

SAP Development on Demand

Lowering the cost and increasing the speed of your SAP developments

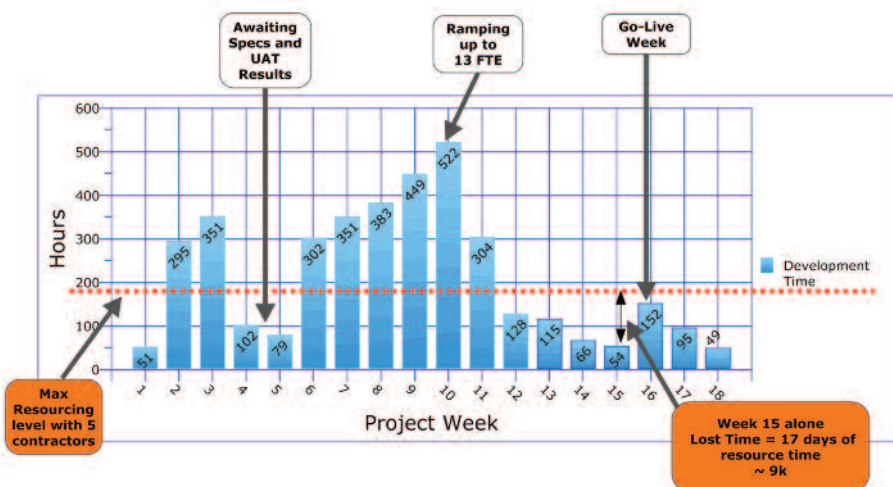
In the current economic climate, pressures are mounting and organisations are trying to deliver more with less budget and limited resources. As development requests come in, there is continual need to deliver crucial new functionality, creating huge pressures on Development teams and IT Directors.

Bluefin Development on Demand

To address these issues Bluefin has created Development on Demand – a highly flexible, scalable and high quality approach to delivering the developments you require. This means no wasted internal resources or contractor days, minimal administration, limited stress for in-house IT teams and maximum project deliverables. And because our expertise covers the SAP landscape, Bluefin can help you exploit every facet of SAP your project needs.

Development usage

Typically development requirements don't suit a fixed resource



Scenario – If 5 contractors were used instead of Bluefin Development on Demand:

- Time lost waiting for testing and work to commence costs approximately £61k
- Additional time to deliver the developments through inability to ramp up resources in weeks 6-11, is approximately 6.3 weeks

Why Development on Demand?

You want to smooth cost and demand during development peaks and troughs

- Your in-house developers are overwhelmed in peak periods
- Contractors are under-utilised and cost money when demand is low
- You lose contractor or internal resources due to sickness and time off work

You require a broad range of specialist SAP skills for your development projects

- Your in-house IT team lacks the range of SAP skills required for the project
- As SAP develops, staying abreast of new applications and technologies creates training, maintenance and support challenges

You need immediate resource to meet business requirement

- No immediate resources are available internally with the SAP expertise you require
- Interviewing and recruiting contractors takes time and distracts from other urgent business

Bluefin Development on Demand offers cost effectiveness, speed of service and consistence of quality

Bluefin offers a menu-driven approach to contracts and billing

- With pay-per-use you don't incur costs when demand is low – you pay for what you need, when you need it
- A blend of UK and Malaysia rates allows us to offer a better cost-effective service
- Open-book account management and weekly reports gives you transparency across all activity
- No hidden costs

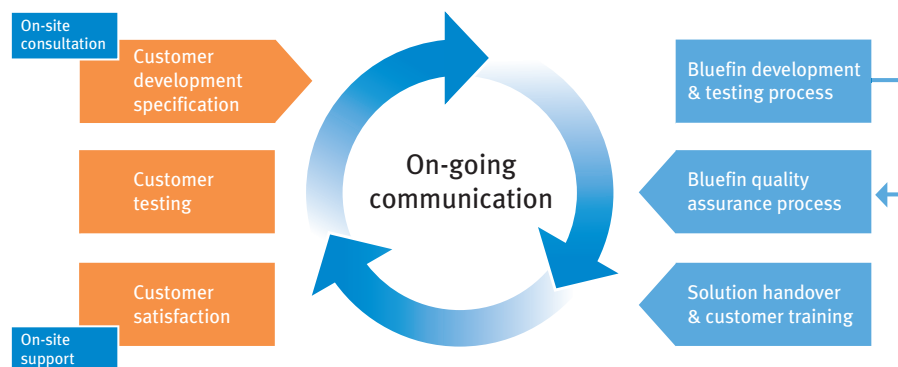
Bluefin assures speed of service and delivery

- Our pool of consulting and programming expertise means we can offer the full SAP skill-set your project requires – It's like having a large team of contractors with a vast range of specialist skills
- With zero ramp-up time, our resources can be deployed without delay
- Overnight support and development is provided through Bluefin Malaysia, enabling round-the-clock development activity

Bluefin guarantees consistence of quality

- Client contact is exclusively through Bluefin's UK Support Centres, so you always deal with someone local, and our excellent staff retention enables long-term client knowledge and relationship building
- UK based experts are available on-site to ensure crucial tasks, e.g. specification work, training and post go-live support, are handled quickly and efficiently
- All developments are fully tested, quality checked, documented and code-tested
- Bluefin's consulting and technical experts are available on tap, giving you access to a collective pool of up-to-date specialist SAP knowledge

Bluefin Development on Demand



'The peaks and troughs of development work would be impossible to manage with our in-house team. We've had negative experiences with third-party developers in the past, so it was excellent to see the teamwork on this project. It was like Bluefin team was part of our own in-house team'

Julie Bradshaw, Brother International Europe

brother
at your side

Case study – Brother International

Bluefin's Development on Demand team deployed the SAP expertise and round-the-clock development support required to roll out SAP into a local subsidiary.

Business challenge: Brother International Europe, a major regional subsidiary of a global printer manufacturer, was already realising the benefits using SAP to streamline its finance, operations, logistics and customer services activities. But its fast-growing Russian business was not yet on stream causing multiple challenges in reporting and monitoring European business success. A legacy financials system, unique local reporting requirements and language difficulties meant SAP transition, by the year-end deadline, was a project too far for Brother's in-house developers.

Solution: Bluefin's Remote Development team had the answer. Taking Brother's specification for the roll-out, it was able to deploy exactly the right developer expertise, in the right numbers, at the right time. Drawing on specialists in the UK and Malaysia, they were able to meet peak demand for developer-hours, offering round-the-clock feedback and support for Brother's IT function and ensuring costs were minimised during quieter periods. Bluefin helped Brother overcome a complex local, regional and corporate reporting structure and delivered a system that ensures BIE can operate efficient, region-wide procurement and finance processes.

Benefits summary

- ✓ **Quality** – all developments are fully tested, quality checked, documented and code-tested before returning
- ✓ **Flexibility** – peak workloads present no problem and costs are minimised when development demands are low
- ✓ **Reporting and visibility** – daily dashboards with progress and development status
- ✓ **SAP skills** – teams of SAP specialists with diverse skills giving you expertise on-tap to deliver development requirements as required
- ✓ **Knowledge share and transfer by integration with in-house teams** – minimising long term reliability on external resource and enabling post-development in-house platform support