

Benefits of EarlyWatch

EarlyWatch offers you a broad spectrum of valuable services to smooth the path to implementation of your R/3 system and to aid you in optimizing your system performance.

The EarlyWatch Service supports you during your R/3 system implementation, as well as in the productive system environment. EarlyWatch analyzes your R/3 system for resource and system bottlenecks and potential error situations, enabling SAP to locate and recommend solutions to your problem situations at the pre-emptive stage.

EarlyWatch increases the error-free operation of your R/3 System, much like a regular health check-up. Possible problem areas within the system are recognized in early stages. Necessary system changes, such as tuning parameter settings, are recommended so that system resources are optimally utilized.

EarlyWatch's team of trained experts periodically analyze your system remotely. Our experts, based at SAP service centers, receive continuous training and have extensive experience analyzing production installations worldwide.

Preventive Problem Analysis

Improved Availability and Performance

Remote Analysis by Trained Experts

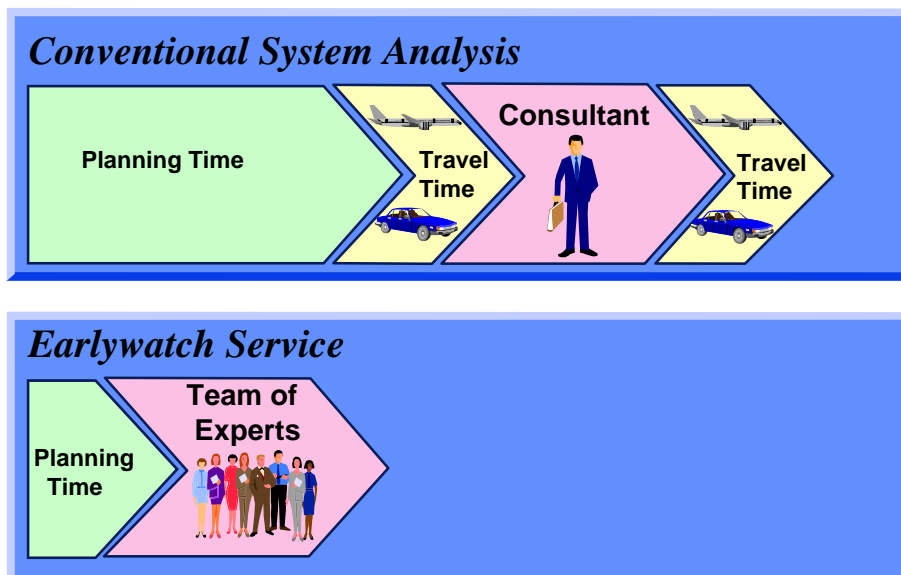


Figure 1-1: Conventional System Analysis versus EarlyWatch

With conventional system analysis you may lose considerable time and money, between setting up an appointment with a consultant and the consultant's travel time to and from the consultation. Additional expense may occur, due to the fact that the knowledge of one consultant may be too limited to solve the problem in only one consultation.

Since EarlyWatch services are handled remotely by system and problem-analysis specialists, you receive the following:

- high quality system analysis
- quick response time

You receive these benefits without incurring the costs of training, hiring, or transporting personnel.







Individual Service SAP strives to meet your needs by analyzing problems that are specific to your system, including performance problems related to customizing. Together with their developers and consultants, SAP finds and implements working solutions.

Improved Product Quality Through EarlyWatch, SAP observes many different customer installations worldwide and draws conclusions about customer requirements and the use of the SAP system and its application resources.

This feedback, communicated directly to SAP developers, ensures the highest possible product quality.

Integrated Services from SAP and Partners SAP has developed maintenance agreements and close working relationships with our technological partners to promote the integration of services offered by SAP partners and enable SAP to offer a complete service palette for the R/3 System. You receive more services for your money, while contacting fewer people.

SAP partners in the EarlyWatch Service include:

- AT&T 
- DEC (Digital Equipment) 
- IBM 
- HP (Hewlett Packard)  **HEWLETT
PACKARD**
- SNI (Siemens Nixdorf) 
- Sun Microsystems 

EarlyWatch's five worldwide service centers guarantee you 24-hour service by spanning the timezones of the globe.

**Worldwide Service
24 hours a day**

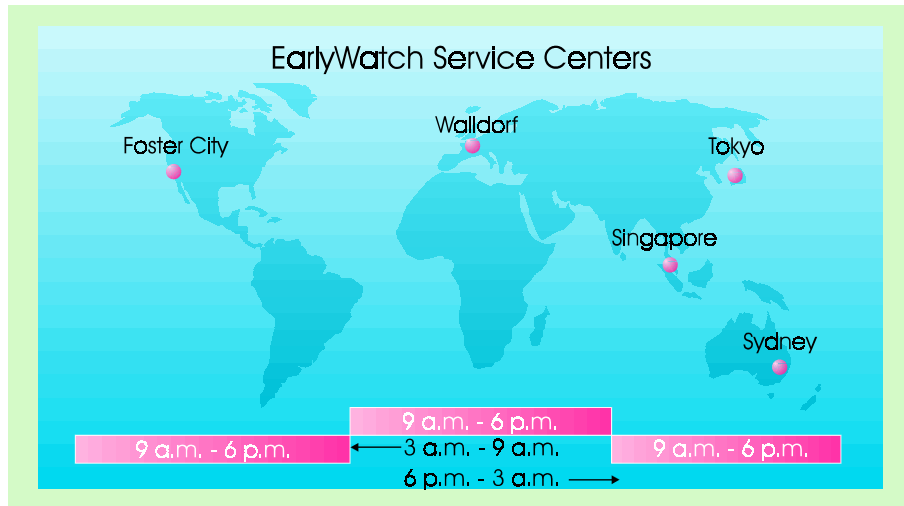


Figure 1-2: EarlyWatch Service Centers Around the World

Each service center is primarily responsible for its own region. However, in emergency situations that occur outside of normal working hours, you are automatically connected to the nearest active service center. This service will be activated at the beginning of the third quarter of 1995.

Available EarlyWatch Service centers and contact numbers are listed in the table below.

| Region | Location | Contact Numbers |
|-----------------------------|---------------------------------|--|
| Europe, Africa, Middle East | Walldorf, Germany | Tel.: +49 (0)6227 34-3766 Fax: +49 (0)6227 34-4214 |
| North and South America | Foster City, California, U.S.A. | Tel.: +1 415 286-3024 Fax: +1 415 286-3158 |
| Pacific Rim | Tokyo, Japan | Tel.: +81 3 5440-2456 Fax: +81 3 5440-2023 |
| Australia | Sydney, Australia | Tel.: +61 (0)2 415-1700 Ext. 777 Fax: +61 (0)2 415-1677 |
| Southeast Asia | Singapore | Tel.: +65 292 4971 Fax: +65 292 6717 |

Note Numbers in parentheses should only be dialed from within the country.

Analysis Based on Complete System Performance History

Beginning with the installation of your R/3 system, performance “statistics” are automatically maintained, creating a historical audit trail within the system. By accessing these statistics, the EarlyWatch team can analyze your system’s performance over an extended period of time instead of only on a daily basis.

What are your benefits from EarlyWatch?

- Regular performance and problem analysis of your R/3 installation, with comprehensive problem support, aids you in optimizing your system performance.
- Possible problem areas within your system are recognized at a pre-emptive stage, allowing you to prevent problems **before** they occur. Constant tuning helps you optimize your system resources.
- Expertise of the EarlyWatch team and SAP partners is available to you any time and any place.
- Worldwide service, 24 hours a day-service when you need it.

