

Managed SAP

Managed SAP Overview.

The service Managed Cloud SAP Basis is based on the Nordcloud [Managed Azure Cloud Environments](#) which is used as a solid foundation to utilise cloud infrastructure. Additionally, the Managed SAP Basis Service relies on the [Managed Azure Cloud Database Service](#) for support of 3rd party DB technology.

Activities covered in this service include:

- Proactively manage health of the SAP Basis and databases
- Lead resolution of SAP Basis and database issues
- Interface with cloud engineers to resolve escalated issues
- Drive technical resolution of problem management, root cause analysis and chronic issues
- Review all change requests
- Responsible for the accuracy of customer landscape inventory
- Support continuous improvement plans
- Actively work on improving overall customer satisfaction & reference ability
- Support customer success manager for service request updated at weekly customer meetings

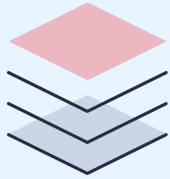
Managed SAP

SAP Basis

- **SAP BASIS** is a technology platform that supports all SAP applications. It is a set of programs and tools that act as an interface with database, operating system, communication protocols and business applications.
- Full form of BASIS is “**Business Application Software Integrated solution**”.
- SAP Basis refers to the administration of SAP system that includes activities like:
 - Authorization and profile management using tools to make sure all users have the proper access rights
 - Install and configure all SAP systems and applications
 - CCMS (Computing Centre Management System) to monitor alerts of R/3 system from one place
 - Client-server architecture and configuration
 - Database monitoring and administration using utilities
 - Graphical User Interface designing for the presentation layer
 - Resource management
 - Backup and restore data
 - Server-side scripting in ABAP and JavaScript.
 - System monitoring and administration using tools
 - Configure SAP's transportation management system (TMS) and manage transports
 - Running and manages background jobs

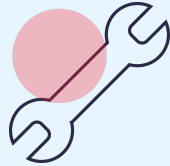
Service Overview

A specialised support service for workloads hosted within SAP Platform on Azure.



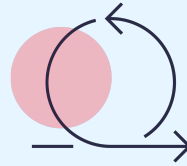
Monitoring

- Database Monitoring (MaxDB + HANA)
- SAP Monitoring
- SAP Custom Monitoring
- Automated alerting



Service Management

- 24/7 incident management
- 8x5 access to experts
- Problem management (Root Cause Analysis)
- Service and change requests



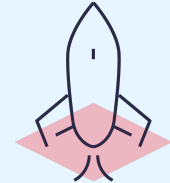
Availability

- Ensuring availability & accessibility of supported:
 - Databases
 - SAP Basis
 - SAP Architectural Classes



Maintenance & Management

- SAP Basis administration
- SAP Landscape Management
- SAP Security Management
- Patching SAP systems



Governance

- Customer Success Management
- Reporting
- ITSM visibility
- ITSM integration