



**Industry:** Entertainment  
**Revenue:** \$250 Mil (approx)  
**Employees:** 700+  
**Solution:** Implementation and support services for SAP



## Support Success Story:

### RESULTS:

- 100% ticket closure ratio with 0% outstanding SLAs
- Time taken for ticket resolution reduced by over 60%
- Progressive reduction in number of tickets raised per month from Jan to Dec.

### The Engagement

Located in the heart of Central Florida, ICON Orlando 360 is an opportunity to see Orlando from a different point of view. One can explore their range of thrilling attractions, dine on delicious eats, stop by for an event, or take a stroll through their one-of-a-kind shops.

Savantis worked with ICON Orlando (previously iDrive360) to implement SAP S/4HANA to bring about transparency and operational efficiency across departments.

Post implementation, Savantis engaged in a annual maintenance and support contract.

### SAP Enterprise Annual Maintenance

This includes services in the following categories:

- Bug Fixes
- Software Patches
- Software Management
- Support Pack Upgrades
- Customer Support Manager hours
- Batch scheduling and monitoring
- Software Fixes
- OSS SAP Notes
- Transport Management
- SAP Software & Version Management

## Full Services Rendered - Hosting

Support Services provide assistance with SAP software including:

Savantis Basis Support - Hosted by AWS

SAP S4 DEV; PRD; Fiori DEV; PRD

- Monitoring: Network, OS, Database, SAP Application
- System Administration
  - Installation and upgrade of OS and related system software
  - Installation of additional CPU, memory, and disc resources

## Full Services Rendered - Support

SAP Functional Support: SAPaaS Savantis White Package:

- Email logging only for severity 2 and severity 3
- Telephone logging only for severity 1
- Service Level Agreement as stated below limited to Severity 1 to Severity 3
- Support Levels 2 and 3 as described below.
- One person in the Customer organization will log any tickets

Support Services provide assistance with SAP software including:

- Clarification of functions and features of the software
- Clarification of the software documentation
- Guidance in the operation of the software
- Error verification, analysis and correction to the extent possible by telephone or online

[WATCH THE COMPLETE VIDEO TESTIMONIAL HERE](#)

## About Savantis

We help mid-sized organizations to cost-effectively implement and benefit from SAP software. We offer complete implementation services, training and recruitment assistance, mobile apps, hosting, and technical support provided through SAP's world-class Application Management Services (AMS). Our mission is to provide SAP technology and complementary products to mid-ranged businesses, but better, faster, and more cost-effectively than high-end, more expensive consulting firms.

Our Mission is to build long-term, mutually beneficial True Partnerships with our customers, because we believe that these relationships are the only ones worthwhile to be a part of, and the only ones that last.

We are your one-stop-shop for all of your SAP needs, and we will be here to help you every step of the way. Contact us to schedule a FREE customized demo today; we'd love to chat with you.

## Savantis Solutions, LLC

835 Springdale Drive

Suite 102 Exton, PA 19341

Phone: 610-590-0132

Fax: 610-594-5599

Email: [marketing@savantis.com](mailto:marketing@savantis.com)

Web: [www.savantis.com](http://www.savantis.com)

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