



A Guide to Nearshore SAP Application Management Services

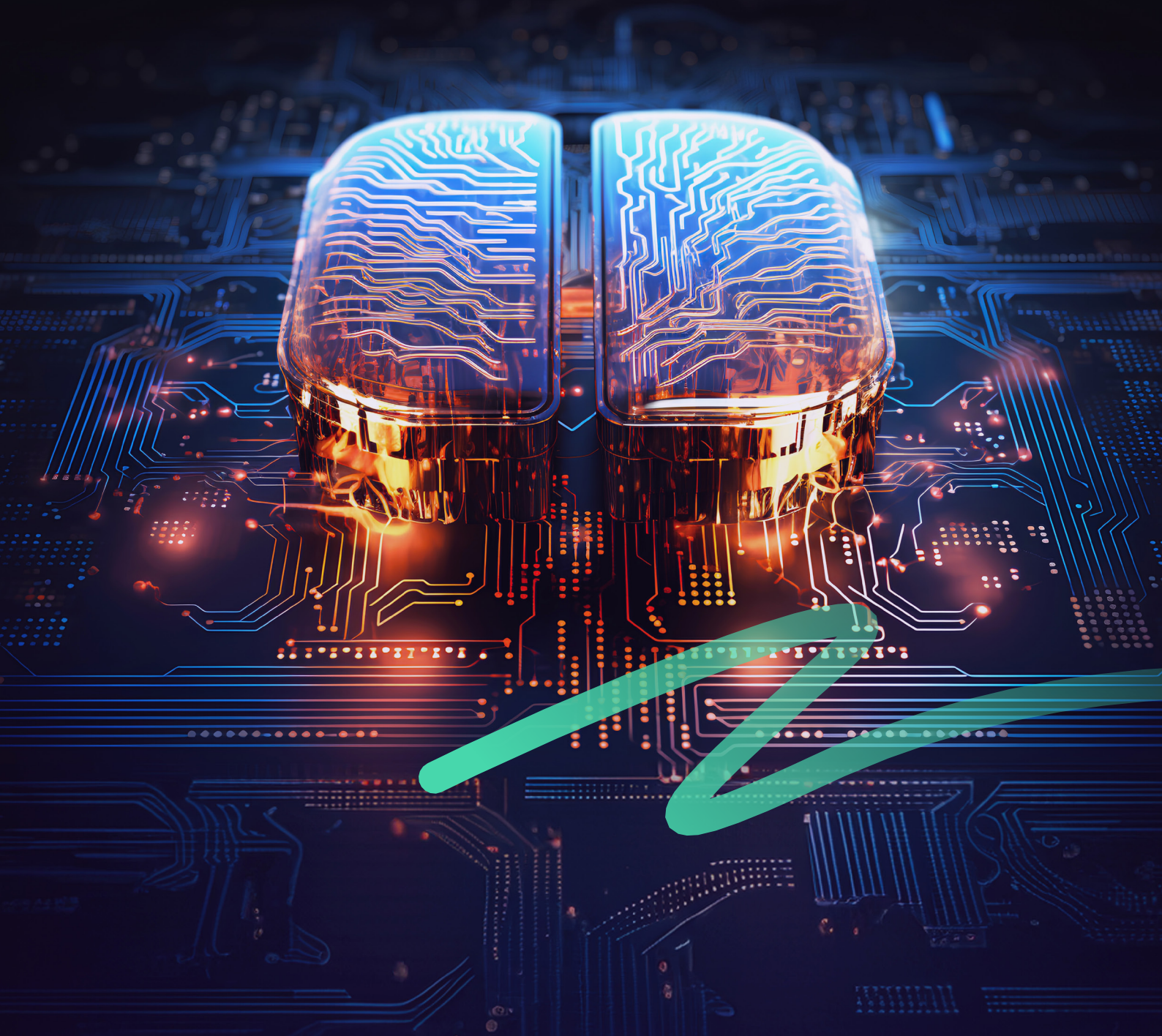




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Introduction

Digital transformation has been a part of our lives for a while now. However, its speed and constant change still pose challenges for many institutions.

In this environment, sustainable success can only be achieved through a transformative mindset while benefiting from the experts and utilizing business-related technologies, coupled with human resources.

This is why many organizations are currently investing millions to adopt next-generation technologies. But often, they cannot benefit from the true value of these solutions because the way their technological infrastructure is supported and maintained has a profound impact on end-user satisfaction, risks, and total cost of ownership (TCO).

As businesses try to keep up with the future there is a question that remains unanswered: **how can businesses keep up with the future while always being busy with day-to-day operations?**

In this e-book, we will explain the challenges companies face in the use of SAP systems and understand how nearshore AMS can solve them.

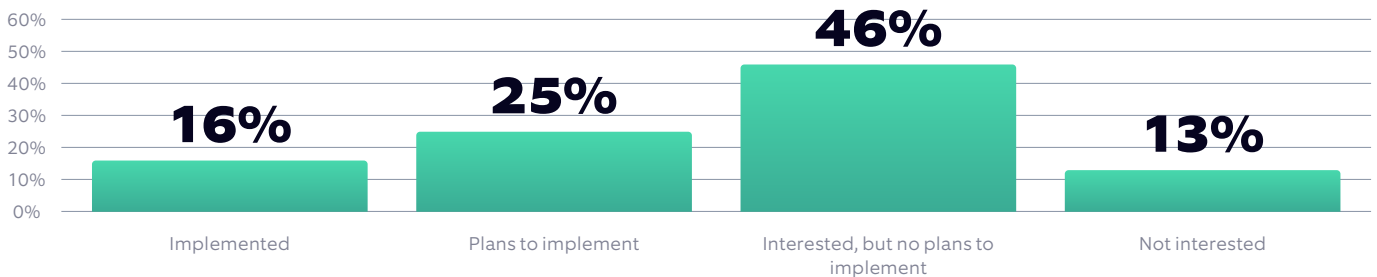
Challenges

Today, many organizations spend the majority of their IT budgets on maintenance and support for ERP applications. However, as these systems are constantly evolving, changing, and requiring upgrades, it is crucial to have the right talent in your team so they can both adapt to and manage these technologies.

Unless businesses have the right human resources, the real value of these software solutions remains untapped. As a result, it impacts the total cost of ownership (TCO), can lead to avoidable risk, and end-user dissatisfaction.

In order to avoid such poor outcomes, businesses face continual high maintenance and support costs. As the demand for ERP talent is also unstable, adjusting the size and composition of the IT team becomes challenging. Underpinning the above, it should not be forgotten the impact talent management can have on the return on investment (ROI).

The below survey illustrates the tasks that burden the day-to-day operation of the in-house IT teams.



The graph clearly shows where the majority of companies stand on this question. Although many of the respondents are interested in automation solutions, they have no plans to implement them due to the above-mentioned challenges.

However, there is a much simpler solution that can overcome or eliminate inactivity completely: **Nearshore AMS Services**. These are services that outsource some or all of companies' enterprise application support.



Nearshore SAP Application Management Services (AMS)

Nearshore Application Management Services (AMS) are managed services for SAP applications. At the core of a good Nearshore AMS service lies offering time to value. It includes the processes, people, and methodologies to improve, optimize, and manage mission-critical SAP environments. The services can range from full application outsourcing to hybrid landscape management.

The AMS providers enable the best use of your SAP solution and they operate at a much lower total cost of ownership (TCO) than an internal application support model.

However, it is important to note that these end-to-end services must be provided by qualified experts to deliver maximum value to your organization.

A good AMS provider enables your internal IT department and organization to benefit from the full potential of your SAP solutions. Your IT departments can make use of AMS to get expert SAP assistance in any related area. These services should be easy to access and always available.

Business benefits of a good AMS provider:



You will need **fewer IT staff** to deal with incidents, which translates into lower operating costs as the number of problems decreases.



AMS is **scalable**. That means you can easily tailor the services required according to your changing needs, saving both time and money.



Through a renewed **visibility into your organization**, you can make tactical or strategic improvements based on assessments coming from AMS in ways that you may not have considered before.



AMS teams have huge **industry knowledge** and are more accustomed to addressing challenges related to application downtime and malicious attacks.



AMS increases productivity and enables your team to **focus on strategy and implementation, not on monitoring infrastructure**. Through ongoing technical support, you can free up your IT team so they are able to concentrate on innovation.



As technologies evolve, your organization can become exposed to system security and data privacy issues. AMS can better **protect your application infrastructure** by identifying where these vulnerabilities exist.



AMS offers a great **cost advantage**, as you will no longer have to search for various hard-to-find IT professionals, eliminating all the tangible and intangible costs that come with their hiring, training, managing and retaining.



By constantly **fine-tuning applications**, it is possible to minimize the impact of insufficient performance and reduce the related total service costs by discovering and eliminating hidden inefficiencies.



Dedicating large amounts of internal IT resources to application surveillance can hinder overall **business growth**. AMS can help optimize this.



AMS specialists with key skills provide a new point of view on your IT and **business operations** based on their expertise, experience, and measured metrics.

In other words, a good AMS provider should have deep SAP expertise and understand your IT infrastructure, objectives, specific needs, and processes thoroughly to take your business transformation to the next step. They must also offer you a contract that provides deployment flexibility.

Nagarro's expertise on Nearshore SAP AMS ensures that all of the above requirements are met seamlessly and efficiently.



Nagarro's offshore AMS capabilities

Nagarro provides a flexible service model that allows businesses to customize offshore application management services (AMS) to their specific IT and business objectives.

We provide the full range of high-quality AMS services for SAP, including system integration. Our technical capabilities are supported by our advisory consultancy that helps our customers choose the optimum managed service model and move to the target state successfully.

Our services are designed to manage, maintain, support, and enhance SAP systems and their technology infrastructure. Our customers benefit from our knowledge of best practice processes, how to reduce costs and optimize operations.

We are focused on driving down costs, improving quality, and accelerating value in every aspect of our offshore AMS services.

Nagarro's application management experts can help organizations overcome all their challenges to improve application performance and achieve better business results.





The scope of Nagarro's offshore AMS capabilities

Nagarro's offshore AMS capabilities come with a range of services including:

- Recording, analyzing, and resolving 'unplanned interruption or reduction in quality of SAP systems or services' (a service interruption) according to a defined solution scope and SLAs which are agreed.
- Root cause analysis and resolution of problems (which can be the cause of one or more incidents) according to a defined solution scope and agreed SLAs.
- Implementation of Service Request (a request from a user for something to be provided; for example, a request for information or advice, to reset a password, or request for access to a SAP function) according to defined solution scope and agreed SLA.
- Observing and checking states, quality, capacity, and performance of the SAP system components. (We keep the components under systematic review, taking both standard and regular activities, or performing corrective and preventive actions whenever needed).
- Customizing SAP systems in response to business, process, or legal changes.
- Creating new reports according to defined solution scope and agreed SLAs.
- Coding ABAP .NET, JAVA programs to complement, support, or enhance standard SAP functions.
- Management and maintenance of various types of integrations structures (online, batch, etc.) between SAP and non-SAP.
- Monitoring and reporting whether services are being provided in accordance with the agreed service level targets.

Nagarro can also provide additional services which are required by our clients such as periodic system security tests, regular disaster recovery site testing, etc.



Why Nagarro?

Nagarro has a proven track record of success with more than 120 referenceable clients. Below are some of our other key achievements.

- Affordable service with near-offshore structure
- Highly customizable services to meet your specific needs
- ITIL and ISO27001 Certified and SAP Gold Partner
- Services come with innovative tools such as Code Optimizer for ABAP, System Guard for SAP, and more
- More than 20 years of experience and expertise in professional support services
- Deep business-specific knowledge across more than 15 industries
- R&D center with a high capacity for coding to meet your unique needs
- Delivery of successful SAP implementations which will help you meet your strategic objectives



Testimonials: Nagarro's AMS capabilities

“ We went into the conversion project with very high expectations of Nagarro, and we are happy to report that they exceeded them. We have found the Nagarro team to be highly skilled and very knowledgeable, but also very willing to talk and with a proactive and solution-oriented attitude towards challenges. ”

Einar Bjørgo, Manager - Infrastructure Operations, Coop Norge SA

“ Nagarro proved to be the perfect solution for our carve-out and the subsequent managed services for our SAP system. Both in project business and in its day-to-day work, Nagarro made an impression as a reliable, innovative, and grounded partner on an equal footing with us. ”

Bernd Friedrich, Global IT Manager, Filtration Group Industrial

“ Our collaboration with Nagarro as our SAP hosting and operation partner is characterized by professionalism, trust, and high service quality. We value Nagarro's vast SAP and HANA expertise, as well as the efficient and swift realization of all our requirements. ”

Oliver Veth, Vice President - SAP Competence Center, ProSiebenSat.1 Tech Solutions



Nagarro: Your offshore AMS provider

In this e-book, we have elaborated on how managing the IT infrastructures drains IT resources and prevents business-specific innovations. Only by choosing the right offshore AMS provider you can leave SAP application management challenges in the hands of true experts, enabling you to focus on your core business.

Now, you need to ask yourself this question. Does your technology infrastructure operate without interruption to support your business goals and adapt to changing conditions?

If the answer is no, you can provide end-to-end management of your SAP and non-SAP applications with the professional services of Nagarro and ensure that your processes run both smoothly and efficiently. Nagarro is always with you to ensure a seamless IT operation.

Connect with us to get more information about Nagarro's offshore AMS capabilities and ensure the efficiency of your business processes.





Contact our expert



Erhan Ergün

Head of SAP Middle East Business Unit, Nagarro

Erhan has over 25 years of experience in the IT sector and a specialized focus on SAP for 16 years. Throughout his career, he has played a pivotal role as a sales manager in the successful delivery of end-to-end SAP ERP projects for numerous clients. His extensive background in SAP has enabled him to lead projects that transform business operations, driving growth and efficiency.



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About Nagarro

We are shaping the company of tomorrow

Nagarro is a global digital engineering and consulting leader with a full-service offering. Harnessing the power of our Fluidic Enterprise vision and thinking breakthroughs framework, we help our clients become human-centric, digital-first organizations, augmenting their ability to be responsive, efficient, intimate, creative, and sustainable. Our client-centric, agile, responsible, intelligent, non-hierarchical, global values come together to form our CARING superpower, which denotes a humanistic, people-first way of thinking with a strong emphasis on ethics. Caring guides us as a global company. We have a broad and long-standing international customer base, primarily in Europe and North America. This includes many global blue-chip companies, leading independent software vendors (ISVs), other market and industry leaders, and public sector clients.

At Nagarro, over 18,000 experts across 36 countries are helping our partners succeed today.