

## Free up resources for strategic IT projects

Complex system environments, increasing demands on IT, scarce internal resources, and a shortage of skilled workers on the labor market – there is much to be said in favor of outsourcing the operation of SAP applications to a specialized service provider. If an expert external partner keeps the solutions and business processes running, the CIO and his team have the time to focus on strategic tasks. That's how valantic frees up resources for important projects for customers who choose SAP Application Management Services (SAP AMS) – for example, digitalization with SAP S/4HANA.

### **Day-to-day business and digital transformation...**

Operating and maintaining mission-critical SAP environments takes time and requires extensive expertise; after all, here the focus is on the digital heart of a business and that requires appropriate attention. Knowing each module exactly and keeping up with innovations is time-consuming, however. In addition, there are daily tasks such as monitoring, system adjustments, troubleshooting, and user support, which also tie up capacities. Capacities are then lacking for strategically important tasks, such as the further development of IT and digital transformation, which are burning issues for many companies. At the same time, however, even during large IT projects such as the migration to SAP S/4HANA, daily system operation must continue without any compromises. So how is it possible to manage day-to-day business and transformation work at the same time?

This is where SAP AMS come into play. At valantic, our experts take care of their customers' productive systems reliably – on a flexible scale according to individual requirements, on through to round-the-clock support. This unburdens companies' IT experts and enables them to devote themselves to their core tasks and digitalization. Therefore, customers benefit twice: On the one hand, they can rely on efficient, scalable SAP operations, and on the other hand, they can concentrate on future projects.

The valantic AMS team knows the SAP solutions and modules inside and out and supports them throughout their entire life cycle. As we monitor the productive operation of the systems over a long period of time, we incorporate comprehensive cross-industry experience and can advise our customers better all the time. Our experts develop and implement applications, ensure that they run error-free, are always up-to-date, and that they are used optimally. In addition, they answer user inquiries, solve problems that arise, and handle the further development of application environments.

**... go hand-in-hand with valantic**

The valantic SAP AMS team consists of around 100 specialists in Germany, Portugal, and India, and it supports customers around the world. valantic is not only a reliable sparring partner for all IT operation and support topics, it is also intimately familiar with how to optimize business processes and transform businesses with SAP S/4HANA. We assist large corporations, medium-sized companies, and family-owned companies comprehensively and across all sectors, from development of their IT strategy to continuous innovation in ongoing operations. The AMS specialists are networked with the valantic's consultants and developers, so customers have access to our company's comprehensive SAP and digitalization knowledge all the time. We support day-to-day business and digital transformation – from a single source.

SAP AMS services are based on the best practices framework of the Information Technology Infrastructure Library (ITIL) standard and on Service Level Agreements (SLAs) – clearly defined agreements about the scope and quality of the services commissioned. This means that service fulfillment can be traced transparently by both sides at any time. In addition, Application Management Services are tailored to each company's requirements. Each AMS customer has a dedicated service manager as the first contact person, who handles active problem management and coordination within the valantic organization. The focus is on creating value for the customer and ultimately for the company.

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