

AG Consultancy & Apps Ltd.

G-Cloud 15 Service Definition – Lot 3: Cloud Support

January 2026



agcapps.com





ABOUT AG CONSULTANCY & APPS LTD

AG recognised for Quality & Innovation within the SAP ecosystem

- An excellent reputation with repeat clients & high organic growth

SAP Gold Partners

- Winner of SAP Customer Success Awards, 2024
- HQ In: Slough (UK), Office In: Aberdeen (UK), Utrecht (NL) & India (offshore x2) with operational presence in the US and Middle East

SAP Multi-Specialists

- Focus on GROW & RISE with deep ECC/S4 expertise from SI's & Industry
- Leading SAP Signavio & BTP Build Process Automation specialists
- Leading SAP EAM specialists



Our Story shows Ambition, Success & Maturity



ISO STANDARDS AND COMPLIANCE

AG operates in accordance with its **MS01 Integrated Management System Manual**, applying both high-quality and robust working practices across all operations.

AG is fully **ISO 9001, ISO 14001, and ISO 45001 certified** by **BSI**, demonstrating our commitment to quality, environmental responsibility, and occupational health and safety.

Our Integrated Management System has been developed in alignment with the following international standards:

- ✓ **ISO 9001:2015** – Quality Management Systems
- ✓ **ISO 14001:2015** – Environmental Management Systems
- ✓ **ISO 45001:2018** – Occupational Health and Safety Management Systems
- ✓ **ISO/IEC 27001:2017** – Information Security Management Systems



In addition, AG adopts a range of other recognised standards to underpin key operational processes, including:

- ✓ **IS: SOC2 Type II certified**
- ✓ **Cyber Essential & Cyber Essential Plus certified**
- ✓ **BS 7858** – Security Screening of Individuals (Code of Practice)
- ✓ **ISO/IEC 27002:2017** – Security Techniques (Code of Practice for Information Security Controls)



ENTERPRISE ASSET MANAGEMENT (EAM)

SAP Plant Maintenance and EAM Services

Focus: SAP EAM | SAP SCM Suite | EAM Assessments | AG Products (Smart Ex, Skins, Reporting Suite) | Maintenance Excellence | Data Standards & Remediation

AG delivers a comprehensive suite of SAP PM and EAM services designed to optimise asset performance, strengthen maintenance processes, and enhance data quality.

Our approach combines deep technical expertise with proven industry practices, supported by our own accelerators and SAP-certified solutions.

Key Services Include:

✓ **Cloud Solutions:**

Implementation and support of the **SAP SCM Suite**, including **SAP Service and Asset Manager (SSAM)**, **Asset Performance Management (APM)**, **Field Service Management (FSM)**, **Business Network Asset Collaboration (BNAC)**, and **Resource Scheduling (RHS)** to drive connected, efficient asset operations.

✓ **EAM Assessments and Health Checks:**

Detailed analysis of client SAP PM/EAM environments, covering system configuration, processes, and data quality, resulting in a *Health Check Report*, improvement plan, and roadmap for optimisation.

✓ **AG Products:**

Deployment of AG's proprietary solutions -> **Smart Ex, Skins**, and the **Reporting Suite**, alongside specialist SAP products such as **Smart Inspections** and **EAM KPIs/Dashboards**, providing enhanced usability, analytics, and operational insight.

✓ **Maintenance Excellence:**

Alignment of SAP solutions, configuration, and data structures with global standards such as **ISO 14224** and **ISO 55001**.

✓ **Data Standards and Remediation:**

Establishing and enforcing master and transactional data standards, cleansing existing data, and embedding governance frameworks.

✓ **SAP Coaching and Enablement:**

Supporting sustainable solution adoption through focused coaching, **Train-the-Trainer (TTT)** programmes, and end-user training tailored to client operations.



DIGITAL CORE

Comprehensive SAP Services for Sustainable Business Transformation

We provide a full spectrum of SAP services designed to help organisations, such as Fertiglobe modernise their systems, enhance process efficiency, and maintain operational stability.

Our expertise spans implementation, migration, optimisation, and ongoing support across key SAP solutions and business functions.

Our core focus areas include:

- ✓ **SAP S/4HANA RISE & GROW:**

Delivering structured transformation programmes through RISE and GROW with SAP, enabling rapid and secure transition to S/4HANA Cloud with industry-aligned best practices.

- ✓ **S/4 Move:**

Supporting clients in their migration from ECC to S/4HANA through comprehensive assessments, planning, and execution using proven SAP methodologies.

- ✓ **SAP AMS (Application Management Services):**

Providing ongoing application management, issue resolution, and continuous improvement to ensure system reliability and performance.

- ✓ **SAP Upgrades:**

Executing technical and functional upgrades to maintain compliance, security, and alignment with SAP's latest innovations.

- ✓ **SAP Changes and Enhancements:**

Implementing configuration and functional updates such as new company codes, plants, or business entities, ensuring smooth transitions with minimal impact to operations.

- ✓ **Security, Authorisations, and GRC:**

Strengthening system integrity and compliance through effective security design, authorisation management, and GRC framework implementation.

- ✓ **SAP Ariba:**

Enabling efficient procurement operations through SAP Ariba deployment, integration, and process optimisation.

- ✓ **Mergers and Acquisitions (M&A):**

Managing carve-outs, integrations, and post-merger harmonisation across SAP landscapes to support business continuity and data consistency.



INTELLIGENT TECHNOLOGIES

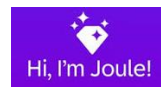
Automations and Artificial Intelligence (AI)

AG is driving innovation across **SAP Process Discovery**, **Process Automation**, and **Artificial Intelligence (AI)** helping Fertigllobe modernise their operations, and realise measurable efficiency and cost improvements. Our focus is on combining automation, analytics, and intelligence within SAP environments to deliver tangible outcomes.

Key Services Include:

- ✓ **SAP Automation via Robotic Process Automation (RPA):**
Implementation of intelligent automation using **SAP Build Process Automation** on **SAP Business Technology Platform (BTP)** and **UiPath RPA**. As one of the UK's leading SAP Automation specialists, AG helps clients automate routine SAP transactions, approvals, and data management tasks to increase productivity and reduce manual effort.
- ✓ **AI-Driven SAP Automation:**
Integrating **AI capabilities** such as **SAP Joule**, **SAP AI Core**, and **AI Launchpad** to bring contextual intelligence into SAP processes, enabling predictive maintenance, intelligent document processing, demand forecasting, and anomaly detection. These solutions support data-driven decision-making and improve process reliability across the enterprise.

- ✓ **AG Out-of-the-Box SAP Automations:**
A library of pre-built, proven SAP automations developed from real client projects and refined for rapid deployment. These cover key business areas such as *finance, procurement, and supply chain*, delivering accelerated time-to-value and standardised best practices.
- ✓ **SAP Process Discovery via Process Mining:**
Using **SAP Signavio Process Insights** and **Process Intelligence** to analyse end-to-end processes, identify inefficiencies, and uncover quick wins with high impact and rapid ROI.
- ✓ **SAP Signavio Process Modelling:**
Supporting clients in designing and optimising processes through **data-driven process modelling**, ensuring alignment between system design and strategic business objectives.
- ✓ **AI-Enhanced Continuous Improvement:**
Applying advanced analytics and machine learning to monitor performance, detect deviations, and proactively recommend improvements to establish a culture of continuous optimisation within the SAP landscape.



DELIVERY EXPERIENCE

Optimised Delivery Model

Our delivery approach is tailored to match the client's specific needs, ensuring an **efficient and scalable resource** pool to maximum value throughout the engagement. AG can rapidly scale resources to meet evolving project demands, providing the right expertise at the right time to ensure consistent delivery quality.

Extensive SAP Expertise & Deep Industry Knowledge

AG brings broad experience across a wide range of SAP services, supported by an exceptional team well-versed in SAP best practices and real-world pragmatism. Our team combines end-user insights and consulting expertise, with deep experience, enabling practical, impactful, and industry-relevant solutions.

Functional Coverage

We provide comprehensive coverage across all SAP functional areas, with specialist knowledge in Finance, Procurement & Logistics, PM, Project Systems, HR, and Analytics.

Flexible Engagement Models

Our engagement frameworks are highly adaptable, allowing us to tailor our approach to your project requirements and organisational preferences.

Adaptive Billing Approaches

We offer flexible billing options (fixed cost, time & materials, hybrid model) designed to suit varying project scopes and financial models.

SAP Support Services

Landscape Optimization

Delivery New Capabilities

Change Management &
Training

Project & Programme
Delivery

Project Assurance / QA

Data Transformation &
Migration

Business Process Mining
& Modeling

Management Consulting

AMS PROVEN METHODOLOGY

AG's **Application Management Services (AMS)** provide clients with reliable, end-to-end support for their SAP environments, ensuring system stability, performance, and continuous improvement.

Our AMS offering covers proactive monitoring, incident and problem management, enhancements, and technical optimisation across both on-premise and cloud SAP landscapes.

We provide a structured approach for service management aligned to **ITIL framework**. These practices ensure consistent service delivery, improved customer satisfaction, and operational efficiency.

ITIL Key Processes

- ✓ **Incident Management** – restoring normal service promptly to minimise business impact
- ✓ **Service Request Management** – handling user requests efficiently
- ✓ **Change Management** – managing change in a controlled way to mitigate risk
- ✓ **Problem Management** – identify root causes of incidents to prevent recurrence and improve service quality

Key Benefits

Improved Service Delivery

- Our standardized processes lead to consistent and reliable services.
- Clear service definitions and SLAs help manage expectations.

Enhanced Customer Satisfaction

- Focus on aligning services with business needs.
- Faster response and resolution times improving user experience.

Increased Efficiency and Productivity

- Streamlined workflows reduce duplication and waste.
- Automation and best practices improve operational performance.

Better Risk Management

- Structured change and incident management reducing service disruptions.
- Proactive problem management helping to prevent recurring issues.

Cost Optimisation

- Improved resource utilization and process efficiency lower operational costs.
- Avoidance of unnecessary work and rework saves time and money.

Stronger Governance and Compliance

- Clear documentation and accountability support audits and regulatory compliance.
- Alignment with ISO

Continuous Improvement

- Built-in feedback loops and performance metrics driving ongoing enhancements.

G-Cloud 15 Service Definition – Lot 3: Cloud Support

F-000-000-000– Cloud Support Services

SERVICE DEFINITION

F-201-000-000 | Managed Cloud

AG Consultancy provides managed cloud services for SAP systems deployed in public, private, and hybrid cloud environments. Services cover SAP ECC and SAP S/4HANA systems, including Finance, Logistics, Asset Management, Supply Chain, and Customer-related processes. Managed services include system administration, monitoring, incident handling, patching, upgrades, transport management, and lifecycle management. AG supports integrated SAP solutions including SAP Ariba, SAP Concur, SAP Field Logistics, and SAP Customer Experience platforms. Services are delivered in line with agreed service levels and operational governance models.



F-202-000-000

Cloud Financial Management Services

AG Consultancy provides cloud financial management services related to SAP-hosted systems. Services include tracking and reporting of SAP system usage, infrastructure consumption, and operational costs across SAP S/4HANA, SAP Ariba, and SAP Concur landscapes. AG supports budgeting, forecasting, and cost allocation activities for SAP environments operating in cloud and hybrid deployments. Financial management services align with organisational governance and reporting requirements. These services support transparency and control of cloud expenditure.



F-000-000-000– Cloud Support Services

SERVICE DEFINITION

F-203-000-000 | Cloud Migration Planning

AG Consultancy provides planning services for the migration of SAP on-prem systems to cloud and hybrid environments. This includes SAP ECC to SAP S/4HANA conversions, system upgrades, and brownfield migrations. Services include landscape assessment, dependency analysis, data and integration review, and migration roadmap definition. AG supports both technical and functional planning activities. Migration planning is aligned with organisational, regulatory, and operational requirements.



F-204-000-000 | Set Up and Migration

AG Consultancy delivers end-to-end SAP system set-up and migration services across cloud and hybrid environments. **We execute S/4HANA conversions, greenfield and brownfield implementations,** and implementations for SAP Ariba, Concur, SCM, SuccessFactors, Field Logistics, and CX solutions. Our services include system provisioning, configuration, data migration, and integration validation. We ensure minimal downtime, data integrity, and operational continuity throughout the migration process. Post-migration validation, hypercare and optimisation ensure systems are stable, compliant, and fully operational.



F-000-000-000– Cloud Support Services

SERVICE DEFINITION

F-205-000-000 | Security Services

AG Consultancy provides comprehensive SAP security services, including Role-Based Access (RBA) design and management, Single Sign-On (SSO) configuration, segregation of duties (SoD) analysis, user provisioning, and access reviews. AG delivers security configuration, vulnerability assessment, audit logging, compliance checks, and ongoing monitoring across SAP landscapes. Services also include security testing, remediation of identified risks, quality gates for access and configuration changes, and policy enforcement. All security activities are performed throughout the system lifecycle to ensure controlled, auditable, and compliant environments.



F-206-000-000

Quality Assurance and Performance Testing

AG Consultancy provides comprehensive testing and quality assurance services for SAP programmes and operational environments. Services include system integration testing (SIT), user acceptance testing (UAT), regression testing, performance and load testing, and end-to-end process testing. AG supports functional testing, non-functional testing, interface and integration testing, data validation, and cutover testing. Testing services include test strategy definition, test planning, test case design, test execution, defect management, test reporting, and quality gate management with defined entry and exit criteria. These services are delivered during implementations, upgrades, enhancements, and migrations, supporting controlled releases into production environments.



F-000-000-000– Cloud Support Services

SERVICE DEFINITION

F-207-000-000 | Training

AG Consultancy provides SAP training services covering the full application lifecycle and user base. Training is delivered using role-based approaches and can be provided onsite, remotely, or through hybrid delivery models. AG supports both end-user training and train-the-trainer approaches, depending on organisational requirements. Training services include structured sessions, system walkthroughs, and supporting documentation for end users, administrators, and support teams.



F-208-000-000 | Ongoing Support

AG Consultancy provides Application Management Services (AMS) for SAP enterprise systems across the full SAP portfolio. Services cover SAP S/4HANA and ECC, including SAP Ariba, Concur, Field Logistics, SuccessFactors, and Customer Experience solutions. AMS services include incident management, problem management, change requests, system enhancements, patching, upgrades, and release management. Support is delivered across functional and technical SAP components and is aligned to agreed service levels, support hours, and governance models. These services support the ongoing operation, maintenance, and evolution of SAP systems in live environments.



AG Value Proposition



Extensive experience

Delivering SAP Support & projects for other Energy Sector clients, where we can share lessons learned.



Highly Skilled

Our SAP practitioners who are experts in their field and will ensure successful delivery of services.



Industry experts

We understand your business processes, challenges, and pain points, and will propose improvements wherever possible.



Proven approach

With a structured methodology at its core, ensuring that all activities are planned, managed and delivered systematically.

DELIVERY CAPABILITIES

AG provides comprehensive global delivery and support services through a well-established international presence. Our headquarters are located in the **United Kingdom**, supported by regional offices in the **Netherlands** and **India**, enabling us to deliver seamless coverage across time zones and client locations.

A **100% subsidiary is now established in the United Arab Emirates (UAE)** to further strengthen our regional footprint and provide **dedicated onsite and offshore support** to meet the specific operational and engagement needs of **Fertiglobe** and other clients in the Middle East.

Our global delivery model combines **local expertise** with **scalable offshore capacity**, ensuring flexibility, responsiveness, and cost efficiency.

This structure allows us to offer 24x7 support, rapid issue resolution, and access to specialised SAP consultants across functional and technical domains.



SAP PARTNER CENTRE OF EXPERTISE



At AG Consultancy & Apps Ltd (AG), we are proud to have achieved **SAP Partner Centre of Expertise (PCOE)** authorisation - a recognition that directly benefits our clients by assuring the quality, reliability, and compliance of the SAP support services we deliver.

The PCOE audit, conducted under the **SAP PartnerEdge Programme**, is designed to ensure that partners meet SAP's highest global standards in three key areas: *people, processes, and infrastructure*.

By achieving this authorisation, AG has demonstrated that our support model, systems, and expertise meet SAP's stringent requirements, giving our clients full confidence that their SAP environments are in capable hands.

What This Means for Our Clients:

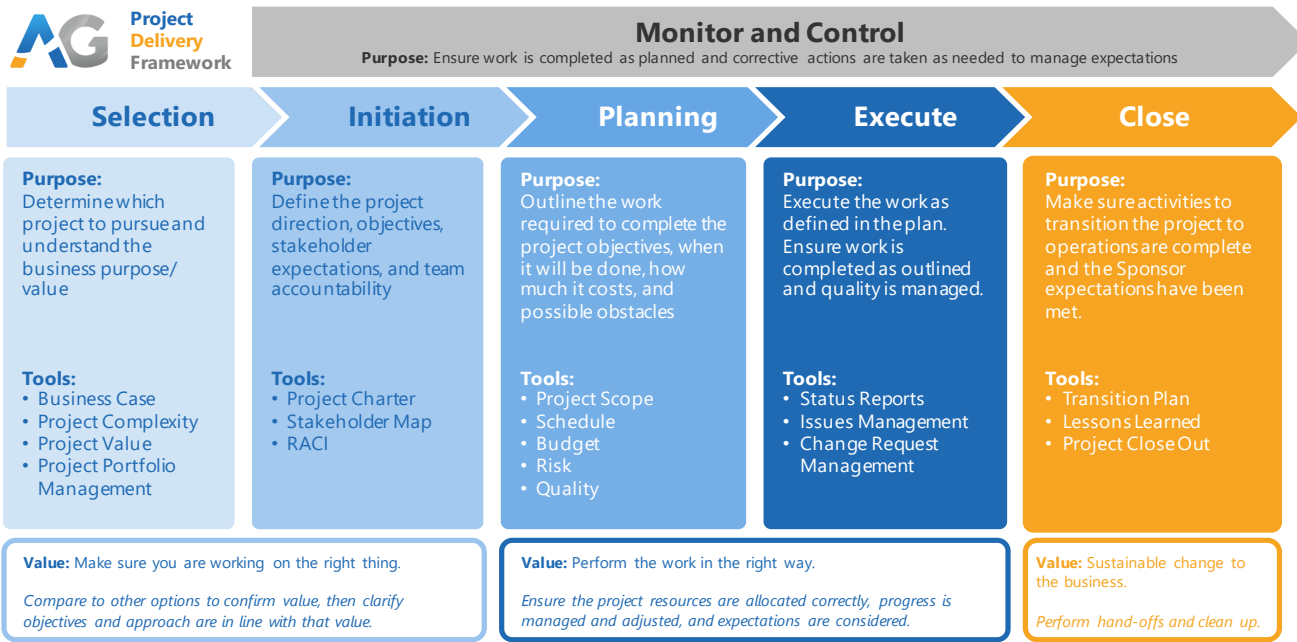
- ✓ **Certified Expertise:** Our SAP-certified professionals possess the skills, experience, and technical knowledge required to manage and support SAP landscapes effectively. Clients can trust that every issue is handled by qualified experts who understand both the technology and the business context.
- ✓ **Structured Support Processes:** Our well-defined and documented support processes, including onboarding, readiness, and issue management, ensure a consistent, transparent, and responsive experience for every client.
- ✓ **Reliable Infrastructure:** AG operates a fully functional support infrastructure aligned with SAP's best practices, ensuring stable operations, secure communication channels, and efficient service delivery.

The **PCOE authorisation** is more than just a compliance milestone. It is a testament to AG's commitment to continuous improvement, operational excellence, and customer success. It ensures that every support interaction adheres to SAP's global standards, translating into greater system stability, reduced risk, and higher performance for our clients.



PROJECT DELIVERY FRAMEWORK

For SAP projects that AG undertakes we typically adopt our Project Delivery Framework which aligns with and incorporates PMI and PRINCE2 principles.



This framework provides a structured approach for the selection, initiation, planning and successful execution of projects, ensuring that value is delivered at each step of the journey, as shown in the diagram.

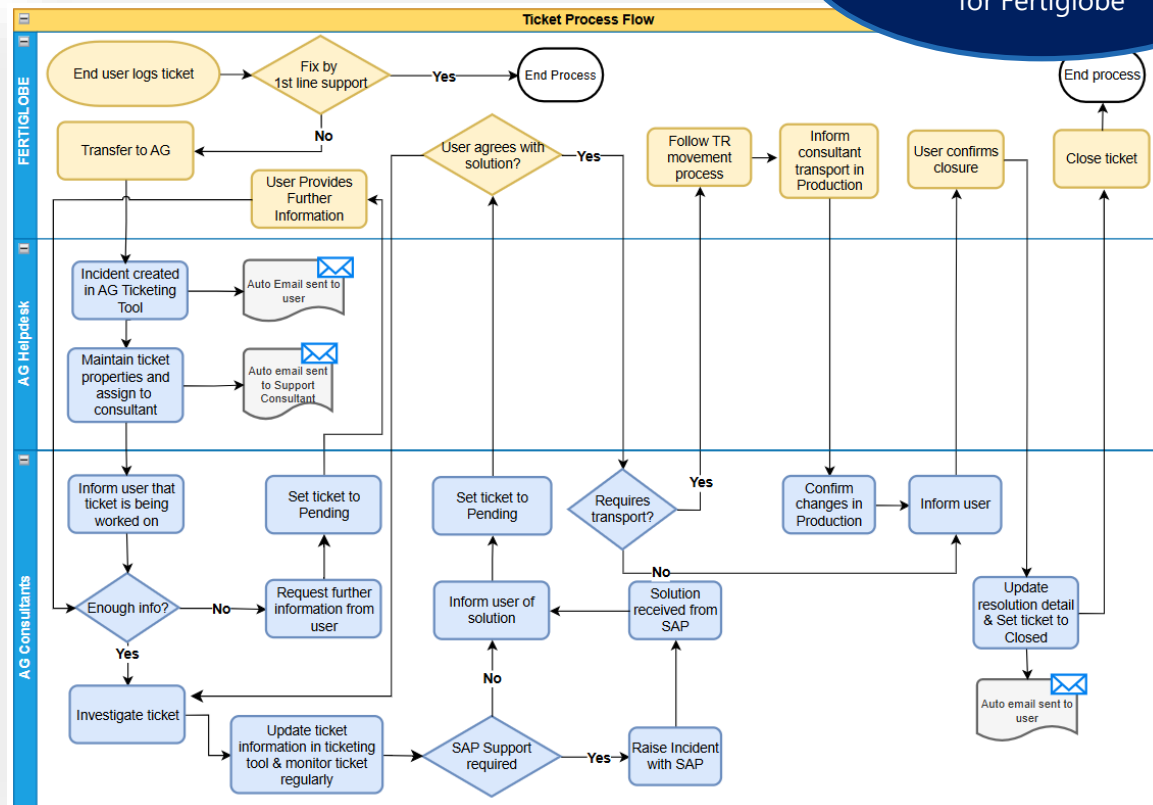
This framework also ensures that appropriate monitoring and controls are in place during project delivery, enabling the right interventions at the right time, in order to preserve quality standards.

Our project managers hold certification in project methodologies including PMI, PRINCE 2 and SAP Activate.

Support Ticket Management – Incidents/Service Requests

Key Activity: Tailored
process definition
during Transition Phase
for Fertiglabe

AG offer exceptional support services with well-established processes that are flexible enough to be adopted and tailored to each of our clients' needs.



SUPPORT HOURS / SERVICE LEVEL AGREEMENTS

- Support hours: **09:00 to 17:00 hrs; Monday – Friday;**
- 24x7 coverage for P1 & P2, which can be further customised to meet business-critical requirements during peak operational periods.
- Each incident is **evaluated and assigned a priority level** based on its impact and urgency to ensure timely and effective resolution.
- **Service Levels** are outlined below.

Business Critical: - Priority 1
An Occurrence of Event which: constitutes complete loss of Availability which prevents a large group of Users from working continuously; has a serious impact on the activities of the Client; causes substantial financial loss and/or disruption to the Client; or results in any material loss or corruption of Client's Data
High: - Priority 2
An Occurrence of Event which has the possibility of: have a major (but not critical) adverse impact on the activities of the Client and no workaround acceptable to the Client is available; cause a significant financial loss and/or disruption to the Client which is more than trivial but less severe than the significant financial loss described in the definition of a Priority 1;
Standard: - Priority 3
An Occurrence of Event which has the potential to: have a major adverse impact on the activities of the Client which can be reduced to a moderate adverse impact due to the availability of a workaround acceptable solution to the Client; or have a reasonable adverse impact on the activities of the Client;
Low: – Priority 4
An Occurrence of Event which has the potential to have a minor adverse effect on Users.

Priority	Activity	Target Time
1 – Business Critical (Serious Impact – URGENT)	Log Issue	Immediate (automated)
	Incident response	30 Elapsed Minutes
	Resolution	4 Elapsed Hours
2 – High (Major Impact – HIGH)	Log Issue	Immediate (automated)
	Incident response	30 Elapsed Minutes
	Resolution	1 Business Day
3 – Medium Priority (Moderate impact – MEDIUM)	Log Issue	Immediate (automated)
	Incident response	1 Business Day
	Resolution	5 Business Days
4 – Low Priority (Low Impact – LOW)	Log Issue	Immediate (automated)
	Incident response	1 Business Day
	Resolution	20 Business Days

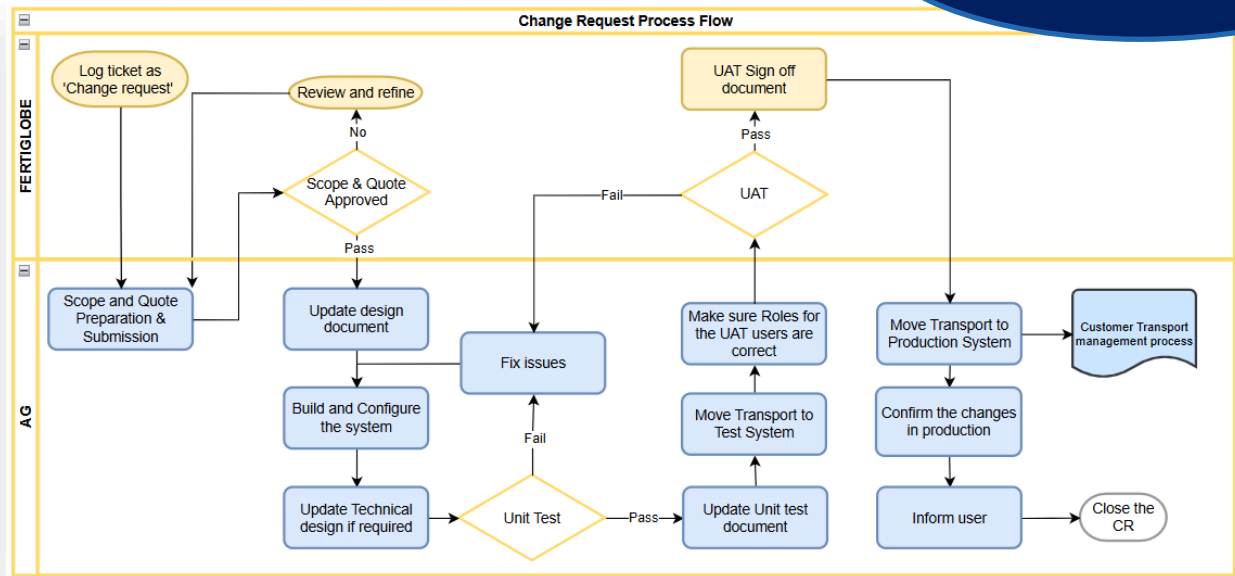
SLA Activity definitions:

- **Log Issue** – incident logged with helpdesk and in ticketing system
- **Call back to Client** – call to discuss issue and provide initial feedback (initial Response)
- **Fix problem or workaround** – restore to operational state through resolution or workaround

Support Ticket Management – *Change Requests*

AG offer exceptional support services with well-established processes that are flexible enough to be adopted and tailored to each of our clients' needs.

Key Activity: Tailored process definition during Transition Phase for Fertigllobe



DRIVING INNOVATION IN SAP SERVICE DELIVERY

At AG, innovation lies at the heart of our SAP service delivery philosophy. We go beyond implementation and support, focusing on how intelligent automation and AI can transform business operations, enhance user experience, and maximise the value of SAP investments.

While SAP provides a powerful foundation with its embedded automation capabilities, including intelligent process automation, workflow orchestration, and pre-configured intelligent scenarios, AG takes a proactive, collaborative approach to bring these capabilities to life.

Working closely with Fertigllobe's stakeholders, we identify, design, and deliver industry-specific automation use cases in a structured, phased manner that aligns with the organisation's strategic goals.

Our Innovation-Driven Approach

- **Process Analysis and Benchmarking**
We begin by analysing existing business processes and benchmarking them against SAP Best Practices to identify where automation can deliver measurable efficiency gains or improve user experience.
- **Use Case Documentation and Prioritisation**
Identified automation opportunities are documented, evaluated, and prioritised within the project's product backlog, ensuring that innovation is managed systematically and transparently.
- **Feasibility and Value Assessment**
Each use case is rigorously assessed for technical feasibility, business value, and complexity to ensure that effort and impact are optimally balanced.

Strategic Alignment and Phased Delivery

Automation delivery will be aligned with Fertigllobe's ongoing strategic initiatives to ensure that innovation complements, rather than disrupts, broader transformation objectives.

Continuous Improvement through Change Management

Approved automation use cases are delivered as part of Support and Ongoing Operations through a structured Change Request (CR) process. This framework covers design, development, testing (including automation test execution), user acceptance, and deployment. By embedding automation within the standard change management lifecycle, AG ensures that process optimisation remains an integral part of Fertigllobe's continuous improvement journey.

Artificial Intelligence: Joule (SAP's Copilot)

AG also embraces the power of artificial intelligence to redefine how SAP systems are supported and enhanced. Joule, SAP's embedded AI copilot, available across SAP Public Cloud and SuccessFactors.

AG actively integrates Joule into its service delivery framework, particularly for consultants, to accelerate issue resolution, reduce debugging time, and enhance analytical capabilities. This adoption of AI-driven support ensures that clients benefit from faster response times, predictive insights, and more intuitive system interactions.

GOVERNANCE FORUMS

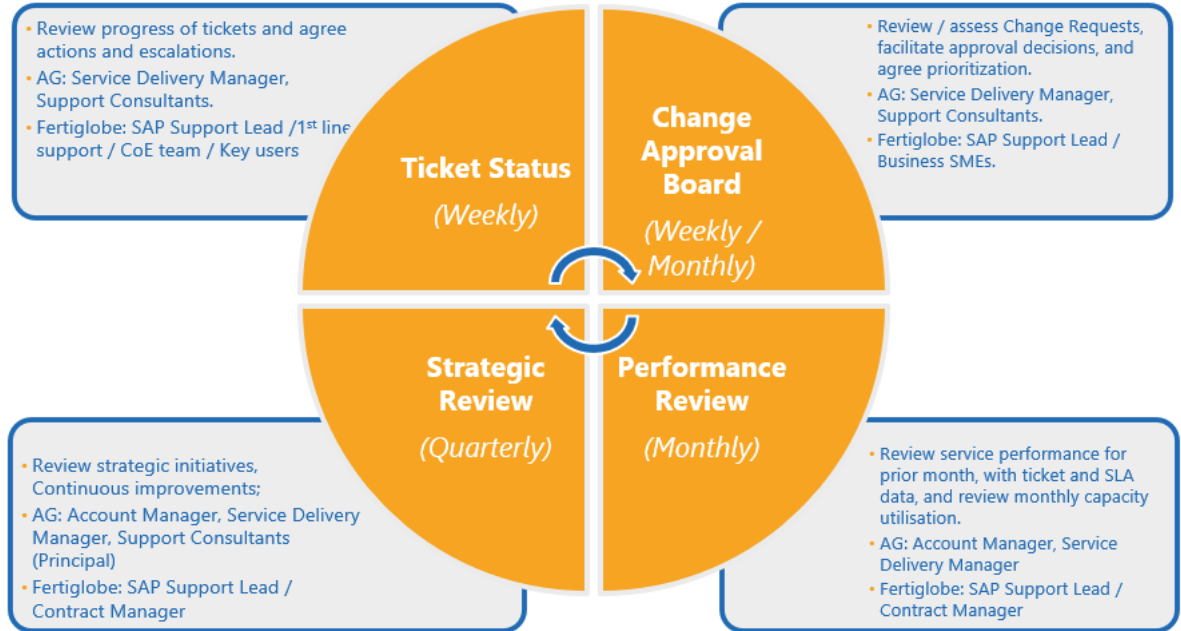
INCIDENT & PROBLEM MANAGEMENT

- Ensure SLAs are met (response and resolution)
- Triage ticket to appropriate AG Support consultant
- Track progress of tickets to resolution including adherence to SLAs
- Manage escalations & major incidents

CHANGE MANAGEMENT

- Ensure adherence to CR delivery process
- Review / provide details for CAB approval
- Manage CR estimation, prioritisation, delivery planning

IDENTIFY CONTINUOUS IMPROVEMENT INITIATIVES



THANK YOU!

