

SAP BASIS CAPABILITIES AND SERVICES

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SAP Basis Capabilities and services – Administration to any system land scape such as ECC, BI, BO, SRM, CRM, Enterprise Portal, APO etc.
24/7 Basis Support

Daily Job Monitoring
Daily/Weekly/Monthly maintenance activities
Technical Upgrades
SAP Version Upgrade
Support/Enhancement Pack (ABAP/JAVA)
Database Version Upgrade
Patch Update
Kernel Upgrade

- **SAP Basis Capabilities and services**

SAP Basis Capabilities and services

Years of SAP Basis experience make us a Trusted Advisor and Project Partner for our customers. From planning your SAP landscape and architecture to delivery of SAP Basis operations such as SAP upgrades and configuration changes, our certified Libelle consultants support you on-site and/or remotely in all tasks of system management to ensure the continuous availability of your business critical applications and networks.

Our SAP Basis portfolio ranges from enterprise architecture design and technical consulting to the responsible management of your overall SAP project.

- SAP Installation and Configuration
- SAP Basis Consulting
- Remote Managed Services (e.g. SAP Operation, **BusinessShadow**, etc.)
- Administration of SAP Components
- Implementation of Updates and Upgrades of SAP Components, Patches etc.
- Release Changes
- Homogeneous and Heterogeneous SAP System Copy
- SAP Performance Analysis and Tuning
- SAP Solution Manager Maintenance
- Support in Incident and Error Situations
- **SAP Basis Capabilities and services**

We specialize in SAP Basis Capabilities and offer services throughout the entire SAP Technical Life Cycle either with personnel onsite, to supplement the client's support team, or remotely to best match the client's needs. We assist with pre-installation planning, HW-sizing, and provide advice for the overall SAP architecture before implementing SAP. After Go-Live we offer ongoing production support in all areas of administration, monitoring, tuning and capacity planning.

Our Basis Administration service provides expert technical operation, maintenance, monitoring and support and free the customer team from day-to-day maintenance.

- **SAP Basis Capabilities and services**

SAP BASIS Support Services Catalog – Feature Overview

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