



SAP Support & Application Management

G-Cloud 15 Service Definition Document

January 2026

01

Inetum & SAP Portfolio



Inetum's positioning in SAP: **Driving future-ready transformation**

inetum.



A Strategic SAP Partnership

Inetum has built a trusted, two-decade partnership with SAP, recognized by its status as a Top 3 S/4HANA Public Cloud Partner in EMEA. SAP acknowledges Inetum's methodologies, accelerators and innovation capabilities, positioning the group as a preferred partner for digital transformation.

Future-Ready and Measurable Impact

For Inetum, SAP is more than a technology upgrade. It's a foundation for delivering measurable, long-term value. Inetum shapes SAP's roadmap through co-innovation and ensures that every transformation project creates resilient, adaptive information systems for its clients.

Key differentiators of Inetum's SAP implementation approach

AI as a Core Component

Inetum sees AI as a performance accelerator, not a trend. Through FabLab innovation centers and collaborations with top universities, Inetum integrates AI directly into SAP solutions — leveraging SAP's Business Technology Platform (BTP) and Joule copilot to enable agentic AI use cases and automated decision support.

Data Trust and Compliance

Inetum puts data governance and compliance at the heart of SAP transformations. Building on SAP's rigorous framework and adding its own safeguards, Inetum ensures that clients' data is reliable, trusted and future-proofed — a foundation for all generative AI initiatives and digital business processes.

Pragmatic Cloud Transformation

Inetum helps clients modernise legacy ERP landscapes by combining technical expertise with a real-world, pragmatic approach. Projects are delivered in lean, focused phases to reduce complexity, costs and risks — aligning IT modernization with tangible business outcomes.

Human-Scale, Client-Centric

Inetum's mid-sized, customer-focused model is a strategic alternative to large integrators. It balances industrialized delivery with close client relationships, creating an environment where transformation happens through iterative, human-centered processes — not just technology.

Our SAP credentials in a nutshell

inetum. |



Bringing our **global expertise** to support...

- Automation
- Business change
- Workflow integration
- SAP roadmap acceleration

**END-TO-END
SAP PORTFOLIO
EXPERTISE**

**SPECIALISED IN
ENTERPRISE
INDUSTRIES**

**TOP3
SAP S/4HANA
PUBLIC CLOUD
PARTNER IN EMEA**

**TOP4
SAP CLOUD
PARTNER
IN EMEA**

- 19** Countries with Inetum operations
- 12** Countries with Inetum's SAP Practice
- 60** Countries with Inetum's SAP Services

**SAP CLOUD ERP
SAP CLOUD ERP PRIVATE
SAP BUSINESS DATA CLOUD
SAP BUSINESS TECHNOLOGY PLATFORM
SAP BUSINESS AI**

**GROW
WITH
SAP**

Partner

**RISE
WITH
SAP**

Business
Transformation
as a Service

Inetum covers the **full SAP lifecycle**, from subscription through implementation to 24x7 operations

SUBSCRIBE

Access the best SAP Cloud offers with a trusted partner

- Inetum ranks among the Top 3 EMEA partners for SAP Cloud ERP (ex-GROW) with SAP
- Over 35 live public-cloud references on SAP Cloud ERP – Public Edition
- Direct resale and advisory on SAP subscriptions (GROW & RISE) tailored to business priorities
- Guidance on choosing the right cloud model (public, private, hybrid)

IMPLEMENT & DEPLOY

Accelerated and secure SAP implementation through certified methods and packaged solutions

- Deployment based on SAP Activate enhanced by Inetum's industry accelerators (QPPS)
- More than 17 SAP-certified packaged solutions for key industries (Retail, Pro Services, Wholesale...)
- 30+ embedded GenAI agents supporting forecasting, user assistance and automation
- Seamless integration with client IT environments (cloud, security, data, UX)

OPERATE

Delivering long-term value through performance, flexibility and continuous innovation

- PCoE-certified support, 24x7 multilingual, governed by SLA or advanced Value Level Agreements (VLA)
- Proactive operations' dashboards, KPI-based governance, continuous improvement approach
- Scalable AMS services including maintenance, functional evolution and innovation
- Use of SAP BTP and AI to continuously expand business use cases and value

inetum.



OUR SAP CERTIFICATIONS AND UNIQUE CAPABILITIES

1,400 SAP solution certifications

held by the team, demonstrating deep functional and technical expertise

17 SAP-certified Qualified Partner Package Solutions (QPPS)

including proprietary accelerators Adopt2Win, Rise InetumS4 Retail and InetumS4 Professional Services

Rise2S4 certified migration methodology

ensuring secure, efficient SAP S/4HANA transitions

30 live & reusable AI use cases and agents

based on SAP Joule and SAP Business Technology Platform (SAP BTP), unlocking new insights and automation

02

Why Inetum's SAP Support and
Application Management
Service ?



Inetum Support and Application Management Service

Provides Efficiency, Capacity and Competence



Inetum's SAP Support and Application Management service offers:

- **A fully dedicated team to support** your SAP environments, who have extensive experience of the SAP portfolio
- A schedule adapted to suit our clients' business operations
- **Support for all SAP modules**, with a **team of more than 180 specialised professionals**
- A **set of tools** (based on SAP Cloud Application Lifecycle Manager) that support the entire support and application management service.
- An agreed **Service level agreement to measure the quality of the service**, which provides for corrections and changes to the service, as required.
- **Knowledge transfer and knowledge sharing management** to provide a marked reduction on the dependence of the availability of key personnel that know the functional domain. This reduces support bottlenecks and single points of failure.
- **Focal Contact Points** that undertake rigorous customer monitoring and provide a consistent service and develop a strong understanding of your SAP environments
- **On-premise service** if required when local support is more efficient than the remote service

Optimisation, Cost reduction and Shared Innovation

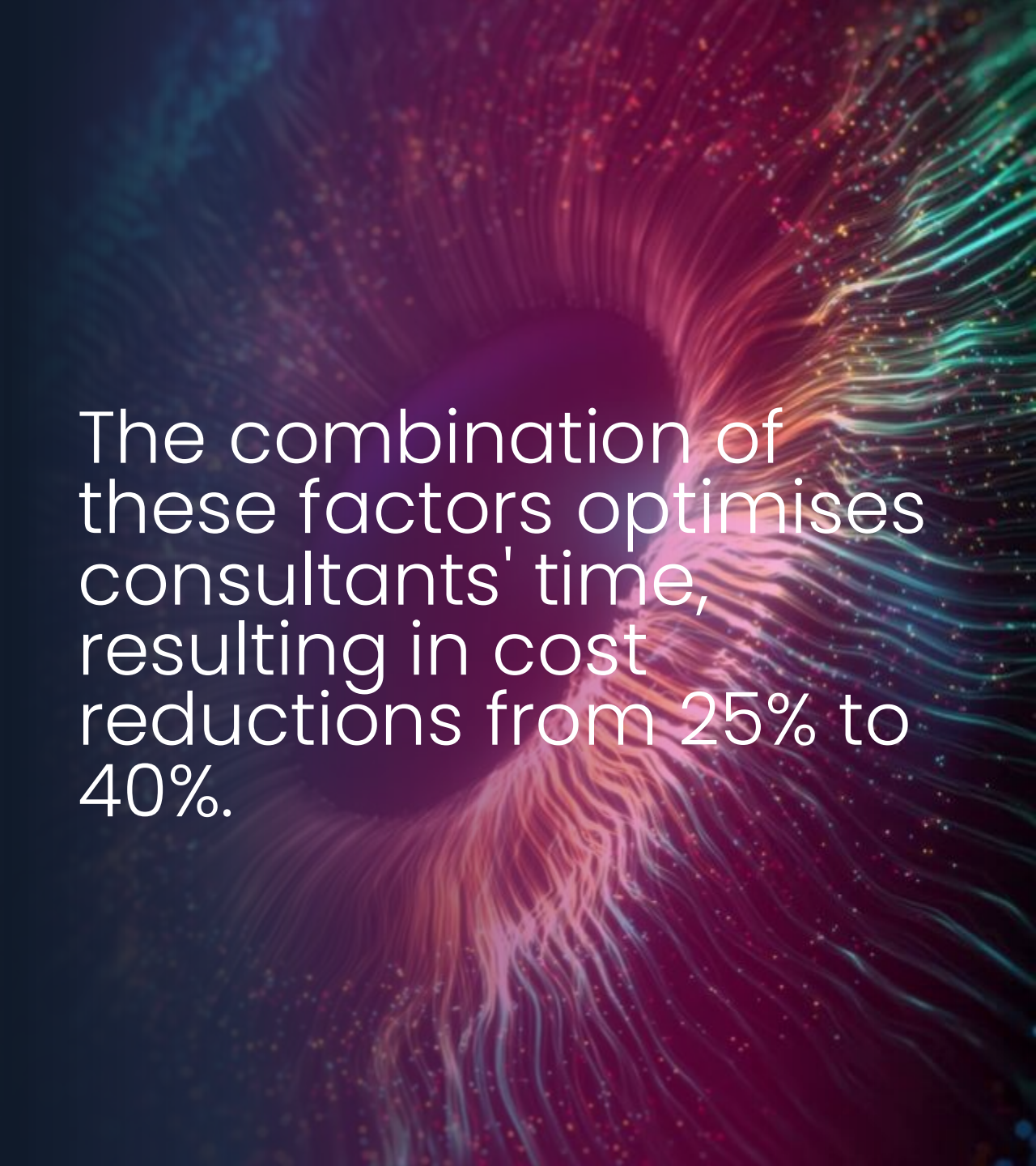
- We have an Industrialised team and processes that serve several customers providing a scalable service
- We offer a **flexible billing** model (in increments as short as 30 minutes) for corrective maintenance.
- We can provide **fixed-price** or T&M contracts to suit your commercial preference.
- For **evolutive maintenance** (e.g. upgrades or legal requirements, etc.), we use pre-determined estimates or agreed pricing.
- We can apply learnings from other customers' **innovative solutions** into your service offering

"Maintenance cost is much more than just the hourly rate"

Our dedicated consultants work 8 hours a day aligned to your business hours

Our SAM consultants:

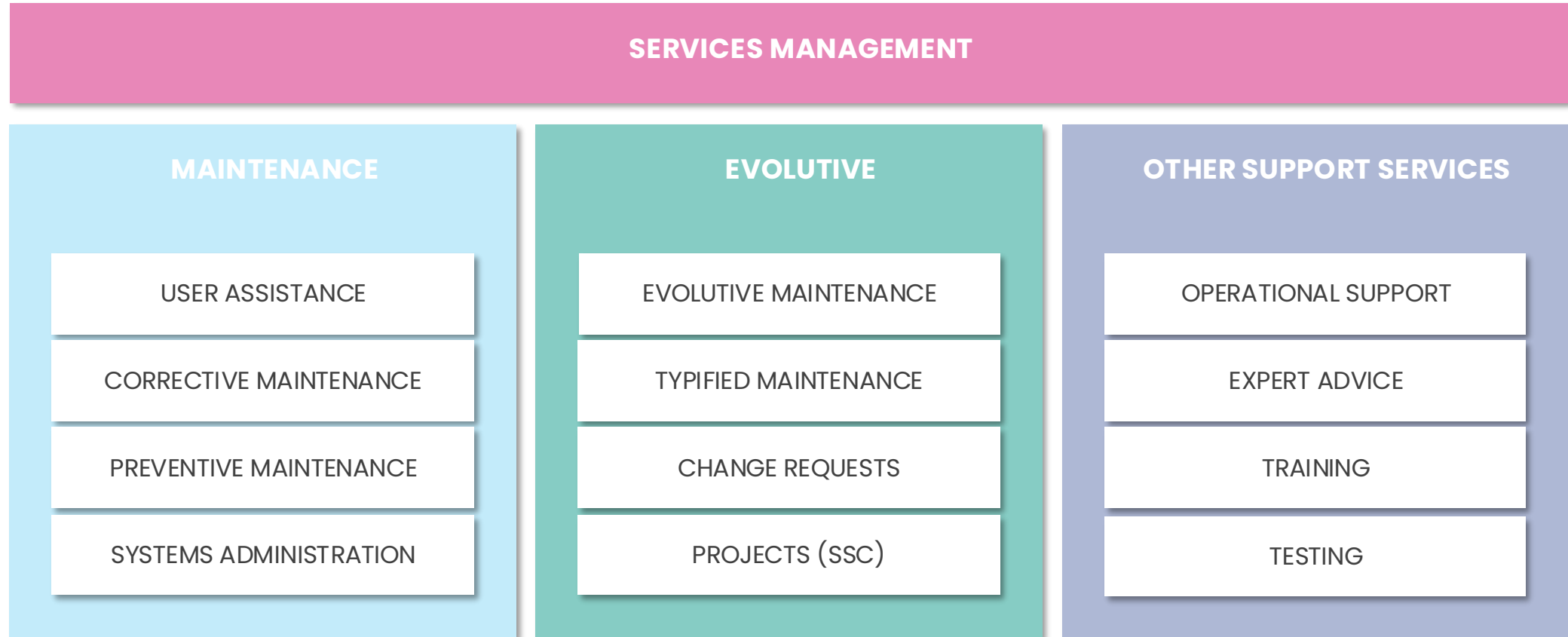
- *Register the time consumed in resolving corrective tickets*
- *Sets a mutual agreed time and effort estimation for the resolution/ implementation of evolutive requests*



The combination of these factors optimises consultants' time, resulting in cost reductions from 25% to 40%.

Initum SAP Application Management

Services scope



Our service catalogue is designed to provide flexibility, adapting quickly to our clients' constantly changing requirements and objectives. Each client has a dedicated service catalogue that develops and expands over time.

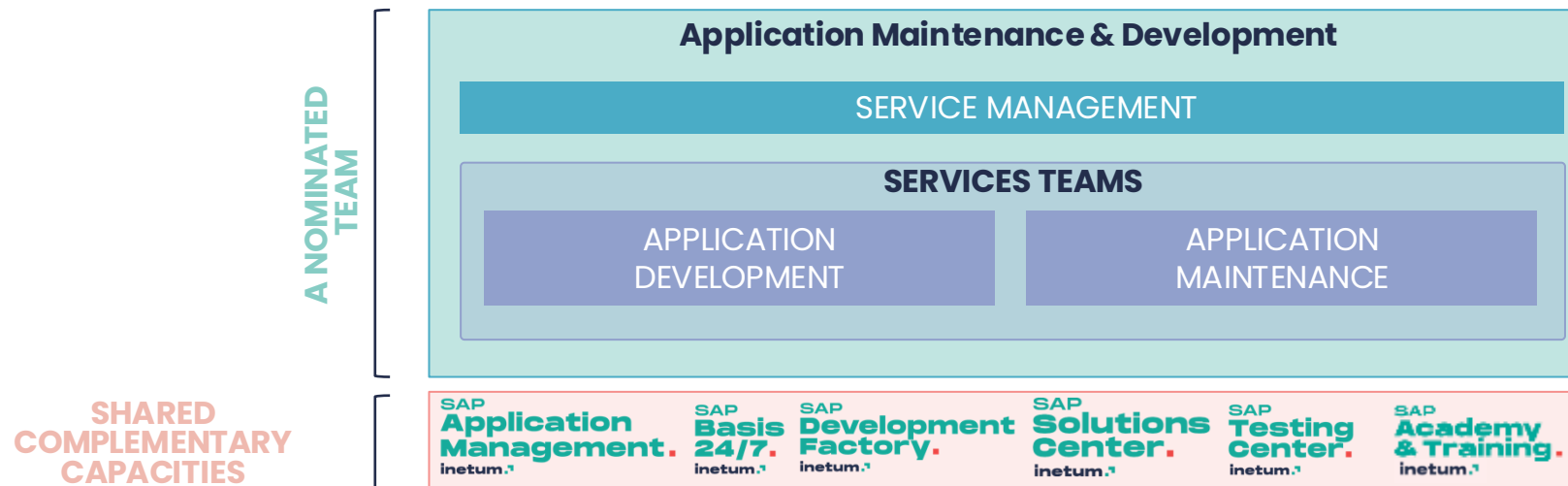
Service Model Approach

Our Service Model approach is based on gathering the available information required for the service and our understanding of the objectives and requirements to be met.

Inetum generally proposes a SAP Application Management Services model that consists of a named team, complemented by a shared structure of Inetum service lines, including the Application Management Team (SAM), the Software Development Factory (SDF) and teams specialising in the implementation of specific functionality or the deployment of specialised services that the customer has.

The solution **aims to meet** the **scalability** and **flexibility** needs of an efficient service model, particularly in terms of managing the capacity (for example, responding effectively to workload peaks, projects and/or evolutionary maintenance requirements, amongst others).

We believe that the combination of the different elements that make up the proposed service model will make it possible to adjust and optimise installed capacity according to maintenance and development requirements.



Service levels

Each service request will be classified according to the following priority codes and associated service levels

SERVICE TYPOLOGY	CLASSIFICATION REQUEST	PRIORITY LEVELS
Corrective maintenance	- Incident - Serious incident	- Critical - High - Medium - Low
Evolutive maintenance	Change request (improvements / new functionalities)	- Medium - Low - Very low
Preventive maintenance	Prevention	- Low - Very low

According to the ITIL methodology, it is important to determine the impact and urgency of each incident, in order to define their priority, i.e. the order of resolution. Impact measures the influence of service degradation on customer activity, while urgency determines the speed of response to the impact of service degradation.

IMPACT	INFLUENCE ON SERVICE DEGRADATION DURING CUSTOMER ACTIVITY
Critical (Operation stopped)	▪ Total unavailability of a critical system/platform or services; ▪ Total loss of access (for all users or a group of critical users) to a system/platform or critical services.
High (Business interruption or major degradation)	▪ Partial unavailability of a system/platform or critical services; ▪ Partial loss of access (of all users or a group of critical users) to a system/platform or critical services; ▪ Severe degradation of a critical system/platform or services.
Medium (Operation interrupted or not relevant)	▪ Total or partial unavailability of a system/platform or non-critical services; ▪ Loss of access (all users or group of users) to a system/platform or non-critical service; ▪ Degradation of a critical system/platform or services.
Low (Operation with non-relevant interruptions or degradation)	▪ Residual or imperceptible influence.

	SPEED OF INTERVENTION REGARDING THE IMPACT OF SERVICE DEGRADATION
Critical	▪ Very strong technological limitations (infrastructure or application upgrade) and/or very short customer operational deadlines and no workaround available.
High	▪ Customer operational deadlines and no workaround available.
Medium	▪ The customer's operational deadlines and the available workaround cannot completely resolve the reported incident.
Low	▪ Workaround can be applied

Service Level Agreements (SLAs)

Each request will be classified according to a message resolution priority matrix (urgency vs. impact) associated with the tasks making up the service or the service as a whole.

URGENCY IMPACT	Critical	High	Medium	Low
Critical	1 : Critical	2 : High	2 : High	3 : Medium
High	2 : High	2 : High	3 : Medium	3 : Medium
Medium	2 : High	3 : Medium	3 : Medium	4 : Low
Low	3 : Medium	3 : Medium	4 : Low	5 : Very Low

The calculation of service levels (SLA) is linked to priority levels determined by impact and urgency.

PRIORITY LEVEL	RESPONSE TIME	RESOLUTION TIME
1 : Critical	2 hours	8 hours*
2 : High	4 hours	12 hours
3 : Medium	12 hours	36 hours
4 : Low	36 hours	Not subject to SLA
5 : Very Low	Not subject to SLA	Not subject to SLA

() If the incident reported is related to total and irrecoverable data corruption, the maximum resolution will be the first intervention period plus the time waiting for the backup to be restored.*

03

About the Inetum & SAP Partnership



Our credentials

inetum.™

19
countries

28,000
consultants

7
FabLabs

**GLOBAL
PRESENCE**

**STRONG
TECH PARTNER
ECOSYSTEM**

**STRONG
CLIENT
BASE**

**DNA
IN DATA + AI**
(co-creation)

**RECOGNISED BY
SAP, GARTNER,
ISG...**
& more

COBORG™
*The Cognitive Brain of
Your Organisation*
Inetum's Proprietary,
Integrated AI Framework

Our GenAI Portfolio

An end-to-end offer portfolio based on a proven methodology supported by a full-stack partnership model and our "in-house" GenAI Factory

inetum.™

GenAI-assisted redesign of specific workflows and processes:

- Convert legacy IT code
- Ease complex document and knowledge management
- Imagine new offerings and services for citizens
- Reinvent customer and employee 360 experience with conversational agents
- Embark and empower employees with GenAI copilots
- Capture P&L impact from GenAI

Methodology

to capture the value of GenAI at scale:

Advisory & Readiness

Qualification & Decision support

Experiment

Scale up & transformation

Assets to accelerate in the right way:

Do you speak GenAI?
inetum.™

GenAI Hub
inetum.™

Solid alliances



Microsoft

Google

IBM

SAP



servicenow

04

Customer Success Stories



Adopt2win | We've delivered real impact for our SAP customers on public cloud transformation

inetum.



67%

Reduction in time spent on administrative tasks

REFRACTORY MATERIALS



80%

Automation achieved of former manual activities

CONSTRUCTION AND WASTE MANAGEMENT



30%

Reduction in manual billing errors

INDUSTRIAL LAUNDRY SERVICES



20%

Efficiency increase across manual activities

QUANTUM COMPUTING SOFTWARE



50%

Reduction in project delivery times

PORT OPERATIONS AND LOGISTICS



20%

Improvement in accuracy of stock information

HOTEL & HOSPITALITY

Some of our top SAP customers, across different verticals and countries:



Rise2S4 | We have delivered real impact for our SAP customers' private cloud transformations

inetum.



85%

Homogenisation of business processes across different lines of business

FACILITIES
MANAGEMENT &
SOCIAL SERVICES



70%

Project efficiency increase due to refinement of scope

DIGITAL
ENTERTAINMENT
& GAMING



68%

Reduction of manual tasks in the project

INSURANCE



50%

Custom code adjustments done automatically

DIGITAL
ENTERTAINMENT
& GAMING



50%

Reduction in project rework, thanks to the right testing strategy

PUBLIC
TRANSPORTATION



30%

Increase in decision making speed, with embedded analytics

FACILITIES
MANAGEMENT &
SOCIAL SERVICES

Some of our top SAP customers, across different verticals and countries:



inetum.



inetum.com