Managed SAP RISE

Managed SAP RISE by Swisscom complete package offers you all the support you need to successfully switch to RISE with SAP as well as every service for integrated operation from a single source.

As your trusted adviser and central point of contact, we provide you with the necessary expertise, security and additional services.

Managed SAP RISE by Swisscom
Managed SAP RISE by Swisscom offers a comprehensive service package specifically designed for companies wishing to switch to RISE with SAP. We support you in all activities relating to onboarding, operation and interaction with SAP, including licence management, so that you can focus on your core business.

Our integrated solution offers service desk services in the area of incident and service request management and provides a personal RISE expert, who serves as a central point of contact for the customer and an interface to SAP. Managed SAP RISE also ensures efficient processing of requirements that are not covered by SAP's Cloud Application Services (CAS).

How you benefit from Managed SAP RISE by Swisscom

Single point of contact With the Swisscom SAP Service Desk integration, you have a local point of contact for incidents and service requests. Swisscom also monitors on your behalf all ongoing tickets forwarded to SAP.	✓
Personal and with expertise In the role of Customer Engagement Executive (CEE), we offer you a direct contact person from Switzerland who is there to guide you through all operational life cycle phases in your own language (DE/FR/EN). This person is your trusted adviser, will support you with operational questions about RISE with SAP and has direct access to SAP and the 400 Swisscom SAP Services experts to ensure your needs are met.	✓
One-stop solution Combine services and Swisscom expertise to create solutions that meet your operational and business requirements. Managed SAP RISE handles SAP licence management and incident management and provides advice on the RISE with SAP services.	✓
Operational reliability We complement the expertise of your SAP team and support you in ensuring operational responsibility for your business.	✓
Support with CAS from SAP We support you with cloud application services (CAS) that SAP and your team cannot provide.	✓

swisscom

Facts & figures

	Service Desk
Basic services	– Single point of contact – Coordinates tasks on behalf of the customer – Monitoring of processing progress and escalations – Receipt, processing and forwarding of service requests – Service request completeness check
	Customer Engagement Executive (CEE)
Options	– Personal point of contact for any questions – Periodic operational meetings – Point of coordination with supplier SAP – Advice on all RISE with SAP topics – Life cycle and release planning
	Cloud Application Services (CAS)
Core service	– Support with technical implementation – Defined CAS coverage – Additional CAS can be agreed in the service agreement
	Consulting services
Support services	– Consulting services for additional requirements – Independent cloud assessments – Transformation consulting – Business process optimisation – Innovation consulting
	Monitoring & reporting services
Support services	– Monitoring of productive RISE systems using Swisscom's own monitoring tool – Periodic analysis of performance parameters and resource utilisation as needed – Additional monthly reporting for further valuable insights

You can find more information and get in touch with our experts here: https://swisscom.ch/shortcut

The information in this document does not constitute a binding offer. It is subject to revision at any time.

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