



[www.decilliondigital.com](http://www.decilliondigital.com) | [pmo@decilliondigital.com](mailto:pmo@decilliondigital.com) | +44 (0) 744 829 0935

## **SERVICE DEFINITION**

SAP

# INTRODUCTION

Discover excellence with DECILLION's SAP support solutions. Our ITIL-based approach fosters collaboration, empowering your team to provide L1 end-user support while we handle L2 and L3 remotely. From comprehensive platform management to SAP Functional and Security support, we drive your business towards success.

# SERVICE FEATURES

- Remote support across 24 countries
- Shared resource model to minimize cost
- ITIL-based support processes
- 24x7 support services
- Experienced SAP support consultants average >15 years
- Proactive monitoring for mission-critical processes
- Fail-proof infrastructure architecture for deployment and migration to cloud
- Automated backup management, monitoring, and alerts
- Infrastructure as a Service (IaaS)
- New SAP solution delivery, application transformation, and innovation





# SERVICE BENEFITS

- Enterprise Security expertise
- Simplified business processes for SAP
- Rapid SAP Cloud Native conversions or implementation
- Automated tools for efficient SAP conversion
- Enablement of intelligent processes within SAP
- Global team of 10,000 skilled SAP consultants
- SAP High Availability and Disaster Recovery solutions



# DEVELOPMENT APPROACH

The process begins with mapping the client's current SAP-related processes and analyzing them to identify inefficiencies. Following this, tailored SAP solutions are designed to optimize these processes, with a roadmap developed for structured implementation. Prototypes are created to visualize proposed solutions, and stakeholder feedback is gathered for refinement.

In the development and configuration phase, SAP systems are built and configured according to finalized designs, prioritizing automation and standardization. Rigorous testing ensures the quality and alignment of solutions with client requirements, validating their effectiveness in improving process efficiency.

Deployment occurs in controlled phases, accompanied by comprehensive user training and pilot groups for feedback. Continuous monitoring of solution performance and user feedback guides ongoing optimization efforts. Documentation of processes, configurations, and customizations is maintained, supported by a knowledge management system for easy reference.

A culture of continuous improvement is fostered, encouraging regular review and enhancement of SAP processes through feedback mechanisms. Overall, this approach ensures the effective design, implementation, and refinement of SAP solutions to meet the client's evolving needs and drive operational excellence.

# DESIGN APPROACH

- Understand the client's goals and challenges to tailor SAP solutions accordingly.
- Plan phased implementation aligned with business objectives, focusing on configuration over customization.
- Ensure seamless integration, efficient application management, and consider cloud migration and SAP HANA adoption.
- Design user-friendly interfaces for enhanced user experience.
- Enable collaborative support and offer infrastructure management through key user model and Managed PaaS.
- Provide transparent ROI analysis and leverage automation to reduce TCO.
- Establish feedback loops for continuous improvement and offer training for ongoing enhancement.



# ABOUT US

As a Decillion we partner in bridging technology and business innovation. With an extensive background across diverse technological verticals, we are dedicated to empowering your business through tailored digital solutions.

## Our Expertise

Microsoft Dynamics	Technical Consulting	Azure DevOps	Technology Training	E-commerce Solutions
We specialize in MS Dynamics to streamline CRM and ERP systems, enhancing efficiency and productivity for businesses of all sizes.	Our expert consultants are adept at diagnosing your technical challenges and crafting strategic solutions that align with your business objectives.	We leverage Azure to improve your software development lifecycle, enabling faster deployment, reliable operations, and seamless integration of disparate systems.	Decillion Digital offers comprehensive training programs designed to upskill your team and keep them abreast of the latest technological advancements.	We create robust e-commerce platforms tailored to your specific needs, ensuring scalable, secure, and user-friendly shopping experiences.

At Decillion, we believe in the power of technology to transform businesses. Our approach combines innovative strategies with cutting-edge technologies to deliver measurable results. We are committed to providing exceptional service and building long-lasting relationships with our clients.

### OUR MISSION

To enable businesses to achieve their full potential through the strategic implementation of technology.

### OUR MISSION

To be a leading provider of technology solutions, known for our commitment to innovation, quality, and client satisfaction.

Explore how Decillion Digital can drive your business forward. Connect with us today to learn more about our services and how we can assist you in achieving your technological and business goals.

