



Korcomptenz

SAP Application Managed Services

End-to-end
Support for your
SAP Ecosystem





Why do you need an SAP Application Managed Service Provider?

An effective SAP support service goes beyond just fixing issues and maintaining SLAs. As your trusted SAP partner, we provide comprehensive managed SAP Support Services, covering all aspects of services including development and maintenance. We follow ITIL standards and use various world-class tools to manage your SAP landscape. Our expert team ensures smooth operations by addressing issues through proactive monitoring. We become your single point of contact, fully understanding your needs and helping your business thrive with seamless, uninterrupted support. We bring expertise in SAP for niche areas like SAP BTP with a focus on business AI and automation. Our Support methodology focuses on providing the right impetus for hassle-free operations, driving enhancements, process optimization, automation, troubleshooting, and accelerating your path towards Digital Transformation.

How You Can Benefit from Our Support Services

- > Swiftly resolve issues and address any unexpected problems with fast access to skilled professionals.
- > Ensure fully optimized processes with ongoing system monitoring, maintenance, and administration.
- > Management of version upgrades, including testing and deploying new features and capabilities to enhance your SAP application.
- > Ensure that SAP evolves with your business growth with ongoing process improvements and proactive solution assessments. Continuous delta training for both new and existing team members to maintain efficient workflows and ensure high adoption rates.
- > We provide support to S/4 core modules like FICO, SD, CS, MM, EWM, PP, QM, PS, HCM, CRM, ECOM, IBP, BTP, and others.





Our Managed SAP Support Packages

We offer three bundled Managed Support Packages, each tailored to meet the needs of businesses based on the size and scale of your business. Select the package that best suits your business needs and consult with our support team about any additional service add-ons you may need.



Managed Services Packages



Platinum

Designed for larger businesses with diverse application roles, global operations in all regions (US, EMEA, AP), and requiring enhancements, comprehensive documentation, robust support, maintenance, and ongoing training. Ideal for highly complex SAP customized solutions with integrations with huge numbers of SAP users generating large numbers of tickets requires 24x7 on-desk support. Businesses using all SAP modules for RTR, STC, PTP, PTS, and HTR running 24x7.

Gold

Tailored for medium-sized businesses with varied application roles, requiring enhanced reporting and a moderate level of support, maintenance, and training for a support window of 16x5 and remote support for critical tickets. Support for base SAP modules and 1 Niche module.

Silver

Ideal for small businesses with limited users needing basic support, maintenance, and training for a support window of 8x5 with other time remote support for critical tickets. The support is for base SAP modules and additional for Niche modules.

Discover how we #FocusOnYou at www.korcomptenz.com

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Get in touch with us:

+1 (973) 601 8770 | sales@korcomptenz.com

