

Managed Services for SAP Environments From Hitachi Vantara

SOLUTION BRIEF

Managing SAP Solutions Is Like Flying an Airplane. Who Will Be Your Pilot?

Successful deployment of SAP solutions is worthy of celebration but premature: what happens after deployment plays a huge role in realizing the full value of your investment. Keeping numerous infrastructure and software components running together flawlessly requires up to hundreds of daily activities.

Working as an extension of your IT staff, we apply our experience with more than 400 SAP clients to run and maintain your SAP environment on-premises or in the cloud. You're assigned a dedicated team – you know their names – skilled in infrastructure, operating systems, SAP solutions, networks, security, backup, and disaster recovery. Sourced from our global locations, the team offers around-the-clock monitoring, maintenance, support, and continuous improvement – all for one, predictable monthly fee.

Enjoy 24/7 Peace of Mind With Managed Services

- Acquire world-leading SAP capabilities, skills, processes, and tools, without the time and costs of recruiting, so you can focus on your core business.
- Protect significant investment in SAP cloud deployments by making sure components continue working well together.
- Gain early awareness of trends such as backup windows to remediate issues before they affect the user experience.
- Ensure IT and business alignment with our ITIL-based HFusion Assure delivery model – a Hitachi digital core accelerator to drive faster business value – focused on delivering exceptional user experience and continual service improvements.



Comprehensive Managed Services Tailored to Your Business Needs

Managed Services for SAP Environments from Hitachi Vantara includes the following:

- Engagement with your executive team and SAP manager to define strategic initiatives, priorities, service level agreements, flexible delivery models, and budget.
- Management, maintenance, and support of:
 - Entire SAP portfolio of applications (new or existing installations).
 - Development and production environments, with management services for the associated technology stack and infrastructure.
 - Data center, operating system, and core infrastructure, hosted by Hitachi Vantara or via remote management.
- 24x7 support from a dedicated team of global support analysts.
- Daily reports on all activities, issues, and tickets, viewed through ServiceNow ITSM.
- Monthly meetings to review project status, service quality, and capacity trends.
- Development of run book, including tasks, procedures, and escalation processes.



Add Value to Your SAP Technologies and Investments

Managed Services for SAP Environments from Hitachi Vantara is part of Hitachi's complete SAP portfolio of solutions and services. With over 20 years of experience as a global SAP customer, partner, and advisor, we help add value to your SAP technologies and investments by optimizing the digital core. We unleash the power of the cloud and extend the digital core with machine learning, analytics, and robotic automation – for smart, connected operations. We understand your business challenges and can help simplify your approach to deliver the outcomes you need.

Learn more about how [Hitachi Vantara Managed Services](#) can streamline your IT operations and enhance performance with remote infrastructure, enterprise, and custom applications management.



About Hitachi Vantara

Hitachi Vantara, a wholly-owned subsidiary of Hitachi, Ltd., guides our customers from what's now to what's next by solving their digital challenges. Working alongside each customer, we apply our unmatched industrial and digital capabilities to their data and applications to benefit both business and society. More than 80% of the Fortune 100 trust Hitachi Vantara to help them develop new revenue streams, unlock competitive advantages, lower costs, enhance customer experiences, and deliver social and environmental value. Visit us at hitachivantara.com.

Hitachi Vantara



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