



Managed Services for SAP

ITPC Cloud Managed Services for SAP – a Cloud-based Operation Support Centre providing SAP technology Management Services on a 24 × 7 × 365 basis to support and maintain our customers SAP environments, delivering high quality services with maximum flexibility, efficiency and scalability of operations.

Our Cloud-based Operations model does not follow the traditional way of managing support on a FTE-based structure. We change the vision of technology support by introducing a system-based support structure, which is the most cost-effective way to manage all SAP technology-related activities. We provide AMS as a service in the true sense of the word, which is a system-driven rather than a person-driven approach, whereby the customer has more clarity as per standardized SLAs, more control with less management cost and a lower TCO. This provides the flexibility to focus more on the core business and less on system downtime and security breaches.

ITPC offers its customers a comprehensive portfolio of SAP services, which includes application support and solutions, as well as the efficient operation of the SAP environment itself. Cloud-based Managed Services for SAP means that ITPC provides support and operational services from its own delivery centres. The service range includes safeguarding SAP infrastructure operational support and maintenance of the SAP system technical layer, as well as the underlying RDBMS, plus preventative services such as backup, restore, high availability and disaster recovery.

Features

- Permanent system monitoring 7x24h
- Weekly analysis of SAP EarlyWatch Alert report
- Acts as a virtual extension of customer IT support environment
- Combined offerings for operations, maintenance and administration
- Aggressive offshoring through 7x24h service
- Fixed-cost approach for maintenance and support
- Offers multiple level of support
- SLA-based management and performance measurement
- Reduced TCO with greater flexibility and scalability
- Standardized support and delivery process based on ITIL best practices

Services & SLA

- Five different Service Packages
- Four different Service Levels, available per SAP system
- Support Model 5×24h, 7×24h or customized, available per SAP system
- Differentiation between ABAP, Java, App (SAP Web Dispatcher, SAP Content Server, SAP TREX or similar products without database) and non-SAP system types



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Service Packages											
	IaaS	Light	Base	Comfort	Priority		IaaS	Light	Base	Comfort	Priority
Service desk 7x24h	✓	✓	✓	✓	✓	Installation of DB patches, bug fixes & upgrades				✓	✓
Service management	✓	✓	✓	✓	✓	Installation of service packages on the database				✓	✓
Incident & escalation management	✓	✓	✓	✓	✓	Perform DB upgrades					✓
System monitoring 7x24h	✓	✓	✓	✓	✓	SAP basis administration	✓	✓	✓	✓	✓
Response to critical monitoring alerts 7x24h	✓	✓	✓	✓	✓	SAP performance analysis & reviews				✓	✓
Monthly analysis of SAP EarlyWatch Alert report		✓	✓	✓	✓	SAP system administration & support	✓	✓	✓	✓	✓
SLA reporting services	✓	✓	✓	✓	✓	Background processing & interface management	✓	✓	✓	✓	✓
Infrastructure maintenance & support	☹	☹	☹	☹	☹	SAP transport management				✓	✓
Server network & print administration	☹	☹	☹	☹	☹	SAP client copies and languages administration				✓	✓
Storage management	☹	☹	☹	☹	☹	Profile & User Administration				✓	✓
Backup & restore services	☹	☹	☹	✓	✓	Implementation of SAP basis notes				✓	✓
OS monitoring 7x24h	☹	✓	✓	✓	✓	Installation of notes, patches & kernel patches				✓	✓
OS incident handling, security patches & bug fixes	☹	☹	☹	☹	☹	Installation of SAP support packages & add-on's					✓
Installation of service packages on the OS				☹	☹	SAP system refresh					✓
Perform OS upgrades					☹	Installation of SAP EHPs & release upgrades					✓
Database monitoring 7x24h	✓	✓	✓	✓	✓	✓ Included ☹ Included for cloud deployment					
SAP database management	✓	✓	✓	✓	✓						
Incident handling for database & SAP basis	✓	✓	✓	✓	✓						

The systems are differentiated between ABAP, Java, App and non-SAP. Some of the above listed services are not applicable for the system type.

Service Level Agreements

	Bronze	Silver	Gold	Platinum
For SAP systems with a [...] impact on business processes	Low	Medium	Strong	Critical
Maximum reaction time	12h	4h	2h	15min
Service hours	5x12h, 5x24h, 7x24h, customized			

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