

SAP NetWeaver® Managed Support Service

Overview

Service reliability and flexibility are vital attributes of SAP® systems support. Absoft's Managed Support Service provides the full range of technical expertise required to support and maintain your SAP landscape. The managed service ensures that problems are detected quickly, and resolved before they take effect. This proactive service mitigates against performance problems and unscheduled downtime by identifying and correcting potential issues before they become more serious.

The managed support service combines automated monitoring of your system with proactive management of alerts received by monitoring tools. This removes the requirement for manually performing technical checks on your SAP systems, which can become very time consuming, especially if you have multiple solutions such as ERP, SRM, PI, BI and Solution Manager. Absoft takes full responsibility for maintaining and managing your SAP systems, to guarantee system availability continuity, and ensures your organisation is always connected to its customers, suppliers and employees.

Our Managed Support Service is available to all SAP customers, whether hosted by Absoft or hosted locally on your premises. The managed support service includes:

- Alert handling
- 24x7 automated monitoring
- ITIL aligned support centre
- ISO 20000 certified (Service Management)
- ISO 27001 certified (Information Security)
- SAP Partner Centre of Expertise
- Transparent service level agreements (SLAs)
- Dedicated support centre manager
- Technical/ BASIS support
- Transport management
- System patching & support pack application (up to 3 per year)
- System refreshes
- Analysis & trending

Managed support service details

24x7 Automated monitoring – Your SAP systems are connected to our service via a site to site connection - VPN, JANET, OpNET or similar. A monitoring agent is installed on your SAP servers and once connected the system is monitored remotely.

Incoming alerts are displayed on our support centre monitoring screens, and emails are sent to our technical support staff to investigate issues as soon as they arise. Standard templates can be used to set up the monitoring or you can pinpoint specific areas of your systems or business processes that are business critical for you.

You will be granted remote access to the monitoring system via the internet, which means your authorised staff can review the status of your systems and alerts at their convenience.

Benefits

- Save time by removing the need to manually monitor your SAP landscape
- Reduce requirement for in-house SAP NetWeaver® skills
- Simplify ownership and responsibilities with a holistic technical service that spans database, operating system, infrastructure and SAP clients
- Identify potential issues early
- Minimise unscheduled downtime
- Save on costs
- Be confident your SAP system is in safe hands
- Aid future planning – predict system growth and plan changes early
- Improve internal confidence with a 365 day support service
- Maintain a healthy SAP landscape

What is automated monitoring?

Monitoring tasks for SAP are designed to prevent unscheduled downtime, and to predict system growth and changes required to maintain a healthy SAP landscape.

Please note: SAP software installations, upgrades or migrations are available separately.

Managed support service details continued

Alert handling – Once alerts have been generated they are quickly processed by the support centre technical team. Support calls are raised and remedial action is taken to rectify the problem. Most of the time issues can be fixed quickly and you may not even be aware that an issue has occurred. If the problem is more serious and an outage is required then you will be contacted, and scheduled downtime will be arranged. Alerts will be processed as per our agreement with you.

Technical support – Absoft consultants will resolve any technical issues you may have as defined in our agreement with you.

Transport management – Manage your transport system and the landscape as required.

System patching/ support pack application – It is necessary to apply support packs and patches periodically to keep your system up to date. We will carry out the SAP system patching process up to 3 times per year.

QA system refreshes – We recommend that your QA system is refreshed periodically to preserve the validity of your testing environment. Refreshes are normally carried out in conjunction with the patching process. We will similarly carry out system refreshes up to 3 times per year.

Analysis/ trending – Absoft has developed a reporting package which includes useful reports based on system statistics, and we use these for trend analysis such as system growth, utilisation and availability.

Service description

- Our SAP monitoring service includes data collection every 2 minutes, 365 days a year. It is available on the full range of popular operating systems and databases.
- Any metric that falls out of a pre-set threshold or causes an error event is immediately alerted to Absoft for appropriate action.
- Each alert generated by the monitoring service will be assessed, and if required logged in the support desk portal.
- Action will be taken at a time agreed with the customer, and within the hours of the contract.
- When a call has been successfully addressed, it is closed on our support desk and the corresponding alert in the monitoring portal is removed.
- The customer has read-only remote access to the monitoring system via the web.

Optional extras

Optional extras can also be included and customer-specific options will be considered on request to personalise the managed service for you.

- **24x7 on-call support** – If production issues arise out of normal working hours we can provide 24x7 on call support to assist with any issue.
- **Additional system refreshes** – Can also be catered for.

Call Absoft on +44 (0)1224 707088 or visit www.absoft.co.uk for more information.

Absoft profile

Absoft is a leading UK SAP consultancy offering a complete range of technical support, ABAP development, and functional support for all core modules including; Finance, Supply Chain, Plant Maintenance, HR and Payroll/ Employee & Manager Self Service, Reporting and Analytics.

Our support service can be delivered in a number of ways:

- Front office
- Back office
- Combined front and back office support
- Managed services

Our clients are typically large or mid-size organisations that have invested in SAP solutions and want to make full and effective use of SAP within their business.

Having worked with SAP software since 1991, we pride ourselves on being large enough to meet the demands of clients of all sizes – yet small enough to care passionately about the results we deliver.

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ABSOFT
INTEGRATED SAP SUPPORT