SAVANTIS

About Savantis:

We make SAP software and technology affordable for mid–sized businesses. We offer complete implementation services, training, staffing assistance, mobile apps, hosting, and technical support including world class SAP Application Management Services (AMS).

Our mission is to build long–term 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.

We have a Service for that:

Deliver – Value

SAP implementation with complete solution offerings in the areas of S/4 HANA, system integration, mobile apps, Business Intelligence, retail and wholesale, and other point solutions

Enable – Capability

Capability Design & Build, Training & Education, Staffing & Recruitment Assistance

Support – Embedded

Through world-class SAP Application Management Services, hosting, and functional support models

SAP Support Services: It's Time to Simplify

Struggling between balancing the cost of running and supporting SAP and capital initiatives that deliver real value to your business? Managing SAP is a challenging task for IT executives without the proper budget to fully staff a support team. The demand for skilled SAP consultants often results in high turnover rates for internal SAP staff, lengthy and costly recruitment processes, and the loss of system‑specific knowledge. Isn't it time to simplify, minimize risk, and focus on what you do best – running your business?

As a certified SAP Partner Center of Expertise (PCoE), Savantis is committed to your success through shared key business indicators. We serve as an extension of your team with our highly skilled consultants and proven methodologies that help you meet your SAP needs. SAP awards PCoE certification to only the most qualified implementation and support partners – recognizing the firms who consistently deliver outstanding customer service and reliable support for all SAP software solutions. As a technical support solution provider, our aim for our customers is not to create an ongoing state of dependence, but to create a sustainable, empowered team that can fulfill its mission and grow in its responsibilities. We focus on increasing efficiencies in hiring well‑trained people that work in effective teams, rather than a larger quantity of lower cost, off‑shore resources.

SAP Support Services

SAP PCoE Partner Center of Expertise

Here is a listing of just some of the Support options we have available:

1. 24x7x365 support
2. Application support and enhancements
3. Application configuration and optimization
4. Business process consulting
5. Issue management and resolution
6. Infrastructure hosting on‑demand
7. Applications on the cloud
8. OS monitoring and administration
9. Expert Basis monitoring and administration
10. Database administration
11. ABAP development and support
12. PI development and support
13. Upgrades and enhancement packs
14. Help Desk services
15. IT outsourcing services
16. And many more

SAP Partner

Our Support Models

As a vendor of software, support, and training, we understand the need for adequate knowledge transfer and sustainability. We offer different support models that provide the level of care that individual customers need.

Our support model has two approaches:

1. Based on the type of support model that provides the level of care that individual customers need
    - Fixed Scope
    - Fixed Capacity
    - Pre‑Paid Hourly
2. The level of functional and technical skills needed for each one of the support models
    - Functional
    - Technical
    - Application
    - Infrastructure

	Fixed Scope	Fixed Capacity	Pre-Paid Hourly
Functional	- Configuration anomalies - Knowledge nuggets - Problem identification, analysis, and diagnostics - Transactional corrections - FES reporting	- As in Fixed Scope - Any additional enhancements, planning, and configuration to the extent of purchased FTE's	- Hourly call-off
Technical	- Batch monitoring - Interface monitoring - WRICEF objects break/fix resolution - TIR reporting	- As in Fixed Scope - Any additional enhancements, planning, and configuration to the extent of purchased FTE's	- Hourly call-off
Application	- Basis - Database administration - Application administration - Performance monitoring - EWR updates	- As in Fixed Scope - Any additional enhancements, planning, and configuration to the extent of purchased FTE's	- Hourly call-off
Infrastructure	- Hosted or in-cloud - Network connectivity - VPN access - Operating system - Ping/Power/Pipe	N/A	N/A

The Fixed Scope model offers unlimited support at a fixed price within a predefined scope. To ensure this model can be viably delivered, this program starts with a Health Check during which we assess the current status and potential risks of the systems and people to be supported.

In our Fixed Capacity model, the customer contracts for named or fractional resources, depending on the supported systems. The advantage of this model is that we offer a fractional resource, costs are maintained, and the breadth and depth of skills available are typically much deeper. The concept is a fixed monthly fee for a fixed committed time.

The Pre-Paid Hourly support model provides any remotely-delivered support service for pre-paid hours. Volume discounts apply for larger upfront commitments of hours purchased. This is a "safe" way to invest because the hours are always available and the scope is as flexible as needed.

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