



Service Definition: SAP Managed Services (AMS)

1. Introduction & SME Value Proposition

Our SAP Managed Services are designed for public sector organizations requiring high-integrity, expert-led support for critical ERP landscapes. Unlike large-scale integrators, our SME model ensures:

- **Direct Expert Access:** No junior call-loggers; you work directly with Senior SAP Consultants.
- **Agility:** Rapid response and flexible engagement models without bureaucratic delays.
- **Cost Efficiency:** Competitive day rates enabled by lean operational overheads.

2. Service Overview

We provide comprehensive functional and technical support for SAP S/4HANA, SAP ECC 6.0, and SAP Business Technology Platform (BTP). Our services cover:

- **Basis & Infrastructure:** Monitoring, patching, kernel upgrades, and HANA DB tuning.
- **Functional Support:** Expertise across FICO, MM, SD, HR/Payroll, and Procurement.
- **Security & Compliance:** Regular vulnerability scanning, GRC support, and role maintenance.

3. Onboarding & Offboarding (Compliance Mandatory)

3.1 Onboarding (Transition-In)

Our 4-week onboarding process ensures a seamless transfer of responsibility:

1. **Discovery:** Audit of current SAP landscape, custom code, and existing documentation.
2. **Connectivity:** Setup of secure VPN/RDP access and Jira Service Management portal.



3. **Knowledge Transfer:** Deep-dive sessions with incumbent teams to capture "tribal knowledge."
4. **Service Stabilisation:** Parallel running period to validate incident workflows and SLAs.

3.2 Offboarding (Transition-Out)

We ensure zero vendor lock-in. Upon contract termination:

- **Data Extraction:** All support logs and documentation provided in .csv or .pdf formats.
- **Knowledge Handover:** Structured workshops for the successor provider or internal team.
- **Data Purge:** Secure deletion of all buyer-specific data from our systems within 30 days.

4. Service Levels & Performance

We operate an ITIL-aligned service desk with transparent performance metrics.

Priority	Description	Response Time
P1 - Critical	System Down / Major Business Block	1 Hour (24/7 Optional)
P2 - High	Serious degradation of core functions	4 Business Hours
P3 - Medium	Non-critical functional issue	1 Business Day
P4 - Low	General query or minor enhancement	2 Business Days

5. Technical Requirements & Constraints

- **Access:** The buyer must provide remote access via a secure, government-approved method.
- **Licensing:** The buyer maintains responsibility for all SAP software and hyperscaler (Azure/AWS/GCP) licensing.
- **Scope:** Support covers existing standard and custom functionality. Major new developments (over 5 days) are managed via a separate Statement of Work (SOW).



6. Security & Staff Vetting

We operate a "Hybrid Specialist" model to balance high-level security with cost-competitiveness:

- **UK Core Team:** All UK-based consultants are BPSS cleared as a standard. We maintain a pool of SC cleared resources for sensitive public sector engagements.
- **Offshore Technical Center:** To provide competitive pricing, we utilize offshore technical specialists for non-sensitive SAP support. These resources do not hold UK SC clearance and are restricted to technical environments that do not contain 'OFFICIAL-SENSITIVE' data.

Security Governance

- We are currently in the process of aligning our internal controls with the Cyber Essentials framework. In the interim, we operate under a robust internal security policy that includes:
 - **Multi-Factor Authentication:** Mandatory for all system access.
 - **Secure Access:** All remote support is conducted via encrypted VPNs or buyer-approved "Jump Boxes."
 - **Privileged Access Management :** Strict controls over "Super User" rights, with all offshore activity monitored and logged.
- **Data Residency:** We default to UK data residency for all support logs and documentation. No buyer data is stored offshore without explicit written consent.

7. Social Value

As an SME, we contribute to the Social Value Act by:

- Investing in UK-based SAP talent and apprenticeships.
- Maintaining a carbon-neutral support operation through remote-first delivery.
- Supporting diverse supply chains by partnering with other UK tech SMEs.