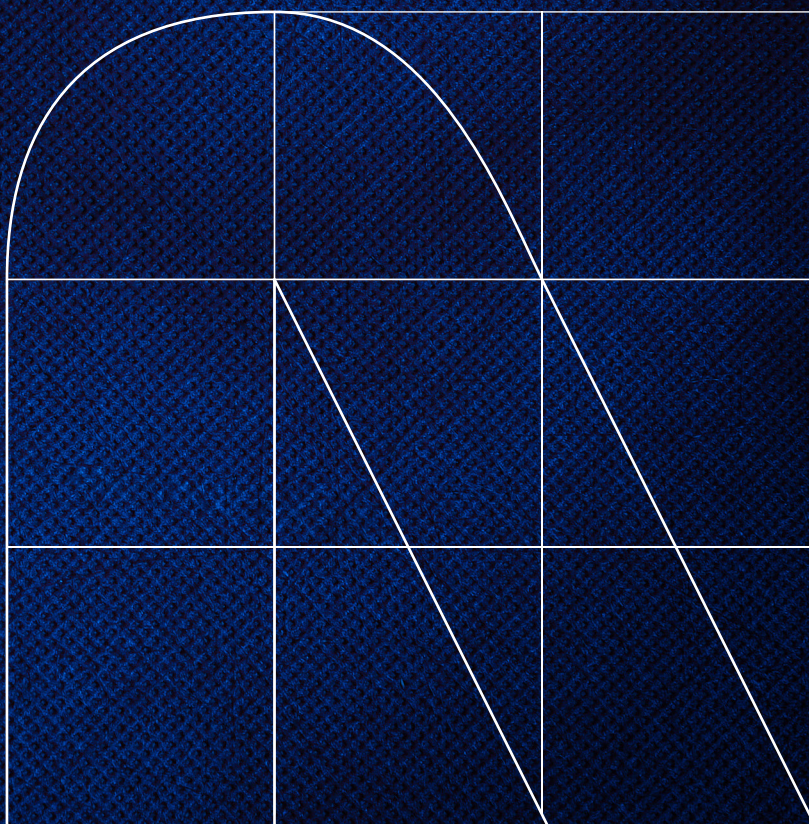
NTT DATA Business Solutions | RISE Cloud Concierge Services

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.

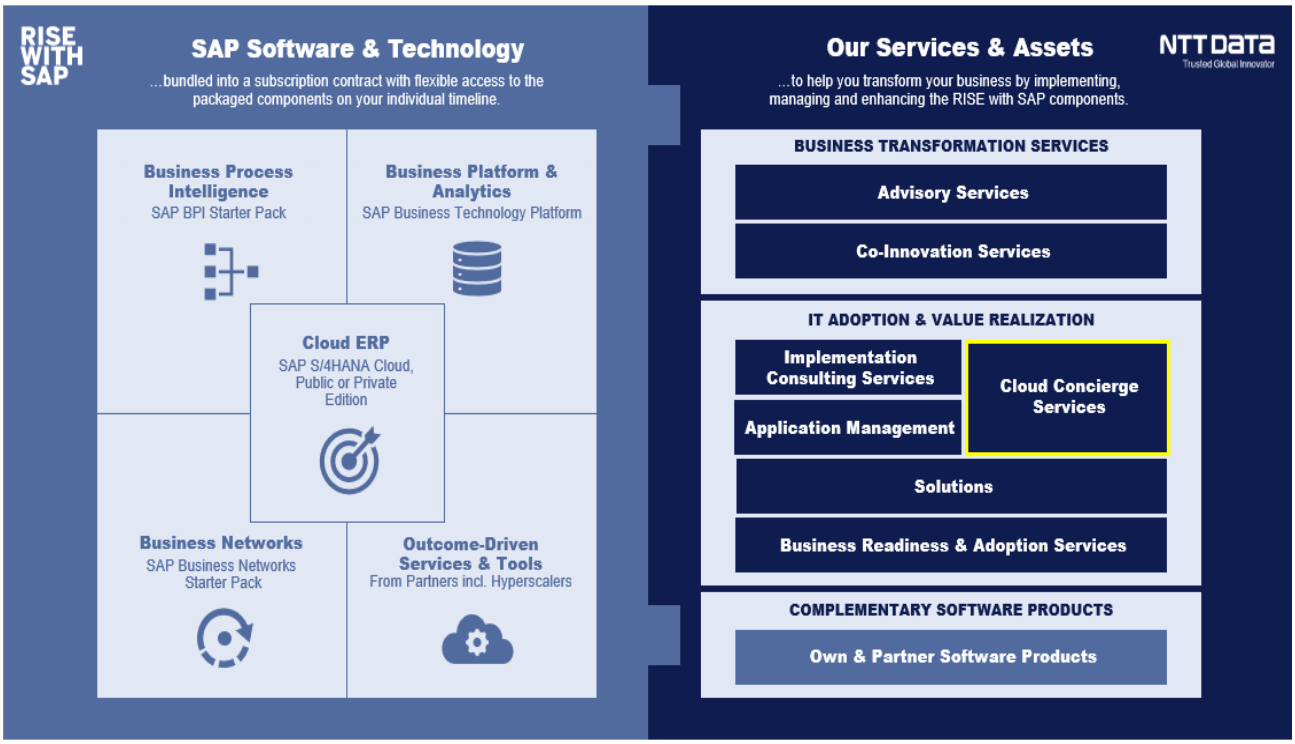
Specifically, RISE with SAP gives you the ability to combine a cloud ERP with analytics, process automation, enhanced cybersecurity and more. It is a wide-reaching bundle of software, tools and services delivered in a single subscription.

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.

As your trusted advisor and long-term partner, we help you to design your journey to the cloud and unlock the full potential of the RISE with SAP solution.

- With our **Advisory Services,** we help you navigate the different RISE with SAP options, resulting in an actionable roadmap for your transformation journey.
- Our **Co-Innovation Experts** are at your service to make sure you will make the most of the innovative power of SAP S/4HANA cloud.
- Of course, we take care of your successful **migration to the cloud** (implementation consulting), whether it's a new implementation, a conversion, or a landscape transformation.
- Our complementary solution packages provide **proven industry templates and accelerators** to ensure tailored results with a simple process.
- With our **AMS and RISE Cloud Concierge Services** (on top of the basic service coverage from SAP), we ensure that your journey to the cloud continues seamlessly and leads to more flexibility for day-to-day IT operations.
- Finally, our **Own & Partner Product Portfolio** offers great opportunity to enhance your RISE with SAP software package for improved, more comprehensive process coverage.



The RISE Cloud Concierge Services Portfolio

NTT DATA Business Solutions offers a full range of onboarding/project support to help you get up and running quickly. It starts with our Foundation Base Package, which includes the following services:

Account Management	HANA DB User Request Coordination
Single Sign On Advisory	HANA DB Table Partitioning
SAP Front-end Advisory	Version Upgrade Planning and Coordination
Printer Advisory	Version Upgrade Pre/Post Support
Capacity Management (storage/compute)	Analysis of SAP Session REports (EWA)
System Health Checks	Lock Entry Analysis
User Management	ABAP Dump Analysis
System Copy Support	qRFC/tRFC Queue Analysis
Client Copy Support	Monitor Fast-Growing Tables
Memory & Buffer Analysis	RFC Connection Coordination
Transport Management Support	Termination of Excessive Usage Process/User
Implementation Support	ICM Service Restart
Configuration of TMS	SAP Printer Management
Audit Support	Create, Lock/Unlock Users
Certificate Handling & Coordination	Coordination of Web SRT
Third-Party Interface Configuration Including Scripts	JAVA Instance Support and Coordination

We also offer add-on service packages that you can select based on your business needs.

Enhanced Monitoring

This service provides automated monitoring and a live dashboard so that your team has 24x7 insight into the health of your environment. Capacity and trend reporting provides the information you need to plan and budget.

The Enhanced Monitoring Package includes the following:

- Interactive Dashboard
- Monitor Critical Business Transactions
- Identify and troubleshoot technical incidents
- Identify and troubleshoot events
- Monitor and analyze System logs
- Monitor and analyze Batch input sessions
- Monitor interfaces and analyze
- Batch Job Monitoring and notify appropriate resource
- Monthly Status report
- Proactive release management recommendation
- Capacity Management report
- Technical trending report
- DB root issue cause identification and recommendation

Enhanced Security

This service provides application layer checks to help optimize your security configuration. It also includes daily monitoring of critical security notes and bulletins, along with services to guide you through implementation of published critical notes.

The Enhanced Security service scans your SAP production system to identify security risks and supports the following:

- Secure configuration of SAP system
- Application Server security checks
- Security Note Implementation Status
- Profile Parameter
- Security Audit Log settings
- Critical authorizations
- Review of customer authorization concept
- Secure configuration of HANA system:
- Security settings
- Critical privileges
- Develop a plan for high risks findings.
- Tool for self password management

Public Cloud Essentials

This service provides a full suite of public cloud service offerings to support your business with advisory, implementation, or run-state services. Examples include public cloud landing zone design, comprehensive back-up strategy, disaster recovery options, and migration services.

Advisory Services

- Migration evaluation
- Landing Zone design
- VNET/VPC design and planning

Implementation Services

- Migration services
- Landing Zone Setup
- VNET/VPC Setup

Run Services

- Backup as a Service
- Patching as a Service
- DR as a Service
- Monitoring as a Service
- Public Cloud management

Application Lifecycle Management

This service provides a starter package optimized for implementation or run-state operations. It also includes the Testing as a Service package to help you design, record, manage, and automate testing of critical business processes.

Testing as a Service

- Design and recording of test cases
- Management/tracking of testing
- Automation

Cloud ALM Implementation Starter Pack

- Enable all Cloud ALM functionality in the customer landscape and perform knowledge transfer to utilize SAP Cloud ALM for Implementation

Cloud ALM Operations Starter Pack

- Enable all Cloud ALM functionality in the customer landscape and perform knowledge transfer to utilize SAP Cloud ALM for Operations

Cloud ALM Training and Enablement Pack

- Training Service: Provide training sessions on set-up and usage of Cloud ALM

Cloud ALM Transitions Service

- Transition Solution Manager customers to Cloud ALM

About NTT DATA Business Solutions

We Transform. SAP® Solutions into Value

We understand the business of our clients and know what it takes to transform it into the future. At NTT DATA Business Solutions, we drive innovation - from advisory and implementation, to managed services and beyond, we continuously improve SAP solutions and technology to make

Learn more about NTT DATA Business Solutions

nttdata-solutions.com

Through strategic consulting and advanced technology, we enable experiences that transform organizations. Discover why we are your perfect partner in the age of digitalization.

NTT DATA

NTT DATA