RISE Cloud Concierge Service

GET THE MOST OUT OF YOUR RISE WITH SAP SOLUTION

Your ERP system is the beating heart for your business operations.
RISE with SAP is a flexible solution designed to support your business needs, including industry-specific practices. Specifically, RISE with SAP gives you the ability to combine a cloud ERP with analytics, process automation, enhanced cybersecurity and more. It is a wide-reaching bundle of software, tools and services delivered in a single subscription.

To get the most out of your RISE with SAP solution and minimize risk or interruption to your business, it's important to ensure that you have ongoing managed services for your project and steady-state RUN support. While there are standard tasks and technical management services delivered by SAP, there are also cloud application services specific to your needs that you will have to cover with your in-house technology team or through a partner.

NTT DATA Business Solutions offers a full range of services that complement your RISE with SAP solution and address your full technology stack. We have the people and the tools to help you succeed, whether it's onboarding and project support through system integration or helping you navigate support in a RISE environment.

Here's what that includes:

- Project implementation support
- RISE with SAP onboarding
- Support of client's connection to SAP
- Guidance on client design
- Guidance on end user presentation layer and connection
- Technical coordination/account management with SAP
- Customer user account maintenance (add/remove/reset)
- Coordination of system refreshes including pre and post processing
- Coordination of client refreshes including pre and post processing
- Guidance on printer design and configuration
- Review and recommend individual system parameters
- Recommendations on SAP kernel and support packs
- Customizing and technical management of transport management system
- Third-party interface support – including via reverse proxy and SAP Web Dispatcher
- Support general performance/error analysis of system

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Scope of Services

Our RISE Cloud Concierge Services offer a full range of onboarding/project support to help you get up and running quickly. There are also three run support tiers that you can pick from -- each is structured to fit different levels of need. No matter which one is right for you, each tier includes 24x7 coverage and single point of contact (SPOC) with multiple support layers.

Here is how we define each service tier:

Silver – SAP technical coordination, system health check, user administration, memory & buffer tuning, system/client copy support

Gold – Silver tier plus audit support, transport customization & error, certificate handling, printer support

Platinum – Gold Tier plus Fiori performance, Single Sign On and third-party interface support

Service / Infrastructure	Description	Platinum	Gold	Silver
Account Management	Overall technical management	■	■	■
System Health Checks	Review of system and recommendations on system updates	■	■	■
User Management	Unlock, password reset and user add via copy	■	■	■
SAP Notes	Support of SAP Notes, including review and implementation	■	■	■
System Copy Support	SAP system copies - normally a refresh from PRD - pre/post copy support	■	■	■
Client Copy Support	SAP client copies - local client copies - pre/post copy support	■	■	■
Job Scheduling	Scheduling of jobs	■	■	■
Memory & Buffer Tuning	Review of sysem setup, including recommendations	■	■	■
Transports Management	Migration of transports from QAS to PRD, including specialized configuration	■	■	T&M
Interface / IDOC Support	Interface and IDOC support	■	■	T&M
Audit Support	2 days per year of audit support	■	■	T&M
Certificate Handling	Support and implementation of certificates	■	■	T&M
Single Sign On Support	Support of standard SAP SSO (installation not included)	■	T&M	T&M
Third-party Interface	Support of third-party products	■	T&M	T&M
Fiori Performance	Review of Fiori performance	■	T&M	T&M

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SAP Platinum Partner

NTT DaTa
Trusted Global Innovator