Sphere's SAP Application Management Services

We'll help you achieve higher operational efficiencies, while lowering the cost and complexity of SAP application management.

Amid evolving markets, increased business competition, and ever-growing quantities of data, more organizations are turning to SAP applications to enhance their decision-making. As the demand for SAP applications has increased, so has their breadth and complexity with each new update and iteration.

Many companies utilize an outsourced SAP application management solution, due to their lack of internal knowledge and the high cost of retaining skilled internal SAP support staff. In order for these organizations to gain a competitive advantage, they must employ a solution that comprises of outstanding technical expertise, continuous knowledge management, dependable support, and quantifiable cost efficiencies.

Focus on Your Core Competencies
We tackle each application management project with deep technical expertise, industry acumen, results metrics, and a dedication to customer service, so you have the peace of mind to focus on what you do best. Additionally, we deliver added value through business process changes and application health checks. Sphere's SAP Application Management services include:

- **Functional and Technical Support:** Our team brings its extensive industry experience to the table, helping business process owners manage change and adjust the team's culture accordingly. We're adept at configuring both SAP R/3 modules and mySAP suite components (such as mySAP CRM , mySAP SRM). In addition, our expertise covers all major SAP technologies, including RICE objects, LSMW, Workflow, User Exits and BADI, Smartforms, ALE/EDI, ALV reports, and Business Warehouse.

- **Help Desk Support:** We respond to SAP user questions around the clock. In addition, we provide training, updates, and support tools to continually optimize incident management and call resolution.

- **System Administration and Monitoring:** We continually monitor your SAP system to ensure it's achieving peak performance. In addition, by utilizing the SAP-provided tools like Solution Manager and CCMS, we maintain your solution, perform corrective activities, and create backups.

We provide cost-effective resources for your organization.
Sphere's global delivery model allows you to select the ideal mix of onsite and offshore team members to meet your business requirements. Our services are reliable and cost-effective, and we put an emphasis on providing outstanding customer service.

- **Knowledge Transfer:** We partner with you to build a shared understanding of your business processes, as well as your current SAP environment (including your SAP solution components, your industry solutions, your RICE objects inventory, your transport paths, your network, and your hardware). Additionally, we work with you to learn the SAP environment administration and monitoring procedures you conduct through Solution Manager and CCMS. Finally, we assess your testing procedures and ABAP development processes.

- **Observation:** Once we've concluded the knowledge transfer stage, we personally observe your team as you perform your application management services. Based on our findings, we revise our documentation and strategy.

- **Support:** Finally, once we understand your processes, we work with you to define the scope of the project. Additionally, we identify the SLAs that are critical to your business.

- **Steady State:** Upon completing the knowledge transfer and transition, we deliver all of the services we scoped in the Service Level Agreement. By utilizing our knowledge management tools, we ensure superior service quality while our offshore teams time shift to provide around-the-clock support.

Sphere's global delivery model is a proven solution, trusted by companies like Groupon, Gett, and Nokia. Our team brings over a decade of technology consulting expertise to the table. We're committed to delivering measurable results and optimizing the performance of your SAP solution.

Sphere's SAP Application Management Services:

- **Functional and technical support:**
  - ✔ Functional and technical enhancements
  - ✔ Business analysis and RICE development
  - ✔ Problem management (SAP, ABAP programs, interfaces, configuration)
  - ✔ Testing with CATT procedures
  - ✔ Testing with third party testing tools (i.e. Test Director)

- **Help desk support:**
  - ✔ Web, phone, email, and chat support
  - ✔ Around-the-clock availability
  - ✔ Incident management

- **System administration and monitoring:**
  - ✔ CCMS and SAP Solution Manager monitoring
  - ✔ Release management
  - ✔ User management
  - ✔ OSS support
  - ✔ DBA support
  - ✔ SAP patches
  - ✔ SAP hotfix application

Why Choose Sphere for Your Application Management Services?

- Our clients include startups as well as Fortune 500 companies, spanning numerous industries: finance, transportation, human resources, real estate, marketing, and more. We use our deep industry knowledge to drive value.

- We offer flexible onshore/offshore development options to ensure cost effectiveness for our clients.

- Easily scale your Sphere team to keep pace with your evolving business needs

- With complex knowledge management tools and documentation, we ensure each new team member delivers value from day one.

- Our strategies and process improvements are metric-driven, allowing you to easily gauge the success of your new solution

Sphere
Software