



THE SILICON PARTNERS

Optimized SAP Application Management Services



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Why AMS?

Most businesses these days operate in hyper-competitive scenarios. Hyper-growth and increasing profit margins come out as primary goals. This calls for continuous innovation and improvements in business processes, models, objectives and goals. To achieve this, it is imperative that the applications that run at the core of the business keep running smoothly, defect-free and are open to enhancements whenever required. Having a team by your side who lives and breathes SAP, acts as an extension to the internal team, who can ramp-up and ramp-down quickly to manage ad-hoc demands and most importantly help unlock funding for Strategic projects do bring in significant benefits. These benefits include:

Total Cost of Ownership: Typically, 60 - 70% of the IT budgets are allocated to maintenance and support of ERP Applications irrespective of the size of the company. Having a specialized SAP support partner by your side can significantly reduce this cost and improve the service levels at the same time and enables better resource allocation at the same time.

Retaining the top talent and utilizing them to the best: Attracting top SAP talent is in itself is a very daunting task. On top of it, these specialists are always looking for new and challenging work on the upcoming technologies. The best way to retain the top talent is to keep feeding them with strategic initiatives while leveraging the Partner expertise for day-to-day mundane tasks.

Quality and Consistency: A dedicated SAP support group ensures quality and consistency. By applying right industry standards, following best practices and implementing proven methodologies in right way is very important for managing SAP. The right support Partner who is specialized at doing this and knows every single step of the process will reduce risks and unexpected outcomes drastically.

Resources Supply and Demand: The demand for SAP support resources constantly changes with business needs and has its peak and troughs. The business may need a particular skillset only for a few months in a year. A support partner can help you escape the pain of having your internal team work round the clock during these peaks.

Staying ahead of disruption: Business environments are changing rapidly. There is a need to fundamentally rethink every business process on an ongoing basis. The need of the hours is to have a specialized partner by your side who can not only ensure that the existing systems in place run smoothly but also brainstorm with you on the newer technologies and how these technologies can provide business benefits. The role of the SAP Support partner is no longer just to reduce maintenance cost and improve service levels but to work closely with the Business and help them achieve

Support Models

Managed SAP Support

- Dedicated Consulting Team at Customer's locations
- SLA based service delivery framework
- Delivery Assurance through Process Excellence
- Extended Service Window through Contractual Agreements

On-Demand Support

- Service through shared pool of remote resources
- No Stringent SLAs for service delivery
- Weekly Reporting
- Fixed Service Window of 8 x 5 as per TSP Calendar
- Capped Efforts and Engagement Duration

Staff Augmentation

- Support Consultants delivered to meet peak workloads
- Specialized Consultants with experience in support and end-to-end implementations
- Clients have complete control over the support services
- Quick ramp-up and ramp down capabilities

Strategy for Support

TSP's support spans from daily tasks to support for continuous improvement initiatives. TSP's approach begins with a comprehensive assessment to uncover challenges and opportunities. The results are thus used to determine and optimize our service delivery models that will serve our clients in best manner. TSP's portfolio of application management services covers every phase and provides the expertise to sustain and evolve your SAP environment.

Core Operational Services

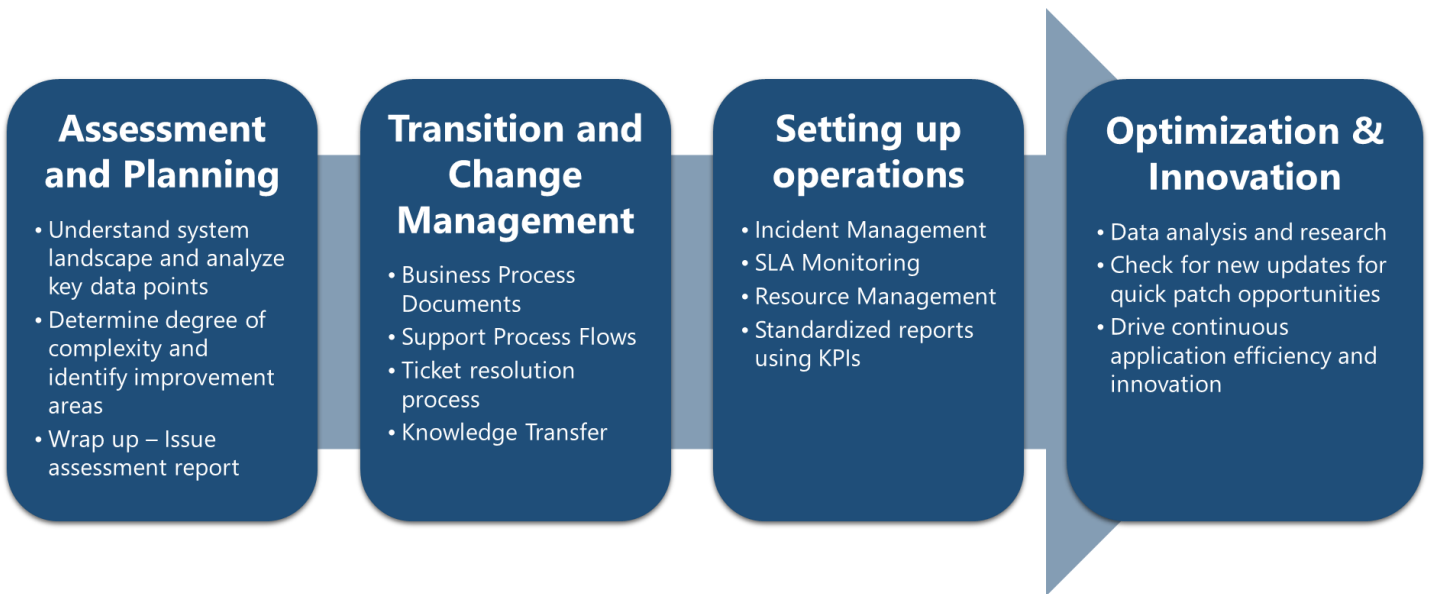
- Level 2 & 3 Technical and Functional Support
- 24 x 7 Basis Support
- Netweaver Support
- ABAP Development
- Performance Monitoring
- Batch Management
- Transport Management
- Helpdesk Support

Core Strategic Activities

- Architecture Planning
- Major Enhancements
- Upgrades
- Value Engineering
- Business Process Reengineering
- Best Practices Implementation
- Center of Excellence (CoE)

Our Support Methodology

TSP follows a defined approach to implement support model in an effective manner. TSP has standard approach and toolkits for every phase of the process. TSP follows the industry standards principles including IT Infrastructure Library (ITIL), ISO/IEC 27002 (Security), CMMi, and TSP's accelerators for support. Along with defined standards and frameworks TSP can leverage RPA along the way which can help in significantly improve efficiencies and save time for your business users TSP ensures powerful support processing, call management, and escalation procedures that form the base of IT help desk. For a smooth transition to SAP support models we use a proven four phase process.



Leverage RPA to Reduce Errors, Increase Efficiency and gain Value Driven Support

Robotic process automation (or RPA) is a form of business process automation technology based on the notion of software robots or artificial intelligence (AI) workers. RPA robots utilize the graphical user interface to capture and analyze data and operate applications just like humans do. They interpret and trigger responses and communicate with other systems to perform a vast variety of repetitive tasks.

TSP's RPA expertise appends automation to support models and allows bots to handle daily repetitive tasks. This allows power and time to consultants to focus on core strategic activities and innovation. Also, significant reduction in error rates help our clients perform much more efficiently and effectively.



Business Impact

Lowered TCO and Higher Efficiency

- Reduce SAP TCO by up to 40%.
- Lower cost per case by upto 60%
- Ensure continuity in the long term.
- Efficient service done in close accordance with SLA's
- Integration of latest technologies like RPA within support models to reduce error rates significantly.
- Accelerators and standardized tools for enhancements and upgrades.
- Unlock Funding for Strategic Initiatives

Drive Operational Excellence and Innovation

- Leverage analytics and metrics to enable performance improvements
- Automation of support to reduce errors and improve efficiency
- Quality standards and frameworks to ensure confidence in process
- Flexible business models to enable innovation and value throughout the support period

Optimized Resource Management

- Best-in-class consultants with extensive support and implementation experience.
- Periodically trainings to make sure that skillsets adhere to latest updates in technologies and methodologies and right expertise is injected at right levels.
- Ability to quickly ramp-up and ramp-down resources either on-site or near-site or offshore.

Value Driven Application Management

- Go beyond SLA and identify metrics that drive value
- More than the traditional lights-on approach for break-fix and maintenance
- Specialized tools for change management to avoid bottlenecks after transition