



As you evolve into a data-driven business, the demands on your IT systems – and SAP specialists – increase. Outsourcing support saves costs and reduces financial risk. It also optimises SAP-supported processes.

With the SAP Application Management Service (AMS), you have round-the-clock access to the IT experts and resources you need for SAP application operation and further development.

How does SAP Application Management work?

With SAP Application Management from Swisscom, you can opt for outsourcing or outtasking, transferring all or part of your SAP application operation and further development to Swisscom's experts.

From our base in Switzerland, we offer an all-round service, supporting you holistically and individually. If necessary, and according to the performance and delivery model you choose, we coordinate local or near-shore resources from the EU or off-shoring in India. This provides every company with a suitable solution and attractive terms.

By outsourcing SAP application operation and further development, you can:

- Cut costs and increase agility
- Create scope for innovation projects such as the S/4 transformation
- Keep SAP applications up to date with the latest SAP innovations through ongoing rollouts
- Overcome a shortage of skilled staff through constant and flexible access to expertise and resources

The benefits for you

- Customised delivery model for Switzerland, near-shoring in the EU, off-shoring in India, or a combination
- Services that can be adjusted flexibly (scaled up/down and out) in line with rapidly changing needs
- Lower financial risk due to variable SAP maintenance costs as well as expertise and resources on demand
- A higher level of innovation courtesy of Swisscom's industry, business and technology experts
- Cost transparency at organisational unit and SAP application level
- Guaranteed high quality thanks to ISO 20000 / ISO 9001 certification

During implementation, we continuously expand SAP Application Management in line with market needs. You receive customer-specific expertise and comprehensive customer support.

The SAP Application Management Service can be seamlessly integrated with other SAP services from Swisscom – with consulting services, the SAP S/4 Transformation Factory or SAP Basis Outsourcing based on the Swisscom Private Cloud EC4SAP or the Microsoft Azure public cloud, for example.

SAP at Swisscom at a glance

- SAP Gold Partner for 15 years
- More than 280 SAP customers
- 400 SAP-certified employees
- 17 SAP quality awards





Facts & Figures



Flexible delivery models

Different delivery models: from Switzerland, the EU, off-shoring, or a combination.

Our services

Flexible price structure

A range of attractive price models, e.g. hourly rates or fixed prices with risk sharing.

Service Level Agreement

Mutual agreement, continuous measurement and improvement.

Governance

Our proven model is the basis for quality and efficiency for all decision-making and problem-solving processes

Processes, methods & tools

The application can be operated via insourcing or outsourcing

Application operation services

Monitoring and analysis of applications in production operations.

On-demand services

Problem analysis and resolution (service desk, how-to questions, problem tickets, standard services).

Add-ons/projects

Functional add-ons.

Monitoring services

Optional monitoring of processes (24/7) and corresponding intervention.

Innovations

Integration of technology, industry and AMS trends within joint initiatives.



Our support model

Application Manager – your single point of contact

