



SAP Managed Service Support



Absoft Don't Just Support SAP. We Move The Needle.

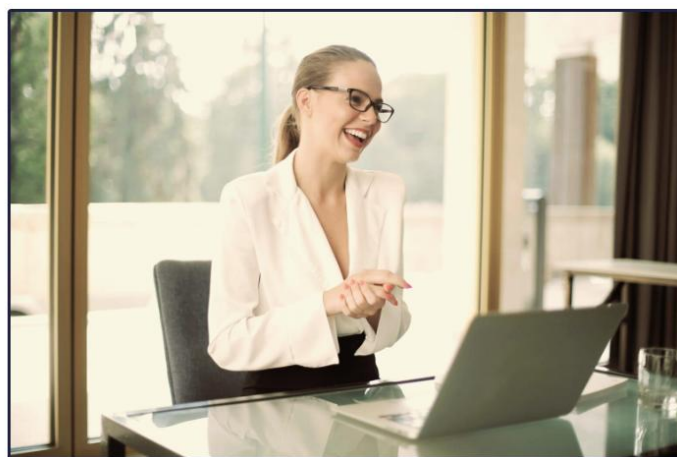
Our SAP support services are designed to go far beyond issue resolution. We focus on **moving the needle**: optimising performance, business enablement, increasing system uptime, and uncovering cost-saving opportunities that directly impact your bottom line.

Whether you're running SAP S/4HANA, SuccessFactors, or ECC, we align our SAP support to your strategic business goals.

We aim to help you achieve fewer support tickets, faster resolutions, and better outcomes, without adding unnecessary complexity or cost.

Why do you need an SAP Application Managed Service?

Managing and evolving your SAP environment requires more than just routine maintenance – it demands ongoing expertise, flexibility, and strategic alignment with your business goals. Our SAP AMS provides precisely that. Our service offers scalable, tailored support: whether you need functional assistance, technical insight, or help navigating SAP licensing. With our Application Managed Service, you ensure your SAP systems remain stable, optimised, and ready to support your business as it grows. You choose the level of support you need, targeted help or full-suite coverage, so you get maximum value without unnecessary overhead.



AI & Automation in Support



In today's digital economy, speed, stability, and intelligence are essential. That's why we've reimagined SAP Application Managed Service by infusing them with cutting-edge artificial intelligence. From automated self-healing, proactive issue detection to real-time insights and recommendations, our AI-powered support is built to optimise your SAP landscape and help your business stay ahead.

Automated Self Healing

Our Service Desk uses the knowledge base to recommend (and execute) solutions automatically, cutting down resolution times and freeing up your team for strategic work.

Proactive Issue Detection

We continuously monitor and analyse the system to detect potential issues before they become incidents. No more firefighting. Just smooth, uninterrupted operations.

Real-Time Insights & Recommendations

We use AI-powered analytics to surface trends, predict system behaviour, and provide actionable recommendations that drive better decisions faster.

Over the past 24 months, our SAP Application Managed Service has helped deliver measurable outcomes to our top 30 customers



20%

reduction in support cases raised, year on year.



25%

reduction in hours consumed, year on year.



31%

decrease in resolution times.



99.99%

enhanced uptime and system performance.



Zero

critical security incidents in SAP in the last 12 months.

Functional Support

- Module-specific process support
- Self-healing
- Config changes
- Break-fix support
- Business Enhancements
- Automated Testing
- End-user training

Technical Managed Service

- 24 x 7 Incident Management
- Basis Administration
- Automated monitoring
- Patching & Maintenance
- Integration support
- Automated System Refresh
- Security & User Management

Toolsets & Technology

Our technology foundation helps reduce manual effort, improve responsiveness, and keep your SAP landscape running at peak performance.



Automated SAP operations, with intelligent business process monitoring and AIOps.



Integrated case management, enabling real-time insights and service alignment.



Connected directly with your support portals to enable fast issue resolution and end-to-end visibility of your support status.

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