

# SAP APPLICATION MANAGEMENT SERVICES

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**SAP Support team's SAP Application Management Services offers clients the choice and flexibility of outsourcing applications support for their SAP environment through variable and adjustable service agreements. Services are provided using a model three different types of Model – on-site, off-site and offshore – to ensure the greatest savings balanced with risk management.**

In the midst of the growing information technology complexity and ever evolving technologies and solutions, the demand for stabilized support is increasing on daily basis. Enterprises face immense challenge in delivering services effectively and achieving a breakthrough in service performance with the increasing service-level demands and IT budget restraints. Today, managing enterprise applications effectively is as critical as it is complex. Poorly tuned or outdated applications exact a significant performance cost. They diminish productivity, divert resources, and dilute the efficiency and effectiveness of your organization. As a committed SAP customer, you have a lot riding on your SAP assets.

With the increasing industry competition and implementation costs, SAP Application Management Services (AMS) plays a pivotal role for long term SAP success. It is important to take the necessary steps to optimize SAP investments, deliver value, reduce Total Cost of Ownership (TCO) and improve end user satisfaction to get better business results. With SAP Support team 's Accelerated SAP Application Management Services (AMS), you can reduce the cost of managing your SAP system landscape and free up resources for improved flexibility and performance, in a minimal risk-free and co-managed service delivery model.

Our SAP Application Management Services help you get a flexible, tailored service customized from the SAP global service catalog, supporting multi-site, multi-lingual and global operations with 24/7 coverage across various time zones. Our proven Managed Services delivery approach based on the ITIL framework coupled with ASAP methodology, incorporates synergy between business processes (with our domain experts), technology (diversified multi-faceted talent) and infrastructure components (such as network, operating systems, database and middleware) leveraging expertise from our Various Centre of Excellence to deliver services which is beyond keeping the lights on and channeling across process improvements and innovations.

SAP Support team 's SAP Application Management Services include:

- Comprehensive Assessment Framework to measure the current SAP AMS maturity of an organization based not just on traditional best practices but also assessing future needs
- Flexible approach: SLA based, Shared Resource pools, Dedicated resources, Bucket of hours ,on-demand & Supply
- Proprietary tools, templates and accelerators and leveraging SAP best practices in areas of Functional/Technical/Basis production support
- 24x7 monitoring services
- Hosting and help desk services
- 100% ITIL, ITSM compliant deliveries
- Flexible global delivery: Right shoring (on-site/off-site/off-shore/near-shore )couple with flexible engagement models( Managed Capacity, Managed Services ) and Right Talent
- Robust support ,governance and transition methodology

Higher Operational Efficiencies at Lower Costs with SAP Support team 's SAP Application Management Services

Why SAP Support team 's – Factors that set us apart

- Continuous improvement: The service does not stop at break-fix, but also allows for organizations to enhance functionality in a constant basis. While also relying in a continuous root-cause analysis to eliminate recurring problems
- Best shore Delivery: Right place, right cost through our Global Blended Delivery Model
- Quality and Consistency: Best Practice ensures that all aspects of the AMS are rigorously managed with service quality aligned as per industry best practices
- Flexibility: Customize the service model based upon customer needs
- The benefitswe deliver to our Customers:
  - Optimize the availability, stability, and performance of [SAP solutions](#)
  - Collaborative sourcing
  - Foster innovation without disruption
  - Cost takeout and simplification

#### **BENEFITS of SAP Application Management Services**

- Reduction in cost of ownership up to 30 percent over the lifetime of your SAP applications
- Increased visibility into service level volumes, respond/resolve times, and other key metrics to maximize performance
- Improve applications performance
- Improved operating efficiency without disruption or reduction in support
- Gain more control over change / enhancement requests through better governance

#### **OUTPUTS of SAP Application Management Services**

- Assess SAP applications, their performance and support environment
- Aligned services to business priorities, Transition applications responsibility and make over the support organization, services, and applications
- Manage applications and the support organization for performance and ongoing improvements

### ***SAP BASIS Support Services Catalog – Feature Overview***

- Application Availability
- Application Response Time
- Daily Data Backup and Retention
- Business Continuity