SAP® Application Management Services

DEVELOPED FOR YOU: OUR SAP APPLICATION MANAGEMENT SERVICES

77.5% believe that business continuity and resiliance will be important to their company and supply chain in the next 12 months

66.9% believe that improving their business agility and adaptability will be important to their business in the next 12 months

Source: HybridCloud-Report 2021 by NTT Ltd. - based on 950 surveys across 5 regions and 13 countries with respondents from 14 different industries, including Wholesale, Retail, Manufacturing, and Financial Services, Education, Healthcare and Pharmaceuticals.

Classic application operation with maintenance, administration and continuous support of the application landscape quickly reaches its limits. We create freedom for you by taking over recurring routine tasks. At the same time, we use our insights from day-to-day business to identify trends and behaviours for process improvements. SAP application management with proactive services, continuous optimization, integration of cloud services and modern technologies contributes to the innovation and digital transformation of a company.

> Canyon stands for the highest quality and best customer service. Of course, we expect the same from our partners. NTT DATA Business Solutions has proven over the years that we have chosen the right IT partner to support our SAP solutions. With Application Management Services, we are ideally equipped for further digitization projects.

Jens Eichner, Team Manager Business Applications, Canyon Bicycles GmbH

CANYON

NTT DATA Business Solutions

SAP Platinum Partner

NTT DATA
Trusted Global Innovator

> **Every new implementation and every adaptation is only effective when working in harmony with our ongoing operation.**
>
> Christian Fischer, Director Customer Engagement, NTT DATA Business Solutions

Our Services at a Glance

Application Support
- User Support
- Service Desk
- Event Management
- Service Request Fulfillment
- Incident Management
- Problem Management
- Change Request Management
- Application Stabilization & Hypercare

Value-Added Features
- Functional Monitoring
- Testing
- Release Management
- Deployment Management
- Upgrades

Service Management
- Proactive Coordination of all Managed Services
- Service-level Management and Reporting
- Continuous Service Improvement
- SAP Center of Excellence (CoE) Consulting

Continuous Improvement & Innovation
- Idea & Innovation Management
- Business Value Creation, Innovation & Automation
- Multi-provider Management
- Road mapping services

Your Benefits
As part of our SAP Application Management Services, we offer you:
- Locally based SAP expertise supported by global capability
- Flexible SAP services that are easy to consume
- Our unique approach to customer engagement

3 Reasons to Choose NTT DATA Business Solutions as Your Partner:

1. As a global full-service provider with more than 30 years of unique core competence across the SAP portfolio, we support you on your transformation journey towards the intelligent enterprise. Our customized service concepts enable seamless Application Management Services covering all areas from operation and maintenance to optimization and innovation.

2. We take care of your solutions - regardless of the industry or region you operate in, and whether your IT environment is highly standardized or varies from one branch to another. Our SAP experts are there for you around the world to meet your requirements.

3. With Managed Cloud Services and Application Management Services, we offer unbiased advice on hosting, private and public cloud structures, and make your IT environment fit for the future.

We Transform. SAP® Solutions into Value
Digital transformation helps companies reach their full potential – if the underlying technologies work for the people using them! At NTT DATA Business Solutions, we design, implement, manage and continuously enhance SAP solutions to make them work for companies – and for their people.

www.nttdata-solutions.com

Want to know more?
Do not hesitate to contact us.

https://nttdata-solutions.com/contact/

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