



As companies shift to data-driven business, the demands on IT and therefore on their SAP managers are increasing.

Outsourcing these services saves costs and reduces financial risks. At the same time, SAP-supported processes are optimised.

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

How does SAP Application Management work?

Whether as out-tasking or outsourcing, with SAP Application Management you can transfer part or all of your SAP application operation and further development to the experts at Swisscom.

A contact person based in Switzerland will take care of all your individual service-related needs. If required and in accordance with the desired scope of service and delivery model, they will also coordinate additional local or near-shore resources from the EU area. In this way, customised solutions can be designed for any company at attractive conditions.

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

- Reduce costs while increasing agility
- Free up capacity for innovation projects, such as the S/4 transformation
- Keep SAP applications up to date thanks to the continuous roll-out of new SAP features
- Overcome shortages of skilled workers thanks to constant and flexible access to expertise and resources

Your benefits

- Tailored delivery model from Switzerland, a focus on nearshoring in the EU area or a combination of the two.
- Dynamically scalable services adapted to your rapidly changing needs (scale up, down or out)
- Reduced financial risk through variable SAP maintenance costs and on-demand expertise and resources
- Greater innovative strength thanks to Swisscom industry, business and technology experts
- Cost transparency at organisational unit and SAP application level
- Proven high quality through ISO 20000 / ISO 9001 certification

In the area of implementation, SAP Application Management is being continuously expanded in line with market requirements. The service offers customer-specific expertise and is geared towards comprehensive customer care.

The SAP Application Management Service is coordinated with Swisscom’s other SAP services, including consulting, the SAP S/4 Transformation Factory or SAP Basis Outsourcing with Swisscom private cloud EC4SAP or the public cloud Microsoft Azure.

SAP at Swisscom at a glance

- SAP Gold Partner for 15 years
- Over 280 SAP customers
- 400 SAP-certified employees
- 17 SAP Quality Awards





Facts & figures



Our services

Flexible delivery models

Different delivery models from Switzerland, the EU or both.

Flexible pricing

Different pricing models such as hourly rates or fixed prices with risk sharing are based on attractive pricing structures.

Service Level Agreement

Joint agreement, measurement and improvement as part of a continuous process.

Governance

Proven model as the basis for quality and efficiency for all decision-making and problem-solving processes.

Processes, methods and tools

Insourcing and outsourcing possible for application operation.

Application Operation Services

Monitoring and analysis of the applications in production.

On-demand services

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

Enhancements/projects

Functional enhancements.

Monitoring services

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

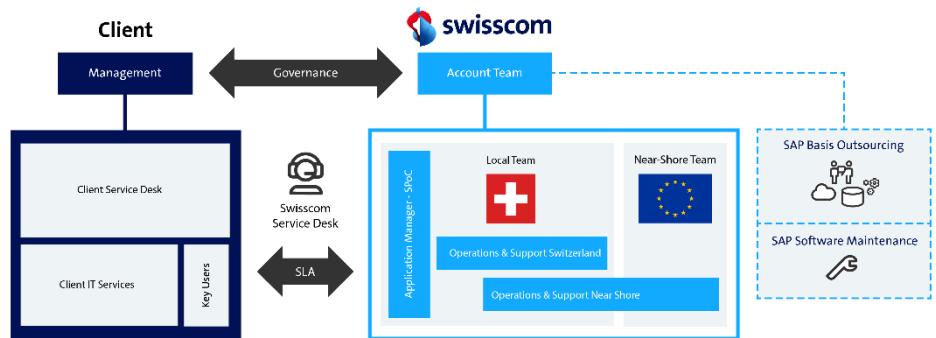
Innovations

Technology, industry and AMS trends and their integration into joint initiatives.



Our support model

Application Manager – your single point of contact



The information in this document does not constitute a binding offer. We reserve the right to make changes at any time.

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