

Managed Services for SAP Environments From **Hitachi Digital Services**

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

Celebrating the successful deployment of SAP solutions is just the beginning. The real challenge and key to maximizing your investment begins post-deployment. Maintaining a seamless operation among numerous infrastructure and software components involves hundreds of daily tasks.

As a vital extension of your IT department, Hitachi Digital Services leverages extensive experience from over 400+ SAP client engagements. We are expertly managing and maintaining an SAP environment, whether hosted on-premises or in the cloud. You gain the advantage of a dedicated team – not just names but specialists in infrastructure, operating systems, SAP solutions, networks, security, backup, and disaster recovery. Drawing from our global expertise, this team ensures 24/7 monitoring, maintenance, support, and continuous enhancements. All these services are available for a single, predictable monthly fee.

Enjoy 24/7 Peace of Mind With Managed Services

- Access top-tier SAP expertise, skills, processes, and tools effortlessly. Avoid the extensive time and costs involved in recruitment and instead focus on your core business operations.
- Safeguard your significant investment in SAP cloud deployments by ensuring all components interact harmoniously and efficiently.
- Gain proactive insights, such as monitoring backup windows, to preemptively address potential issues before they affect the user experience.
- Align IT objectives seamlessly with your business goals using our ITIL-based HFusion Assure delivery model - a Hitachi Digital Services core accelerator to drive faster business value focused on delivering exceptional user experiences and continual service improvements.

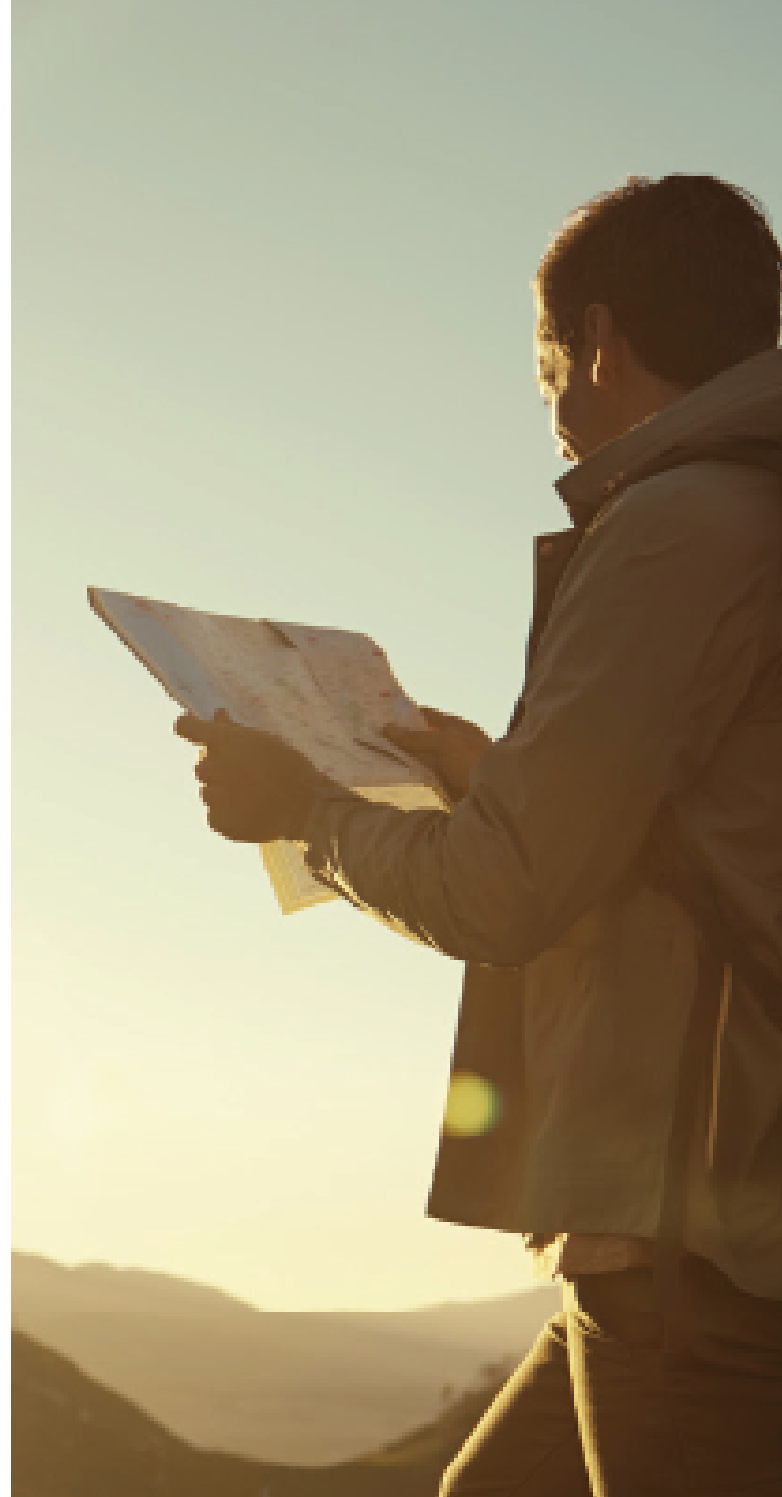
Comprehensive Managed Services Tailored to Your Business Needs

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

- Engagement with your executive team and SAP manager to define 1strategic initiatives, priorities, service level agreements, 1flexible delivery models, and budget.
- Management, maintenance, and support of:
 - Entire SAP portfolio of applications (new or existing installations).
 - Development and production environments, with management 2033services for the associated technology stack and infrastructure.
 - Data center, operating system, and core infrastructure, hosted by Hitachi Digital Services or via remote management.
- 24x7 support from a dedicated team of global support analysts.
- Daily reports on all activities, issues, and tickets, viewed through 1ServiceNow ITSM.
- Monthly meetings to review project status, service quality, and 1capacity trends
- Development of run book, including tasks, procedures, 1and escalation processes.

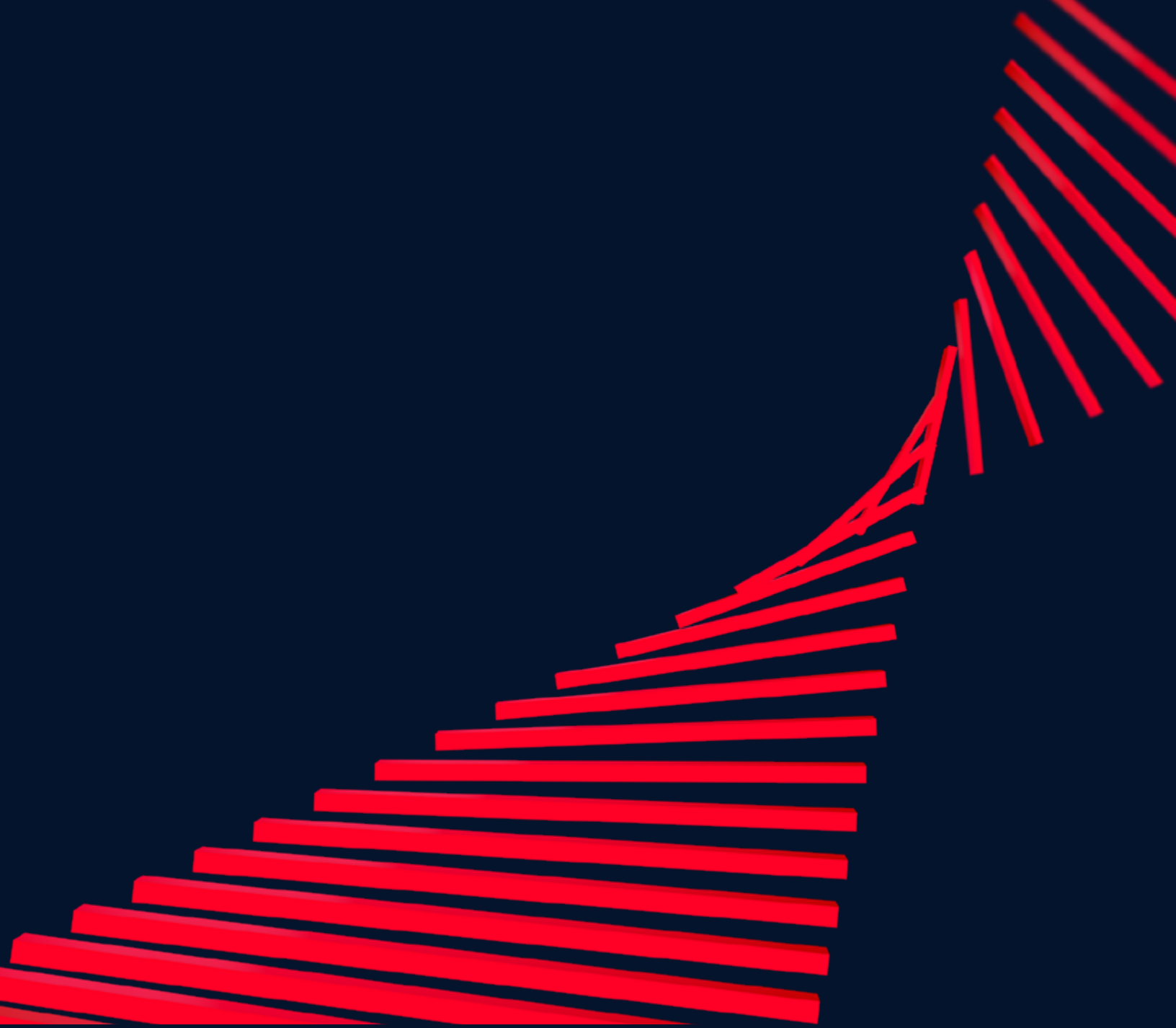
Add Value to Your SAP Technologies and Investments

Managed Services for SAP Environments from Hitachi Digital Services is part of Hitachi's complete SAP portfolio of solutions and services. With over 25 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.



Discover how our Managed Services can optimize your IT operations and boost performance through comprehensive management of remote infrastructure, enterprise systems, and tailored application solutions.

[Learn more](#) →



About Hitachi Digital Services

Hitachi Digital Services, a wholly owned subsidiary of Hitachi Ltd., is an edge-to-core digital consultancy and technology services provider helping organizations realize the full potential of AI-driven digital transformation. Through a technology-unified operating model for cloud, data, and IoT, Hitachi Digital Services' end-to-end value creation for clients is established through innovation in digital engineering, implementation services, products, and solutions. Built on Hitachi Group's more than 110 years of innovation across industries, Hitachi Digital Services helps to improve people's lives today and build a sustainable world tomorrow. To learn more, visit hitachids.com.

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Santa Clara Corporate Headquarters, EBC 2535 Augustine Drive, Santa Clara, CA 95054, USA