

Application Management Services



OPTIMIZE YOUR IT INVESTMENT

Companies and other organizations rely on IT systems to run their business operations and functions, reduce costs and contribute added-value services to improve profitability.

Our Application Management Services ensure you benefit from the most cost-effective service delivery, releasing IT budget to be spent on new development work and business innovation.

Our Application Management Services (AMS) provides **SAP support across the core SAP suite and extended modules**. This also includes technical support for Basis, ABAP, Business Objects, and HANA.



AMS Offerings



Help Desk & Defect Resolution



System Management



Development & Personalization



End User Education & training



Health Checks & Assessments

Key Benefits of Going with Emergys AMS

Over 20 years of experience

Niche solution focus, More attentive to customer needs

Real-time access to SAP Application skills

Align business needs with strategic SAP applications

Manage business expectations and pressure for increased functionality

Support provider who understands your business

Free up budget to invest in strategic projects

Extend limited internal resources



Emergys AMS Packages

FEATURES/PACKAGES	BRONZE	SILVER	GOLD	PLATINUM
Hours per month - Extra hours billed at current discounted overage rate	+40	+60	+80	+120
SAP Help Desk Support Team	Standard BH (M-F, 8am - 5pm)	On-call (24x7x365)	On-call (24x7x365)	On-call (24x7x365)
SLA based response and resolution	-	✓	✓	✓
Defect Management System (JIRA)	✓	✓	✓	✓
SAP Functional Experts	Core Modules	Core & Extended	Core & Extended	Core & Extended
Dedicated AMS Manager / Liaison	-	✓	✓	✓
Monthly Utilization Report	✓	✓	✓	✓
Review Meeting	Monthly	Bi-Monthly	Bi-Monthly	Bi-Monthly
Support available onsite / offsite	✓	✓	✓	✓
VALUE FOR CUSTOMERS				
Provide supplement skill set not available in-house	✓	✓	✓	✓
Low investment / Flexibility	✓	✓	✓	✓
Reduced overhead costs	✓	✓	✓	✓
Cost Effective Model	✓	✓	✓	✓
TARGET CUSTOMERS				
Customers having internal competency	✓	✓	✓	✓
Customers with no internal functional capacity and require dedicated support	✓	✓	✓	✓



Say Hello

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