

# SAP Managed Service Support

## The Benefits



Real-time visibility & self-healing of end-to-end business processes



Support for on-premises, hybrid and cloud hosted landscapes



Fixed, yet flexible cost model



Entirely UK based support and service



Predictability and cost monitoring of cloud infrastructure



Reduced manual errors through Robotic Process Automation



Fast responses from automated self-service requests



ITIL-aligned support processes for incidents & problems



ISO certified SAP Partner Center of Expertise

## The future of SAP Managed Service is here

In an ever evolving digital world, we understand that our customers are constantly under pressure to shed outdated processes and increase efficiency wherever possible. As your enterprise navigates its journey through digital transformation, it's crucial to find an SAP Managed Service provider that understand what is important to your business.

Time and time again, customers who are looking to move their support to Absoft will tell us – **"Our provider is having to repeatedly address and fix the same issues" or "all issues are dealt with at the same priority level – we don't have visibility of the issues that will ultimately have real impact"**. Gone are the days where your SAP partner is responsible for just "keeping the lights on". It is now more important than ever to work with a partner who offers leading-edge solutions that can help make a major impact in all areas of the organisation, including business efficiency and revenue growth.

At Absoft, we pride ourselves on our ability to proactively identify priorities and challenges that are specific to each customer and their landscape, and create more efficient ways of working.

Our SAP Managed Service Support provides a flexible package that can include both functional and technical support – whether in the cloud, on-premise, or somewhere in between. **It is a proactive and highly automated service that gives you full visibility of your end-to-end business processes.** More efficient than ever, our service drives self-healing automation so you never have to fix the same problem twice, and self-service, meaning your requests can be approved and completed with no human interaction required – allowing your team to focus on the things that matter.

### REAL-TIME VISIBILITY

Automated monitoring of key and critical business processes

### BUSINESS FOCUS

Customised Process Monitoring

### PROACTIVE SERVICE

Automatic help-desk through Self-healing and RPA

### FLEXIBLE SCOPE

Build the service that meets your needs

### SELF SERVICE

- Trigger approval process for key support tasks requiring no manual intervention or hold-ups
- Automated provisioning of transports, system refreshes, infrastructure scaling and application start/stop
- Reduce manual and repetitive tasks with Robotic Process Automation

### BUILT FOR THE CLOUD

- Automated management of cloud infrastructure using on-demand flexible project or test systems, spend caps and recommendations with automated scaling
- Real time visibility of cloud integration – interfaces, artificial intelligence and business reporting

"Over the course of our partnership with Absoft in the delivery of SAP Support we have developed a co-operation that is like having an extension to our own internal team.

The fluid communications between their team of consultants and ourselves has effectively meant they've become more like colleagues and that relationship has enabled us to deliver first class business support services for our SAP systems."

SAP Senior Administrator, SQA

## Why Absoft?

- Absoft have delivered SAP support since 1994. With over 600 years of combined experience, we offer access to the most knowledgeable minds in the industry.
- We make it our mission to fully understand your business and to become an extension to your internal team. Our dedicated SAP Consultants will know you, your business and your systems inside and out. And you always know who is looking after your system.
- Absoft has met the rigorous requirements and highest standards in achieving SAP Partner Centre of Expertise and holds ISO 27001 & ISO 20000 certificates.

Contact us for more information:

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