

# Application Managed Services

SAP S/4HANA, BI Application, GRC / Security, HANA Enterprise

Protiviti has been providing support services to our SAP customers for years in its renown service areas, utilizing subject matter experts who provide guidance on leading practices, direction and strategy. Our focus includes support for S/4HANA, HANA Enterprise, BI Applications and GRC/Security to be delivered with our strategic cloud partners or on premise. Our level of expertise means you can count on us anytime, anywhere to ensure your applications run smoothly. The value of Protiviti's Application Managed Services (AMS) solution for our customers include:

**Higher Business Efficiency** – Allows you focus on key internal initiatives

**Cost Management** – Predictable cost with flexibility to flex up during peak times

**Pathway to Subject Matter Expertise** – Accessibility to SAP thought leaders to streamline processes

As little as  
**\$5K**  
per month

## Benefits of a Managed Service Model include:



### Protection of Your Mission Critical Operations

Fast and efficient issue handling based on Service Level Agreements in combination with continuous optimization



### Solution Operations Leading Practices

Ability to drive integrated quality management and continuous process improvement with industry-verified standards



### Tools to Efficiently Manage Systems

Single view and management of applications and infrastructures




### Support Staff with Appropriate Skills to Assist

Provide a full team of subject matter experts offering uninterrupted access to deep expertise


# Application Managed Services

## Our AMS Options include:




### Services

- Ticket resolution management
- Event monitoring, notification and remediation
- Change management support and execution
- Detailed SOP documentation and execution
- Infrastructure support



### Constant Communication

- Support Service Level Agreement (SLA) for entered tickets
- Modern online ticketing system or integrate into your current ticketing system
- Monthly status meeting and reporting
- Quarterly business review




### End to End Solutions

- Infrastructure management and deployment
- Application support and configuration
- Reactive and proactive support maintenance
- Data management and workflow monitoring
- Functional development when needed




### Support Availability Options

- Support pricing and availability that meets your budget
- 12/5 to 24/7 options available via offshore or onshore
- On premise or Cloud deployment and support



### Functional Support

- Report development
- HANA model and security development
- GRC roles assessment and creation
- Subject Matter Expert access for S/4HANA configuration and planning
- Alternative support models available including bank of hours



### Online Support Portal

- SAP Certified Support Center of Expertise
- Easy-to-use self-service portal
- Ability to raise and track support tickets
- Faster, more efficient service

Contact us for a customized quote at [SAPsolutions@Protiviti.com](mailto:SAPsolutions@Protiviti.com)



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