

EMERGYS



Emergys Application Management Services

Growing and Changing **Your Business**



“A huge ‘thank you’ for all the help you have provided... You have always been available to us and gone the extra mile to assist when called upon. You are good people.”

Mark Zerler Director of Information Services PLZ Aero science Corporation.

www.emergys.com

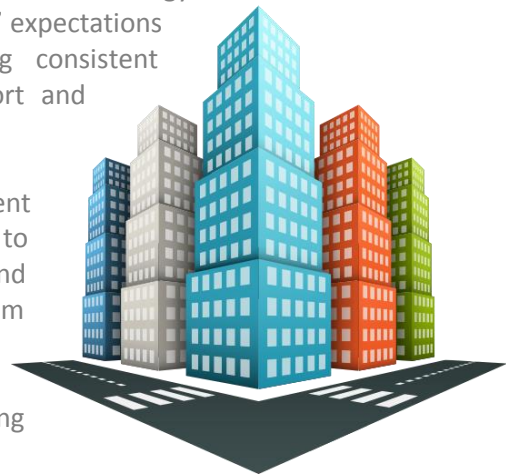
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Application Management Services

Growing and changing business needs often impact your current technology needs. However, the challenge lies in managing the business' expectations and demands for new functionality, while maintaining consistent processes, structures and standards in application support and maintenance without adding to overhead.

Emergys provides a comprehensive Application Management Service ecosystem to ensure that your SAP system continues to run at optimal performance as your business needs grow and change. Our Application Management Services (AMS) Team protects and ensures your system's performance through capacity planning, identifying end-user performance issues, providing application performance analysis, reporting and innovation.



With over **15 years of experience**, supporting **70+ companies worldwide**, Emergys understands the pivotal role technology plays when supporting SAP applications. Leveraging our longstanding partnership with SAP, we provide Application Management Services that not only help your existing investments, but provide the tools needed to help secure and streamline core business functions well into the future.

Emergys provides an extensive ecosystem of Post Go-Live support services to help ensure your SAP system continues to run at optimal performance as your business needs grow and change. Our **Application Management Services (AMS)** Team protects and ensures your system's performance through capacity planning, identifying end-user performance issues, providing application performance analysis, reporting and more **24x7x365**.

As a Certified SAP Partner Center of expertise, SAP has thoroughly examined our entire support center ensuring that our team is both knowledgeable and provides exceptional customer service.



Expertise, SAP has thoroughly ensuring that our team is both customer service.

Our team of seasoned professionals average 7+ years of SAP experience and over 70 certifications within SAP and Business Objects, providing proficiency in SAP industry practices and accelerating the implementation and resolution process.

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At Emergys, we believe in providing outcomes; not only do we resolve tickets, we make experienced recommendations proven to solve the root of the ticket's issue. As a certified SAP partner, we not only specialize in ongoing maintenance and support, but also business transformation consulting, focused on helping our partners and customers design and implement strategies that utilize emerging technologies.

Our customers' best interests are our primary concern, which is why we rate our success on the Return on Investment realized by our customers using our services.



Our AMS Offering

As an SAP Gold Partner and Certified SAP Partner Center of Expertise (PCOE), Emergys offers a full range of SAP Enterprise solutions and support services for business of all sizes. With Emergys AMS, your company has access to an ecosystem of knowledgeable support professionals. As an AMS customer your dedicated support team will include:

- **Executive Engagement Manager**, who is responsible for your overall customer satisfaction, which includes both technical and nontechnical issues.
- **Support Manager**, who will serve as your single point of contact for all technical issues.
- **Principle Support Team**, who average 7+ years of industry and domain experience.
- **Extended Global Team**, available to ensure 24/7 supports with experience in multiple domains and platforms.
- **Alignment with SAP Global** to provide support for business operations.

Emergys provides a complete SAP Management and Monitoring Service for your business, maximizing infrastructure stability and scalability for your SAP investment. This service includes 24x7x365 day remote monitoring and support for all aspects of BASIS administration in your SAP environments.

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Weekly, and in some cases daily, or real-time, usage, volume, security, backup and performance reports are delivered immediately with actionable recommendations.

Having real-time reporting and monitoring activities at your fingertips is critical to ensuring that your business is performing at the highest level. Our services include reporting and monitoring activities such as:

- **Performance Monitoring.**
- **Error Reporting.**
- **Backup Monitoring.**
- **Security Auditing.**
- **Data Archiving Schedule.**
- **Network Performance Monitoring.**





Planning / Pre-Implementation Support

Backup/Restore Management

- Define Media rotation requirements

Change Control

- Document /maintain transport request, activities & execution procedures

Disaster Recovery

- Determine disaster recovery strategy/requirements
- Develop disaster recovery procedures (tech infrastructure, application testing & architecture data center only)

Perform Risk Assessments

- Review disaster recovery plans with management

Event Detection & Notification

- Define hardware, operating system, 3rd party software, database and application monitoring requirements
- Define event notification and escalation procedures
- Define business requirements governing batch schedule

Job Scheduling

- Define production job schedule and job dependencies

Network Management

- Provide technical infrastructure

Operating System Security & Print Management

- Define Operating System security requirements
- Define output management requirements

Project Management

- Create and maintain Hosting Services implementation plan

SAP Client Operations & SAP Security Management

- Define client/instance strategy ,overall security plan & profile requirements

Security Planning - Site Security

- Determine security requirements, strategy & implementation plans

Storage Management

- Develop Storage Management architecture

System Startup/Shutdown

- Define startup/shutdown schedule and procedures for SAP and other non-SAP software



Post Go-Live Support

Backup/Restore Management

- Maintain backup library & coordinate off-site media storage functions
- Periodically verify backup media integrity
- Test backup/restore procedures periodically

Basis Administration

- Monitor update processes (within SAP software)
- Analyze and clean up update terminations
- Monitor, analyze and clean up lock entries
- Check for ABAP dumps

Database Management (DB2)

- Perform database upgrade
- Apply database patches

Hardware Maintenance

- Use vendor proactive support capabilities to help identify potential failures
- Schedule hardware maintenance (for hardware failures and planned modification)
- Monitor and schedule hardware/equipment maintenance as recommended by vendors

Interface Administration

- Run batch input sessions
- Analyze faulty batch and reorganize processed batch input sessions
- Monitor, administer, and reorganize IDOC
- Analyze faulty IDOCs & Supervise IDOC-based interfaces
- Monitor SAP connect and interface middleware



Job Scheduling

- Assess impact of failed jobs
- Recover/rollback from failed Jobs
- Terminate/cancel jobs per requests or pre-defined procedures

Network Management

- Provide technical infrastructure

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Emergys' Application Management Services (AMS) Team offers the flexible resourcing you need to support your SAP solution and your changing business needs. SAP has given us their stamp of approval; contact us today to give us the opportunity to earn to earn yours.



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