

SAP APPLICATION MANAGEMENT SERVICES

SAP® Certified
in Application Management Services



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What Are SAP Application Management Services?

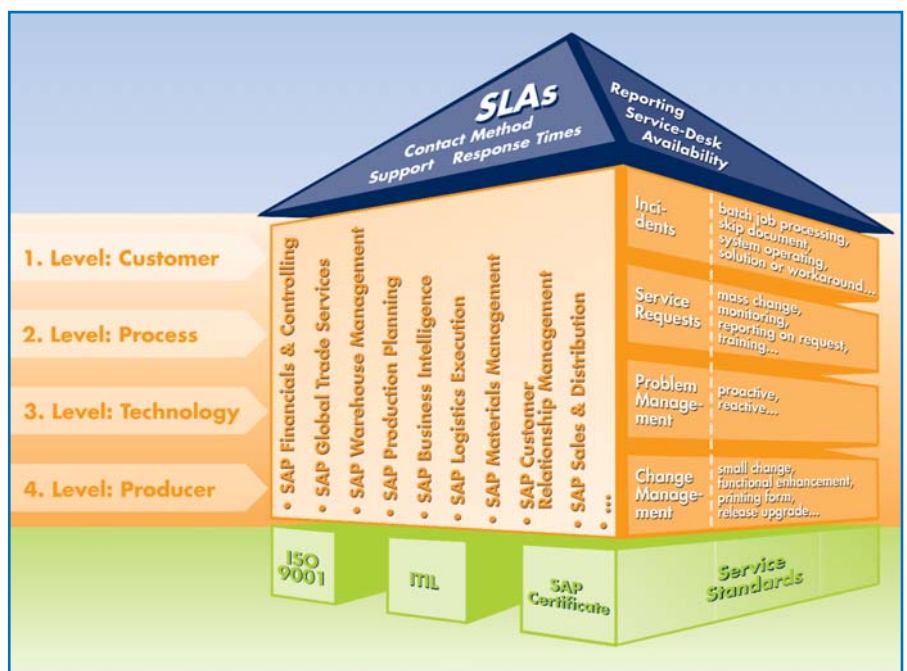
SAP Application Management Services give you the option of choosing which components of your SAP system should be provided with support from an experienced IT service provider, thereby freeing up your processes. An experienced team of consultants provides transparency, openness, and optimized day-to-day processes.

With Application Management Services (AMS), Freudenberg IT (FIT) provides professional support in all SAP applications, as well as many years of expertise in structured implementation and roll-out of new solutions as well as proactive problem management and quick troubleshooting.

The Challenge

Although application processes in a successfully implemented SAP system may run smoothly, external or internal factors can disrupt or even obstruct day-to-day operations. This often leads to a company becoming increasingly involved in supporting users in day-to-day processes or monitoring its systems, instead of being able to concentrate on its own innovations and

the optimization and further development of its processes. With Application Management Services, Freudenberg IT provides an individually configurable package consisting of separate modules that can be expanded at any time. This provides optimum support for the customer's business processes and ensures that they can concentrate on core competencies while also ensuring process transparency and security.





The Solution

With SAP Application Management Services, FIT provides a modular system. Components of this system include the supported areas, the support level, and the preferred pricing model. These can be combined individually according to the company's requirements.

■ Areas:

The task at the beginning of the project is to determine which of the SAP system components are to be transferred to FIT in its capacity as an experienced service provider, thereby freeing up company resources.

■ Support Levels:

As well as 1st and 2nd level user support, FIT also provides 3rd level consultant support. This means that FIT provides precisely the support needed for the successful operation of an SAP system.

When applied as part of an improvement process, AMS can help to identify and implement potential for optimization.

■ Pricing Models:

FIT SAP Application Management Services can be varied with different pricing models to meet different requirements.

These components can be agreed upon with FIT's experts and defined in Service Level Agreements (SLAs). These SLAs define the basis for the entire partnership, and FIT's service level manager uses them to define service evaluation criteria.

The Application Management Services Procedure

Faults and service requests are collected at the Freudenberg IT central service desk and documented as tickets – regardless of whether they are communicated via telephone, e-mail, or Internet. Every request is assigned a ticket number, a processing agent, a category, and a problem des-

cription together with a priority level. We classify requests into different categories in order to create a structured, transparent database for the detailed analysis of cost drivers and to identify other areas for potential optimization.

Companies are provided with a monthly breakdown of the closed requests in their specific structure. They can then distribute this file or use it to carry out their own analysis.

The users defined by the company have access to the Freudenberg IT database that stores and documents all ticket-relevant information and solution descriptions. This increases expertise on both sides for the optimized processing of recurring tasks. The company has the option of including its own employees (e.g., key users) in the existing support structure.

With over 30 years of experience in providing SAP-related support and also in more general consulting and business operations, FIT provides more than just expertise in the standard SAP application

processes and associated systems. It also excels at understanding customer-specific business processes quickly in order to provide support for the corresponding systems.

The Key to Success

FIT SAP Application Management Services provide a modern support structure with efficient and economical processes that can react rapidly and flexibly to new requirements.

The central provision of business-related, process-specific, and technical knowledge in a globally available knowledge pool ensures greater efficiency and easier knowledge transfer.

The USPs for AMS with FIT

- Freudenberg IT is the first partner in the SAP partner program to be named SAP Certified Provider of Application Management Services
- Over 30 years of experience with SAP
- Internationally standardized range of services and solutions
- ITIL-certified FIT support consultants (ITIL enables prioritization of tasks and reduction in workload for problem solving and solution installation. ITIL also ensures consistent quality and transparency of service processes.)

The Target Group

Any companies using an SAP system or that intend to implement a productive SAP system and want to optimize their processes with transparency and security.

Highlights of FIT SAP Application Management Services

- Standardized processes for ITIL-compliant service provision
- Transparency and quality assurance for service processes
- Prioritization of tasks with a corresponding reduction in workload
- Reduction of faults and change requests
- Flexible and modern support structure
- Securing of business processes and less dependence on service providers
- Simpler and more effective management of service processes

THE RIGHT FIT FOR YOUR BUSINESS 

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