



Application  
Managed Services  
Proactive SAP support





# Keeping you ahead

We provide experienced professionals that can support all your application needs. We can help resolve issues quickly, prevent further problems and provide an engaging service whilst striving to lower your annual application support costs.

Using the latest technologies, EY AgilityWorks provides an Application Managed Service (AMS) with innovation built in and models tailored to your precise needs. Our models also offer the flexibility to align with needs of your business.

We harness the knowledge of our experienced SAP support consultants within our global delivery centres to provide expert and cost-effective 24/7 support for Enterprise Central Component (ECC) or S/4HANA whether on premise, cloud or app technologies. Our services go beyond day-to-day support, with continuous advice and guidance to improve existing processes and help empower your internal teams.

And, as a SAP Global Partner, we can offer and provide more: with new services, demonstration SAP systems, process mining reviews, license compliance tools, dedicated innovation teams and support add-ons constantly under development, we are continuously evolving our model to provide greater value for our clients.

# Service summary



S/4HANA  
and ECC



Cloud  
solutions



Standard and  
custom apps



# A new level of support

## 1

### Flexible

We offer a variety of service levels and a model that evolves as the needs of your business change. Scale up to meet the demands of ongoing project work or new areas of functionality. Blend onshore, nearshore and offshore service options. Adjust support time or obtain add-ons easily and cost-effectively because we only charge for the support time used.

## 2

### Proactive

We don't just solve problems – we anticipate them and help you prevent them. Our teams develop the capabilities of our client's internal teams and support best practice across your business. We work closely with you to help extract the most value from your SAP system. We see our clients as partners not users – and our aim is to be perceived as an extension of your team.

## 3

### Innovative

We are continuously improving our service to drive greater client benefits. Our automation of manual checks, systems monitoring and application fixes can save time and costs, whilst improving functionality and reducing resolution times. Our licence review service can help identify potentially significant cost savings. Track incidents, provide feedback and receive updates anywhere with our Service Desk Application.

## 4

### Experts

As a SAP Global Partner, we offer industry-leading expertise through senior-level support consultants. On a regular basis, we will enable access to our team of highly experienced SAP solution architects who understand the individual needs of your business and all SAP solutions. Our support model provides UK-based service delivery management and an operations manager for day-to-day queries.

# Now, next and beyond

We believe that an efficient and well-managed onboarding process is key to the success of our support service. Therefore we look to make the transition smooth, simple, engaging with your people and processes and also to proactively identify process improvements right from the start.

We understand that your technology requirements don't stand still – so neither do we. We are experienced and ahead of the latest SAP technology therefore we make sure you receive the most effective support for your current system and requirements, whilst also getting the right help as your technology evolves. This is particularly relevant to customers transitioning to SAP S/4HANA who are looking to unlock the benefits and apply the latest technologies to their SAP landscape.

## Key features

- ▶ Flexible and adaptable service model that evolves with your business needs
- ▶ Built-in innovation means that you benefit from all the latest developments, including automation
- ▶ Local service delivery manager engaged with your support services
- ▶ Operations management contact for day-to-day queries
- ▶ Comprehensive, regular service reporting and reviews
- ▶ ITIL-aligned processes with effective communication
- ▶ A managed, proactive transition and onboarding process
- ▶ Knowledge sharing of SAP solutions and problems
- ▶ Ongoing advice for call volume reduction and service improvements
- ▶ Solution architect guidance for all future SAP needs

# Why choose EY AgilityWorks?

We help leading organisations to shape, deliver and support digital transformation with SAP technology. Our clients expect us to advise, challenge and consult them throughout the engagement, from formulating strategy to solution delivery and support services. By combining SAP Best Practice, EY AgilityWorks accelerators and ISO and ITIL standards, we offer a thoroughly modern SAP services model designed for the era of digital applications and hybrid cloud architecture.



## **We also offer a range of additional SAP-related EY business services:**

- ▶ Agile Business Finance
- ▶ Agile Business Supply Chain
- ▶ Agile Business Transformation
- ▶ Agile Business Risk
- ▶ Agile Business People
- ▶ Agile Business Customer

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