



Because Your Data Matters

# Business Process Outsourcing (BPO)

## Description

Structured, consistent, and regular archiving completed by TJC specialist.

A TJC Archiving BPO is a flexible, fixed-priced service, allowing supervision, audit and ongoing improvement of your SAP archiving procedures.

The objective of a BPO is to provide a cost-effective option to maintain the ROI gained from the archiving project without the need for an additional internal resource.

The BPO can be tailored to include the software rental and required support/training for the solution; or provided as a planned support only package to complement a purchase of software and installation.

## Benefits

- Provides you with a cost-effective option and financially neutral approach for archiving.
- Allows follow up assistance and improvement in ongoing outsourced process directly from TJC headquarters.
- Tailored to your company needs.
- Can include planned support package only OR include both software rental and required support/training for the solution.

## Deliverables

What is expected from TJC:

1. Jobs - Planning & Monitoring
  - a. Planning problems
  - b. Job in error
  - c. Unloading data in/from SAP AS (special audit cases)
2. Analysis
  - a. Archiving sessions
  - b. Volume
  - c. Future growth
  - d. Checking tax related jobs performed
  - e. Yearly Scope review
  - f. Reports
  - g. Proposals & Changes
3. Actions needed after analysis
  - a. Poor archiving ratio
  - b. Problems during archiving
  - c. New entity to archive for a given object
  - d. Data status

Where ASC has been implemented then the BPO service includes:

- Adding a new archiving object
- Assisting the customer during an upgrade project for the archiving aspects
- Assisting the customer during an audit or a tax audit requirement
- Yearly or quarterly archiving KPI reports
- Usually 3, 4, 5 years BPO contract options are standard; longer contracts can be considered

Exclusions to the BPO service:

- Implementation of pure ILM objects.
- Creation of customs archiving objects (the design and development part)
- Objects with no defined time axis or when archiving logic is not described (these are objects archived on a 'one shot' or 'manual process').

## Testimonials

Stéphane BRUN,  
IT Manager,  
BRAKE FOOD SERVICE FRANCE

How did you feel about the work done with your TJC consultant?

The relationship with my TJC consultant corresponds to what I expect, that is to say that it relieves me of the monitoring of the archiving, keeps me regularly informed of the follow-up, and advises me on the evolutions to be made on the archiving objects.

Would you recommend TJC? If yes, why?

Yes, the BPO is the logical continuation and the extension of the ASC software which makes the problem of archiving fully taken into account.



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