 99.98% historical system availability in 2008
- FIT received SAP's Pinnacle Award in 2008 and 2009 as a Finalist in the award category of Hosting. FIT is one of only 3 hosting providers to receive this distinction.

## Freudenberg IT

Höhnerweg 2-4  
69469 Weinheim  
info@freudenberg-it.com

Fon: +49 (0)62 01 80 80 00  
Fax: +49 (0)62 01 88 80 00  
www.freudenberg-it.com

