FPT Software

ERP Services

ERP SAP GO GLOBAL — EBS ERP DNM — EBS ERP MMS

PROJECT MODELS

TYPICAL SUPPORTED PROJECT MODELS

ODC / T&M Team

A dedicated team working based on Time & Material to deliver to you the right outcome.

Project Based Team

A self-managed team aiming to deliver to you the desired outcome in a fixed timeframe.

Innovation Hub / POC

A dedicated team collaborating with you to deliver Proof-of-Values in cloud landscape prepared by FPT Software.

AMS Center

ITIL Platform V3

24/7 Support Time

Ticket Management Tool

Onshore / Offshore / Best-shore

SAP Activate / Microsoft Sure Step Methodology & Best Practices

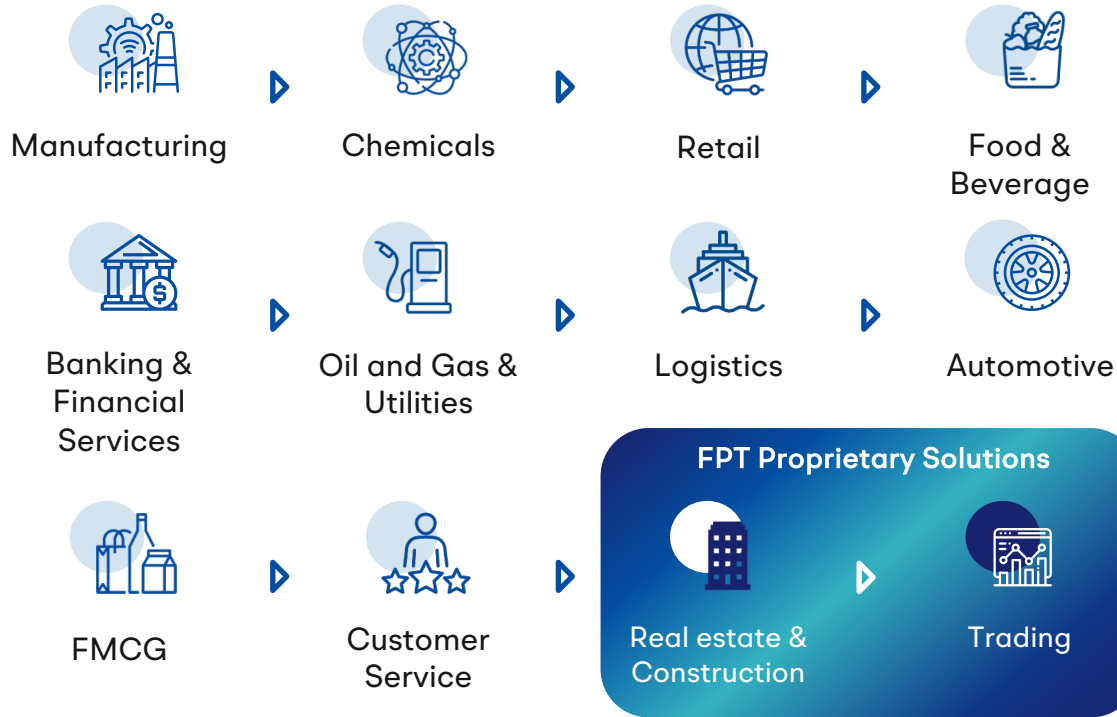**FPT Software Best Practices & Tools**

SERVICES

FPT Software's SAP implementation and maintenance services are constructed to endure, built on a strong foundation of a vast pool of certified and experienced SAP resources and well-established project management frameworks.

Our long-term commitment to delivering business transformation advantages to our clients is powered by the synergy of SAP product line and integrated solutions, as we collaborate with them to achieve their goals. With competitive pricing and high resource readiness capability, FPT Software has the pivotal advantages that keep our clients ahead of the game.
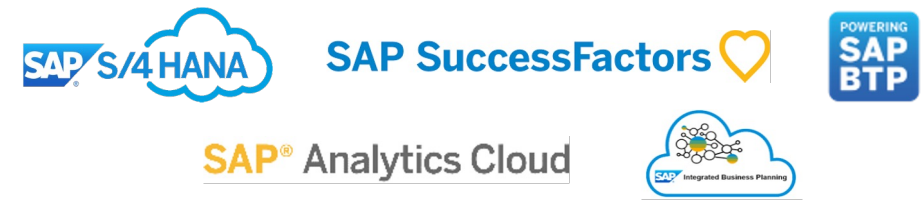
SAP DOMAIN EXPERTISE

Industry

Manufacturing ▶ Chemicals ▶ Retail ▶ Food & Beverage

Banking & Financial Services ▶ Oil and Gas & Utilities ▶ Logistics ▶ Automotive

FMCG ▶ Customer Service ▶

FPT Proprietary Solutions

Real estate & Construction ▶ Trading

FPT provides overall solutions from consulting to deploying software systems, deployment services and hardware infrastructure solutions.

IBM   HITACHI   CISCO   hp   amazon   Microsoft Azure   Microsoft

Service Highlights

25+ years of experience in SAP/ERP implementation and consulting

Success proven best practices & methodology for Process Industries

Specific templates and know-hows for businesses

Own-branding SAP system upgrade & Data Migration tools

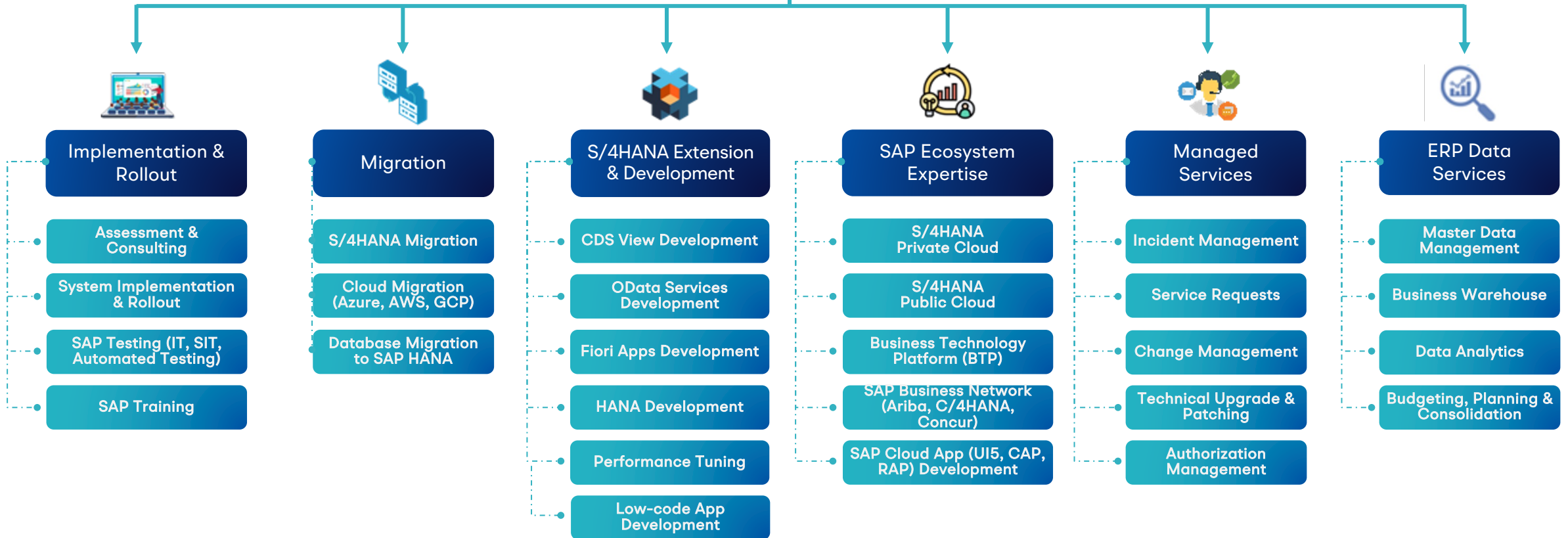Roll-out & Localization best practices

Resource ramp-up capabilities

Our SAP services are covering the full product line of SAP

SAP S/4 HANA   SAP SuccessFactors   POWERING SAP BTP

SAP Analytics Cloud   SAP Integrated Business Planning

SAP SERVICE PORTFOLIO

SAP REGIONAL STRATEGIC SERVICES PARTNER

Implementation & Rollout	Migration	S/4HANA Extension & Development	SAP Ecosystem Expertise	Managed Services	ERP Data Services
Assessment & Consulting	S/4HANA Migration	CDS View Development	S/4HANA Private Cloud	Incident Management	Master Data Management
System Implementation & Rollout	Cloud Migration (Azure, AWS, GCP)	OData Services Development	S/4HANA Public Cloud	Service Requests	Business Warehouse
SAP Testing (IT, SIT, Automated Testing)	Database Migration to SAP HANA	Fiori Apps Development	Business Technology Platform (BTP)	Change Management	Data Analytics
SAP Training		HANA Development	SAP Business Network (Ariba, C/4HANA, Concur)	Technical Upgrade & Patching	Budgeting, Planning & Consolidation
		Performance Tuning	SAP Cloud App (UI5, CAP, RAP) Development	Authorization Management	
		Low-code App Development			

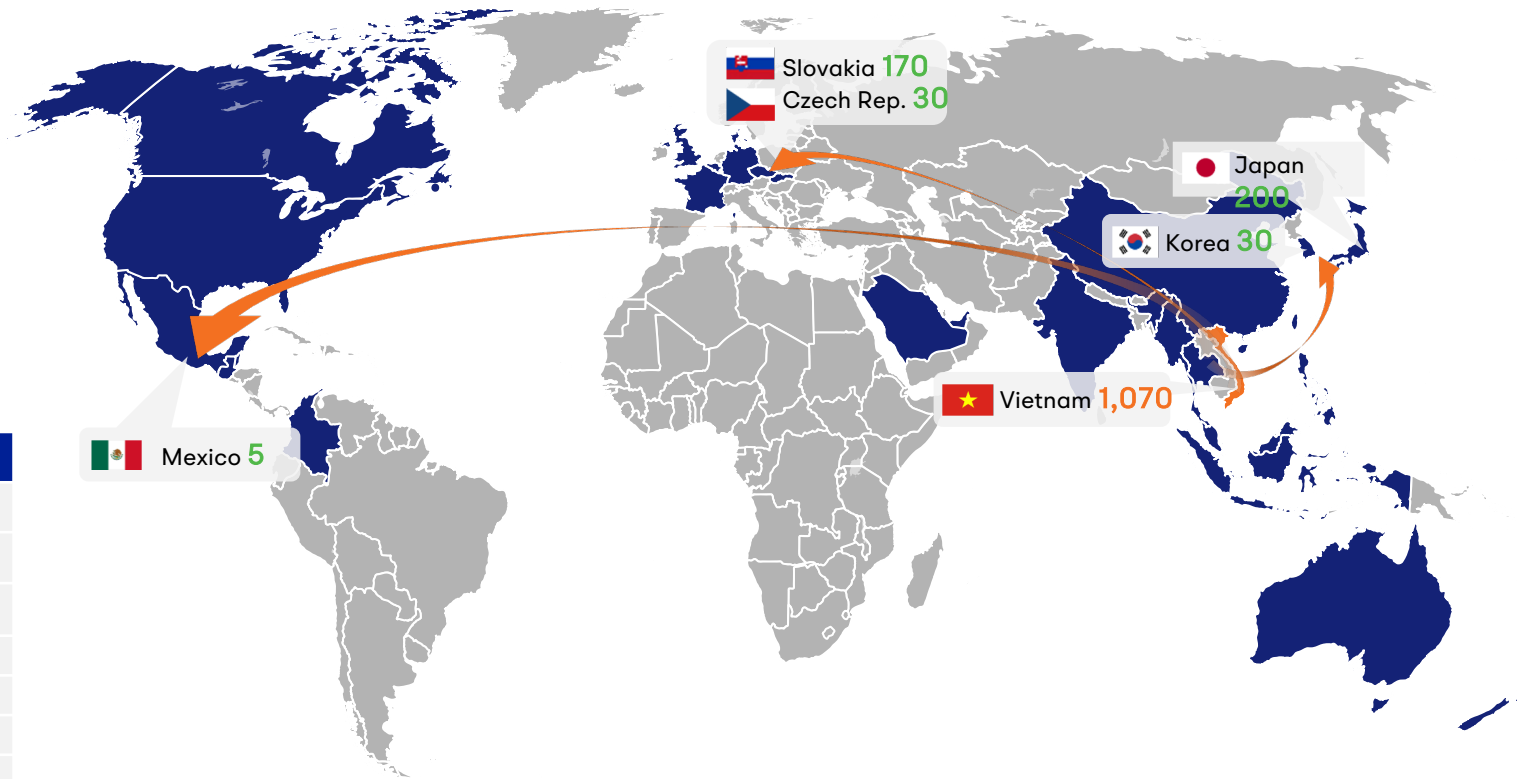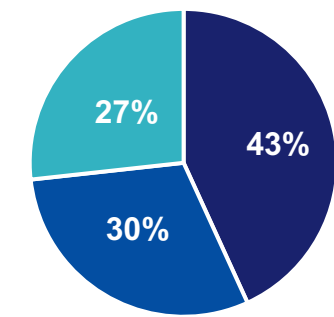# SAP RESOURCES

Solution Capability

- SAP ECC
- SAP S/4HANA
- SAP Analytics (BO/BJ/BW)
- Database & Data Management
- SAP HANA
- SAP Customer Experience Solutions
- Mobile Solutions
- SAP Ariba
- Cloud Open Solutions
- SAP Business Technology Platform (SAP BTP)

Module Capability (Vietnam)	#
SAP – FICO (Finance & Controlling)	89
SAP – MM (Material Management)	109
SAP – SD (Sales & Distribution)	90
SAP – PP (Production Planning)	41
SAP – PM (Plant Management)	53
SAP – HR/SuccessFactors	32
SAP – BW/BI/BPC/SAC	95
SAP – WM (Warehouse Management)	46
SAP Technical (ABAP, Fiori, BTP)	424
SAP–Basis/Auth	91
Total	1,070

Slovakia 170
Czech Rep. 30
Japan 200
Korea 30
Vietnam 1,070
Mexico 5

English Proficiency Level

- 43%
- 30%
- 27%

- Advanced
- Upper Intermediate
- Intermediate

Foreign Language Resources Distribution

- 57%
- 25%
- 10%
- 8%
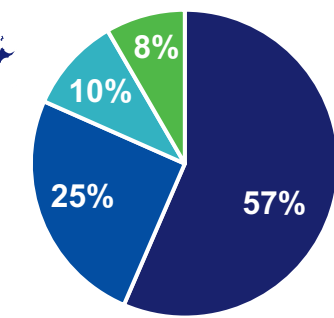
- English
- Japanese
- Korean
- Others

Largest SAP Resources in Vietnam and SEA region — No. 1

SAP Certificates — 1,040+

6+ Supported Languages
EN JA KO VI DE IT FR

OUR SAP COMPETENCIES

SAP Partner ™

SAP S/4HANA Cloud, Private Edition

Advanced*

L SAP S/4HANA Cloud, Private Edition

SAP Partner ™

SAP S/4HANA Cloud, Public Edition

Essential**

L SAP S/4HANA Cloud, Public Edition

SAP Partner ™

SAP Business Technology Platform

Essential**

L Database and Data Management

L Application Development and Integration

L Analytics and Planning

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*Advanced: Partners with an advanced competency tier show the progression of their SAP practice in the specific competency. Working with one of these partners means access to more certified consultants, platform integration capabilities, and a higher number of successfully delivered projects demonstrating a deeper level of proven customer success.

**Essential: Partners at the essential competency tier have met the training and delivery requirements to achieve at least one of the SAP product and/or process specializations. This gives customers the confidence that the partner has the necessary level of maturity and has demonstrated customer success through successful project delivery.
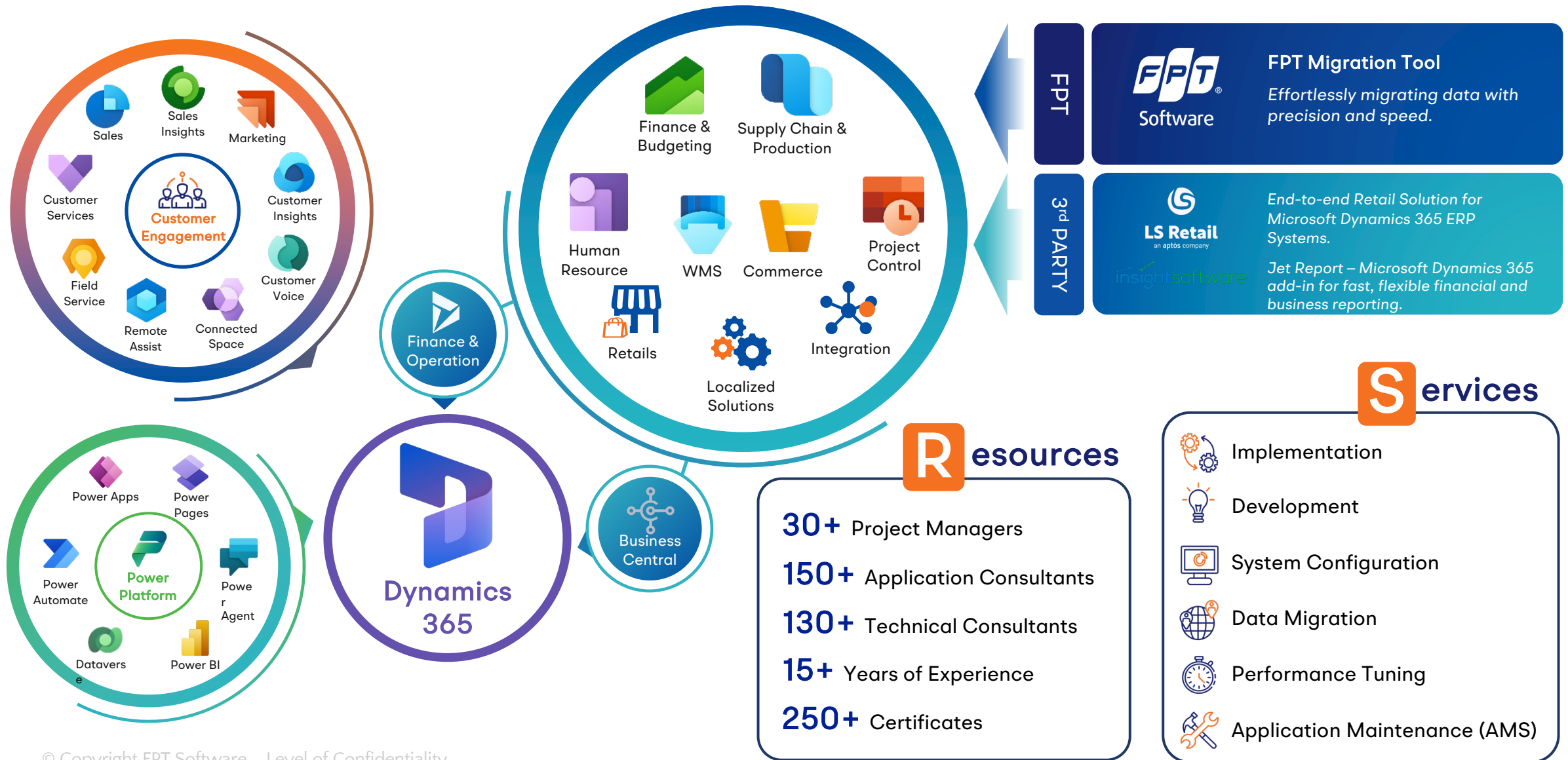
EBS ERP
DNM SERVICES

Microsoft Dynamics 365 has taken a new approach to manage business functions including Sales, Customer Service, Finance, Field Service, Operations, and Marketing, with the CRM and ERP that work seamlessly together.

Implementation of Dynamics 365 unifies your current CRM and ERP cloud solutions into one cloud service with new purpose-built apps, Dynamics is weighing in a massive value package to its business applications.

MICROSOFT DYNAMICS 365 SERVICE PORTFOLIO

Customer Engagement
- Sales
- Sales Insights
- Marketing
- Customer Insights
- Customer Voice
- Connected Space
- Remote Assist
- Field Service
- Customer Services

Power Platform
- Power Apps
- Power Pages
- Power Agent
- Power BI
- Dataverse
- Power Automate

Finance & Operation

Business Central

Dynamics 365

- Finance & Budgeting
- Supply Chain & Production
- Human Resource
- WMS
- Commerce
- Project Control
- Retails
- Localized Solutions
- Integration

FPT

FPT Migration Tool
Effortlessly migrating data with precision and speed.

3RD PARTY

LS Retail — an aptos company
End-to-end Retail Solution for Microsoft Dynamics 365 ERP Systems.

insightsoftware
Jet Report – Microsoft Dynamics 365 add-in for fast, flexible financial and business reporting.

Resources
- **30+** Project Managers
- **150+** Application Consultants
- **130+** Technical Consultants
- **15+** Years of Experience
- **250+** Certificates

Services
- Implementation
- Development
- System Configuration
- Data Migration
- Performance Tuning
- Application Maintenance (AMS)

PARTNERSHIP WITH MICROSOFT

Microsoft Solutions Partner

Business Applications

As a Solutions Partner for Business Applications, you demonstrate your broad capability to deliver solutions with Dynamics 365 and Power Platform.

Microsoft Solutions Partner

Data & AI
Azure

As a Solutions Partner for Data & AI you demonstrate your broad capability to help customers manage and govern their data across multiple systems to build analytics and AI solutions.

Microsoft Solutions Partner

Security

As a Solutions Partner for Security you demonstrate your broad capability to help customers safeguard their entire organization with integrated security, compliance, and identity solutions.

Microsoft Solutions Partner

Digital & App Innovation
Azure

As a Solutions Partner for Digital & App Innovation, you demonstrate your broad capability to help customers modernize existing applications and build cloud-native apps.

Microsoft Solutions Partner

Infrastructure
Azure

As a Solutions Partner for Infrastructure, you demonstrate your broad capability to help customers accelerate the migration of key infrastructure workloads to Azure.

Resources

01

- 200+ experienced experts in Microsoft
- 2 Microsoft Most Valuable Professionals (MVP)

Partnership Specializations

02

Specializations are awarded to partners who have undergone extensive validation by Microsoft or a third-party auditor on their ability to meet Microsoft's highest standards of service delivery in a specific solution area.

- Security: **Cloud Security**
- Business Applications: **Low Code Application Development**

EBS ERP AMS SERVICES

Tailoring to the detailed needs in Application Management Services (AMS) for ERP or Non-ERP systems all over the world, FPT Software's Global 24x7 AMS service is an one-door-to-all solution that not only frees up your efforts on dealing with multiple global working sites but also powers your business operation up by our proprietary game-changing technologies and advanced tools.

AMS SOLUTIONS AND SERVICES
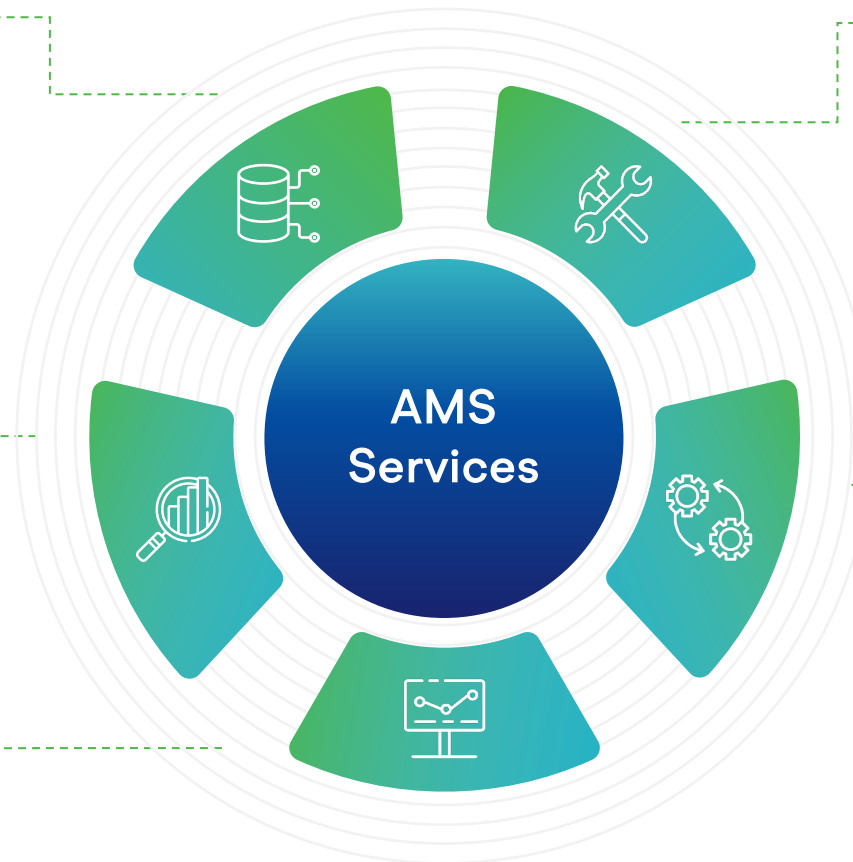
Master Data Management
- On-demand Master Data Modification
- Data Migration

System Assessment
- Continuous Improvement Consulting
- Monthly Basis Onsite Support
- Risk Assessment & Mitigation

System Enhancement
- Automation Test with RPA
- Workflow Design
- Performance Tuning

AMS Services

Maintenance & Support
- **Key Modules:** Order-to-Cash, Hire-to-Retire, Procure-to-Pay, Plan-to-Produce, Plan-to-Inventory, etc..
- CBO Extensions, APIs, Side-By-Side Apps, Workflows
- RICEF Objects Maintenance on Approved Changes
- System Configuration & Design Documents Management
- Budgeting, Forecasting & Planning

System Integration
- ERP Interface Development to integrate with 3rd party Systems/Solutions
- Enterprise Solutions Environment Management (SAP Solution Manager)
- Governance, Risk, Compliance (SAP GRC)

SAP HANA   ORACLE   Dynamics 365

AMS SOLUTIONS AND SERVICES

How we help Enterprises

AMS will be the bridge to **DX** via FPT proven approach & innovative digital tools

- On-premise
- On-Cloud

akaBot akaInsights akaMES
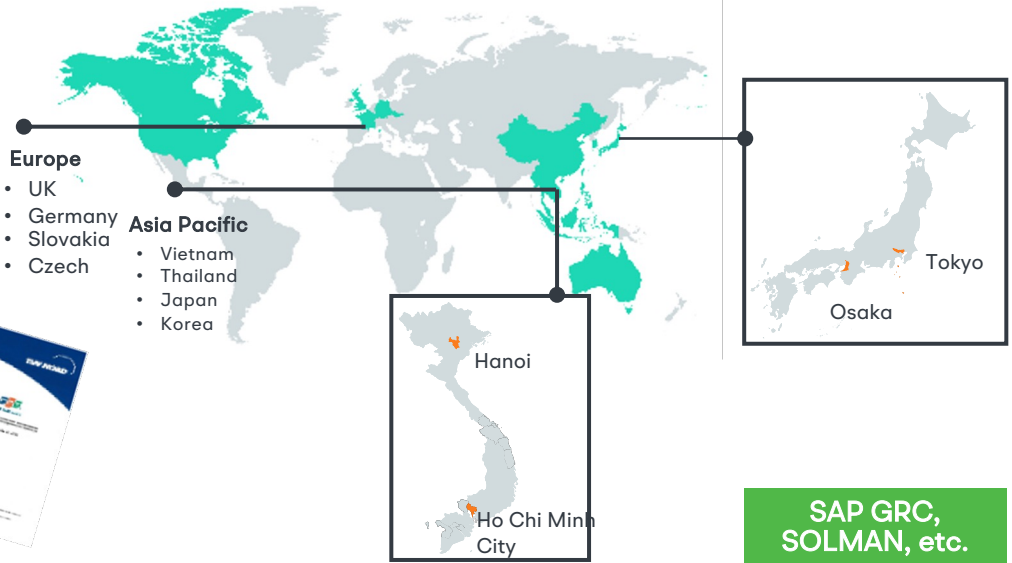
We offer AMS with **service Maturity** (ISMS/Process/QA team)

Reduce **35%** operation cost
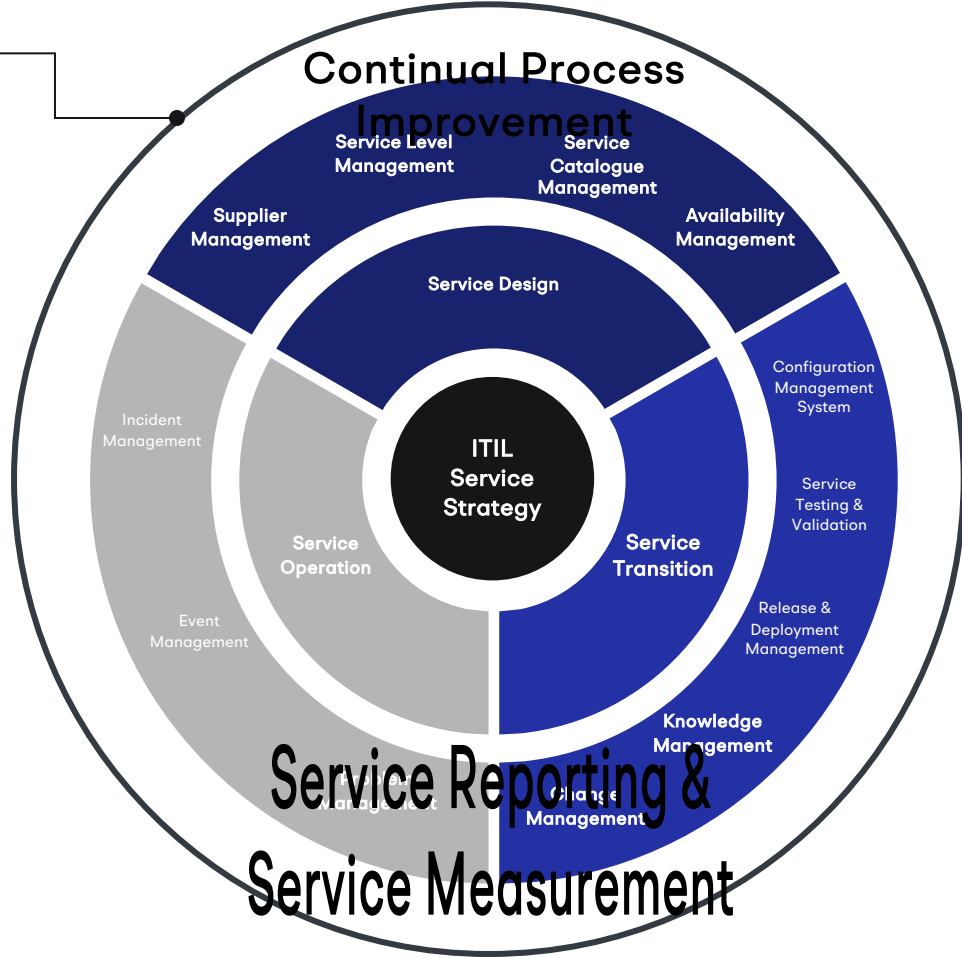
"Hybrid support model: Mix off Onsite/Offshore and Nearshore centers . FPT helped to lower cost for our customers up to 35% after 2 years compared to Local Support team."

Europe
- UK
- Germany
- Slovakia
- Czech

Asia Pacific
- Vietnam
- Thailand
- Japan
- Korea

Tokyo

Osaka

Hanoi

Ho Chi Minh City

SAP GRC, SOLMAN, etc.

Continual Process Improvement

Service Level Management

Service Catalogue Management

Availability Management

Supplier Management

Service Design

Configuration Management System

Service Testing & Validation

Incident Management

ITIL Service Strategy

Service Operation

Service Transition

Release & Deployment Management

Event Management

Change Management

Knowledge Management

Service Reporting & Service Measurement

AMS GLOBAL 24x7 SERVICE

8x5 [1]

8 hours/day
Min. 3 FTEs
1 shift [3]
Max. 1 time zone coverage [4]
VI/EN/JA/KO [5]

12x5 [1]

12 hours/day
Min. 4.5 FTEs
1.5 shifts [3]
Max. 2 time zones coverage [4]
VI/EN/JA/KO [5]

16x5 [1]

16 hours/day
Min. 6 FTEs
2 shifts [3]
Max. 2 time zones coverage [4]
VI/EN/JA/KO [5]

24x5 [1]

24 hours/day
Min. 9 FTEs
3 shifts [3]
Max. 3 time zones coverage [4]
VI/EN/JA/KO [5]

8x7 [2]

8 hours/day
Min. 4 FTEs
1 shift [3]
Max.1 time zone coverage [4]
VI/EN/JA/KO [5]

12x7 [2]

12 hours/day
Min. 6 FTEs
1.5 shifts [3]
Max. 2 time zones coverage [4]
VI/EN/JA/KO [5]

16x7 [2]

16 hours/day
Min. 8 FTEs
2 shifts [3]
Max. 2 time zones coverage [4]
VI/EN/JA/KO [5]

24x7 [2]

24 hours/day
Min. 12 FTEs
3 shifts [3]
Max. 3 time zones coverage
VI/EN/JA/KO [5]

[1] 5 Days Service Operation from Monday to Friday, excluding public holiday
[2] 7 Days Service Operation from Monday to Sunday (public holiday is optional)
[3] Number of shifts per day (each shift has 8 working hours)

[4] Time zone: The working time zone (8~10 hours) of a region (e.g. Europe, Northeast Asia, etc.)
[5] Supporting language

THANK YOU!