

# EY Ireland's SAP Managed Services

Dublin & Cork

**SAP®** Certified  
Partner Center of Expertise





# SAP Managed Services

EY Ireland provides a full range of SAP Managed Services to support our clients with running their SAP estates in an optimised and cost-effective way. EY Ireland is the only Irish-based SAP Managed Service to be audited & certified by SAP as a Partner Centre of Expertise (PCoE). We have been a PCoE since 2012 and currently serve more than 20 local SAP customers. Our services include:

- ▶ **SAP Application Managed Services (AMS)**
- ▶ **Basis & Technology Managed Services**

## SAP Application Managed Services (AMS)

AMS for SAP applications including SAP ECC, S/4HANA, C/4HANA, Ariba, Fieldglass, Concur, Solution Manager, SuccessFactors, Supply Chain Management (SCM), Integration Business Planning (IBP), Advanced Planning & Optimisation (APO), Manufacturing Integration & intelligence (MII), Global Trade Services (GTS) and Business Technology Platform (BTP).

### ▶ **Functional**

Covering all process areas including, Finance, Sales, Procurement, Production Planning & Execution, Warehouse Management, Transportation Management, Plant Maintenance, Quality Management, Human Resources & Payroll, Tax and Global Trade Management.

### ▶ **Integration**

Covering all types of interfaces and integrations with externally connected systems, such as MES and eCommerce, via middleware either in the cloud or on-premise using Integration Suite on BTP, Process Orchestration (PO) and non-SAP middleware.

### ▶ **Reporting and Analytics**

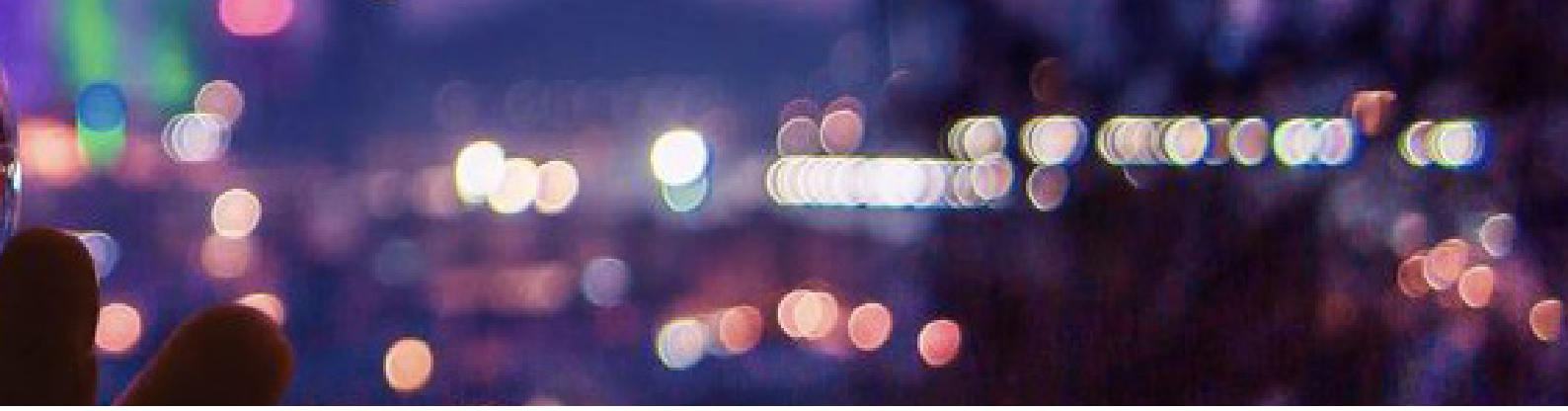
Covering SAP Datasphere, SAP Business Warehouse (BW), SAP Digital Manufacturing Cloud (DMC), SAP Analytics Cloud (SAC), SAP Business Objects and S/4HANA embedded analytics (CDS reporting).

### ▶ **Development**

Including ABAP, Fiori and low-code/no-code options for custom Reports, Interfaces, Conversions, Enhancement, Forms and Workflows (RICEFWs).

### ▶ **Security and User Interface (UX)**

Including roles and authorisations design, implementation and management, SAP Governance Risk & Compliance (GRC), SOX and SOD audit remediation.



## Basis & Technology Managed Services

### ▶ **Hosting and Technology Management**

Technology agnostic Hardware, Operating System (OS) and Network provisioning with full environment and backup management.

### ▶ **Operating System (OS) Platform Management**

Testing and deployment of OS Patches, along with coordinating system downtime and restarts with business teams. Volume and Filesystem management, Performance and Availability management.

### ▶ **Database Platform Management**

Contingency and continuity solution implementation and maintenance including SAP HANA System Replication, SQL Server Log Shipping/AlwaysOn, Oracle Dataguard, ASE Log Shipping. Database performance optimization and backup management. Database patching and application management.

### ▶ **Additional Technology Services**

Ranging from proactive health-checks and security updates, performance optimisation to backup management and full Disaster Recovery strategy design and test. Technical operations including transport management, support pack application, system and client copies.

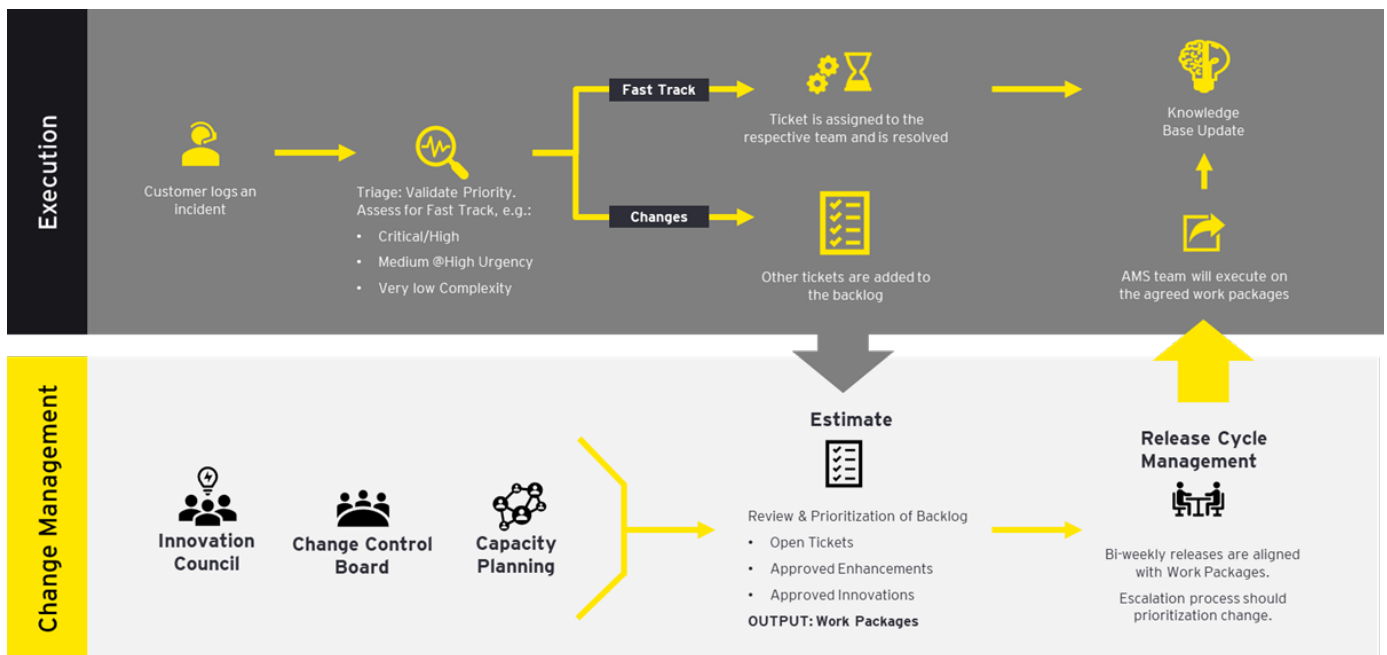
### **Other related SAP services include:**

- ▶ Acquisitions and Carve-Outs
- ▶ SAP Upgrades, Service Pack installations and SAP RISE migrations
- ▶ On-premise to Cloud migrations for SAP applications
- ▶ SAP Software As A Service (SAAS) and Perpetual Software Licence Resale
- ▶ SAP Licence Audits
- ▶ SAP Training
- ▶ SAP S/4HANA Readiness Assessment for configuration, security, data and custom code

# Our Approach

You purchase hours that can be used to support your business needs when required, leveraging our full range of SAP skill-sets and capabilities for a single competitive rate per hour. Use as much or as little resource time as you need to, and only pay for what you use.

An overview of how we support our customers and manage changes to their SAP environments is provided below:



All services are managed and coordinated by an experienced local SAP Service Delivery Manager.

- ▶ We have proven on-boarding processes for clients transitioning from project hyper-care or other AMS providers to EY SAP Managed Services.
- ▶ We look for value opportunities within your existing solution, such as the use of best practice functionality to meet your requirements and the optimisation of business processes.
- ▶ We provide post-hypercare advisory services to help clients with establishing their own SAP Centres of Excellence and to optimise their IT operating model and SAP investment.



- ▶ We work closely with our clients to ensure the appropriate governance and quality assurance is applied when making system changes.
- ▶ All requirements are tracked in our IT Service Management (ITSM) tool with ITIL-aligned processes incorporated and our clients have ITSM portal access with real-time consumption and Service Level Agreement (SLA) reporting.
- ▶ Our local support team is highly experienced with each team member having an average of 10+ years SAP experience.
- ▶ Our focus is on the optimisation of your SAP investments. We aim to iteratively improve the running of your SAP estate with year-on-year support effort reduction.

## Benefits

- ▶ Local team supporting local client needs with option of on-site support.
- ▶ Good understanding of local legal and regulatory requirements.
- ▶ A ring-fenced team that knows your business.
- ▶ Full suite of EY accelerator tools and methodologies available.
- ▶ Fast resolution of tickets in an efficient manner with high quality communications.
- ▶ 24/7 support, 365 days per year, as needed.
- ▶ Ability to flex quickly to adapt to our clients' changing needs.
- ▶ Option to supplement team from our offshore Delivery Centres.



## Why EY?

▶ **Committed Collaborative Partner**

A partnership based on trust, transparency and shared values providing value through flexible commercial options & models.

▶ **Fit with Client Culture**

Understanding the importance of collaborative decision making, we build relationships based on honesty, respect and trust, conducting business in a sustainable and responsible manner.

▶ **Focus on Customer Service Quality**

Delivers quality service to business to exceed SLAs while responding to changing customer demands.

▶ **Transformation Embedded**

Service delivery through continuous improvement, innovation, automation and improved ROI.

## Contact Us

To find out more about how EY Ireland can support you on your SAP journey, please contact:



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