

AG Consultancy & Apps Ltd.

**G-Cloud 15 Service Definition –
Lot 2b: Software as a Service (SaaS)**

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 Fertigllobe 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

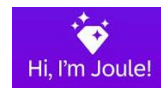
Automations and Artificial Intelligence (AI)

AG is driving innovation across **SAP Process Discovery**, **Process Automation**, and **Artificial Intelligence (AI)** helping Fertiglobe 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 2b: Software as a Service (SaaS)

D-000-000-000 – Application Development and Deployment

SERVICE DEFINITION

D-202-000-000 | Application Platforms

AG Consultancy provides application platform services to support the design, configuration, deployment, and ongoing operation of enterprise application environments. The service supports platforms hosting business-critical systems, including SAP and other enterprise applications, and helps organisations meet requirements for availability, performance, security, and compliance. Platforms are configured to integrate with existing enterprise systems and align with organisational IT and cloud governance standards. Operational support includes monitoring, patch and upgrade management, release coordination, and routine maintenance to maintain platform stability and secure operation throughout the platform lifecycle, including initial setup, configuration changes, maintenance, and controlled releases.



D-203-000-000

Analytics and Business Intelligence

AG Consultancy offers advanced analytics and business intelligence solutions that transform complex datasets into actionable insights, enabling evidence-based decision-making. Our services include the design and deployment of reporting frameworks, dashboards, and KPI tracking systems that provide real-time visibility into business performance, leveraging SAP Analytics Cloud (SAC), Power BI, and embedded analytics to meet diverse organisational needs. We deliver predictive modelling and trend analysis tailored to client requirements. Our solutions integrate seamlessly with existing SAP and non-SAP systems. Through ongoing optimisation, support, and enhancement, we empower public sector organisations to harness data as a strategic asset, driving transparency, governance, and compliance.



D-000-000-000 – Application Development and Deployment

SERVICE DEFINITION

D-204-000-000 | AI Platforms

AG Consultancy provides comprehensive AI platform services that leverage SAP BTP, SAP Build, SAP AI core, SAP Joule, UiPath RPA, Intelligent Document Processing, AI centre, and our proprietary in-house automation IPs to optimise business processes across all LoBs. We deliver end-to-end solutions that combine machine learning, generative AI, predictive analytics, natural language processing, and robotic process automation to enhance efficiency, accuracy, and operational insight. Our team also designs and implements custom AI and automation solutions tailored to specific client requirements, ensuring seamless integration with existing SAP and enterprise systems. All solutions are built with security, compliance, and scalability at their core, ensuring operational resilience and adherence to regulatory standards.



D-205-000-000 | Data Management

AG Consultancy provides end-to-end data management services for enterprise and SAP systems. Services include data integration, migration, cleansing, storage optimisation, archiving, and master data management. AG implements data governance, quality control, and lifecycle management frameworks to maintain integrity and accessibility. Activities include data validation, reconciliation, monitoring, and compliance with regulatory and organisational requirements.



D-000-000-000 – Application Development and Deployment

SERVICE DEFINITION

D-206-000-000 | Application Development

AG Consultancy provides custom application development services for SAP and enterprise systems. Services include requirement analysis, solution design, coding, testing, deployment, and post-deployment support, following structured development lifecycles and agile methodologies where appropriate. Development capabilities cover custom ABAP programming, robotic process automation (RPA), AI-based solutions with SAP Build/UiPath, and analytics/dashboard development using tools such as Power BI, integrated with SAP and enterprise platforms. Applications are designed for secure operations and are integrated with SAP ERP, and other enterprise systems to ensure functional compatibility and stability. Ongoing support and maintenance include defect resolution, system enhancements, release management, and monitoring throughout the application lifecycle.



D-207-000-000

Software Quality and Life Cycle Management

AG Consultancy delivers SAP and enterprise services using recognised methodologies and frameworks to ensure structured and compliant delivery. Project and implementation activities align to the SAP Activate methodology, covering planning, configuration, testing, deployment, and transition to operations. Software quality and lifecycle management follow Value Lifecycle Management (VLM) practices, including quality gates, change control, and lifecycle governance. Project governance and delivery stages adhere to PRINCE2 principles, with defined roles, risk management, and stage reporting. Ongoing support, managed services, and service operations follow ITIL best practices, covering incident, problem, and change management, as well as service-level compliance. AG also uses tools such as Cloud ALM for lifecycle orchestration, testing, monitoring, and audit logging to maintain operational control and ensure systems remain fit-for-purpose for public sector organisations.



E-000-000-000 – Applications

SERVICE DEFINITION

E-201-000-000 | Collaborative

AG Consultancy provides collaboration applications and services across SAP and enterprise platforms. Services include the design, configuration, deployment, and ongoing management of collaboration environments using SAP Jam and Signavio Collaboration Hub, among other enterprise collaboration tools. Collaboration services support communication, knowledge sharing, workflow coordination, and document management across teams and organisational units. These are delivered across onsite, remote, and hybrid environments to support the organisation's operational requirements.



E-202-000-000

Content Workflow and Management

AG Consultancy provides content workflow and management solutions leveraging SAP Document Management System (DMS) and related SAP BTP content services. We deliver full lifecycle services, including implementation, configuration, and integration with enterprise processes to manage documents, approvals, and records efficiently. Our approach ensures that content workflows are compliant with governance standards, optimised for operational efficiency, and fully auditable.



E-000-000-000 – Applications

SERVICE DEFINITION

E-203-000-000

Enterprise Resource Management

Our service scope includes configuration, implementation, integration, and support of core ERP capabilities such as financials, controlling, procure to pay and order to cash processes, materials and inventory management, and project systems within SAP S/4HANA and related environments. We also provide services for workforce management through SAP HR and SuccessFactors, covering employee data, performance, learning, and workforce lifecycle processes as part of broader resource management solutions. Services include system setup, organisational structure configuration, master data alignment, security and authorisation support, and ongoing operational support.



E-204-000-000

Supply Chain Management

AG Consultancy delivers SAP Supply Chain Management (SCM) solutions, including modules such as SAP Integrated Business Planning (IBP), SAP Extended Warehouse Management (EWM), and SAP Transportation Management (TM). We offer end-to-end implementation services, integrating supply chain processes from planning and procurement to inventory and logistics. Our team provides system configuration, process optimisation, and integration with SAP ERP and BTP platforms. We also offer post-deployment support, enhancements, and analytics to enable data-driven decisions.



E-000-000-000 – Applications

SERVICE DEFINITION

E-205-000-000 **Production and Operations**

AG Consultancy provides production and operations services across SAP enterprise systems, including the implementation, configuration, integration, and support of SAP Production Planning (PP), SAP Manufacturing Execution (ME), and SAP Asset Management (PM). Services cover production scheduling, resource allocation, and asset lifecycle management. AG delivers certified extensions and custom solutions such as AG Skins, a SAP-certified user enhancement layer using SAP Mobile and Dynamic Forms to simplify workflows and support faster user adoption, and SmartEx, a SAP-certified solution for end-to-end inspection management using SAP Mobile, desktop access, SAP BTP, and built-in AI capabilities. Services include requirements analysis, solution configuration, integration into SAP landscapes, testing, deployment, and post-deployment support.



E-206-000-000 | Engineering

AG Consultancy delivers SAP Engineering Control (PP,MM,PM) and Product Lifecycle Management (PLM) services, supporting design, development, and technical documentation management. Services include the implementation and configuration of SAP PLM modules, workflow enhancement, and integration with SAP production, asset, and operations systems. AG leverages SmartEx and other certified SAP solutions to support inspection, compliance, and process monitoring.



E-207-000-000

Customer Relationship Management

AG Consultancy implements and supports SAP Customer Experience (CX), SAP CRM, and SAP Sales & Distribution (SD) modules, enabling management of customer interactions, sales, marketing, and service operations. Services include implementation, configuration, and integration with SAP ERP and external CRM platforms (such as HubSpot and Salesforce). AG provides process analysis, solution configuration, data integration, and workflow alignment to ensure consistent operations across customer-facing and back-office systems.



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:

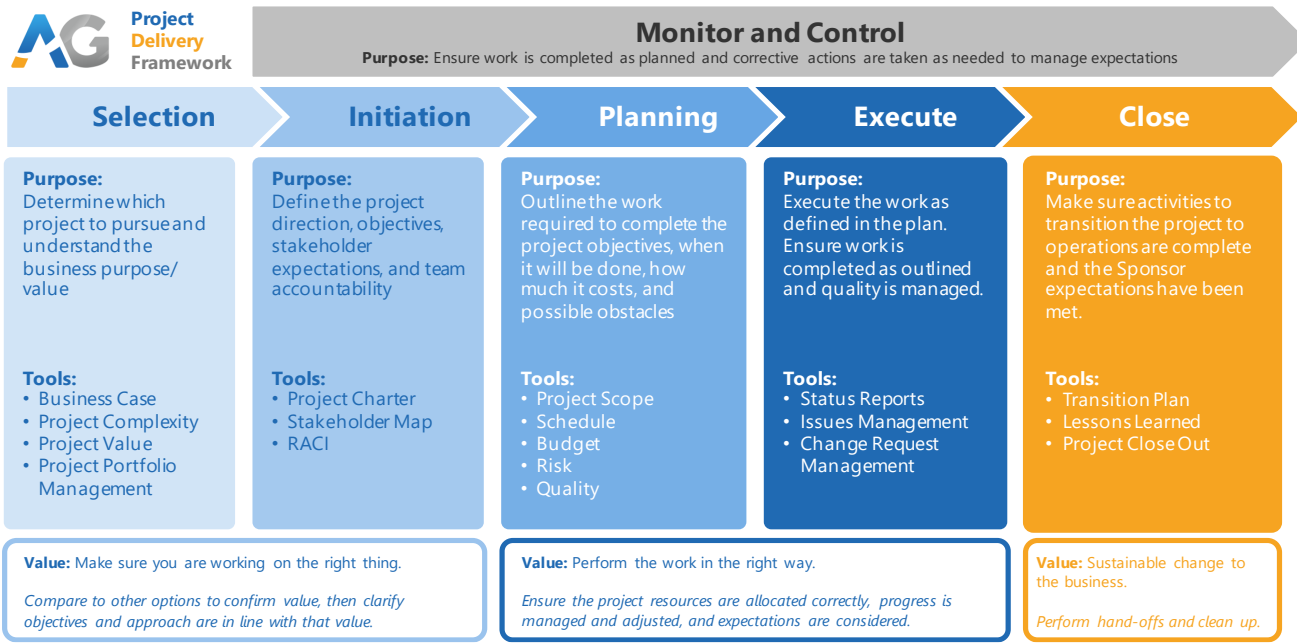
- ✓ **Certified Expertise:** Our SAP-certified professionals possess the skills, experience, and technical knowledge required to manage and support SAP landscapes effectively. Clients can trust that every issue is handled by qualified experts who understand both the technology and the business context.
- ✓ **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.

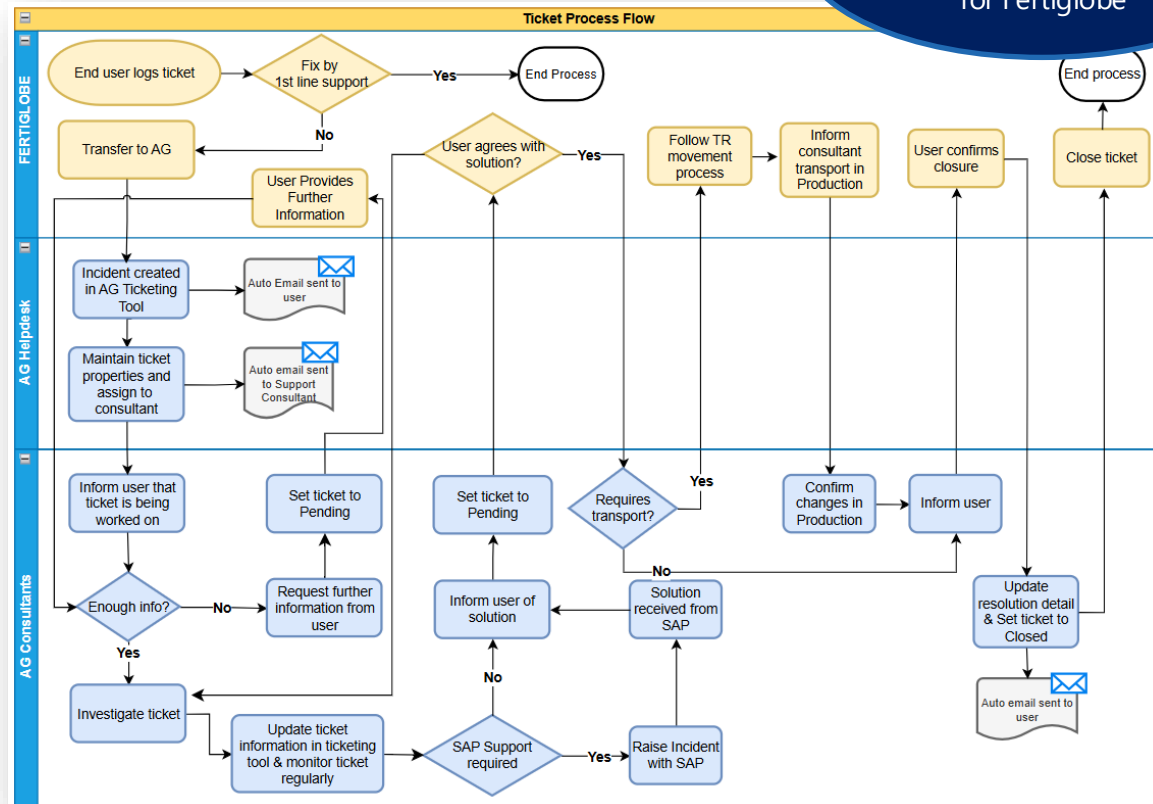
This framework also ensures that appropriate monitoring and controls are in place during project delivery, enabling the right interventions at the right time, in order to preserve quality standards.

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 Fertigllobe

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

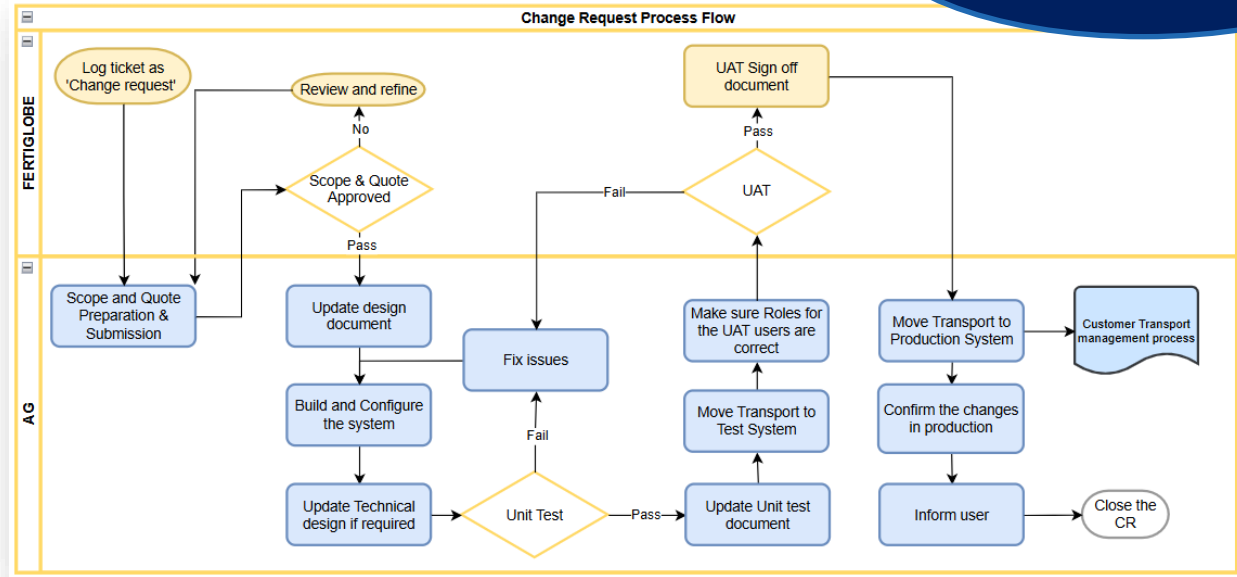
SLA Activity definitions:

- **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

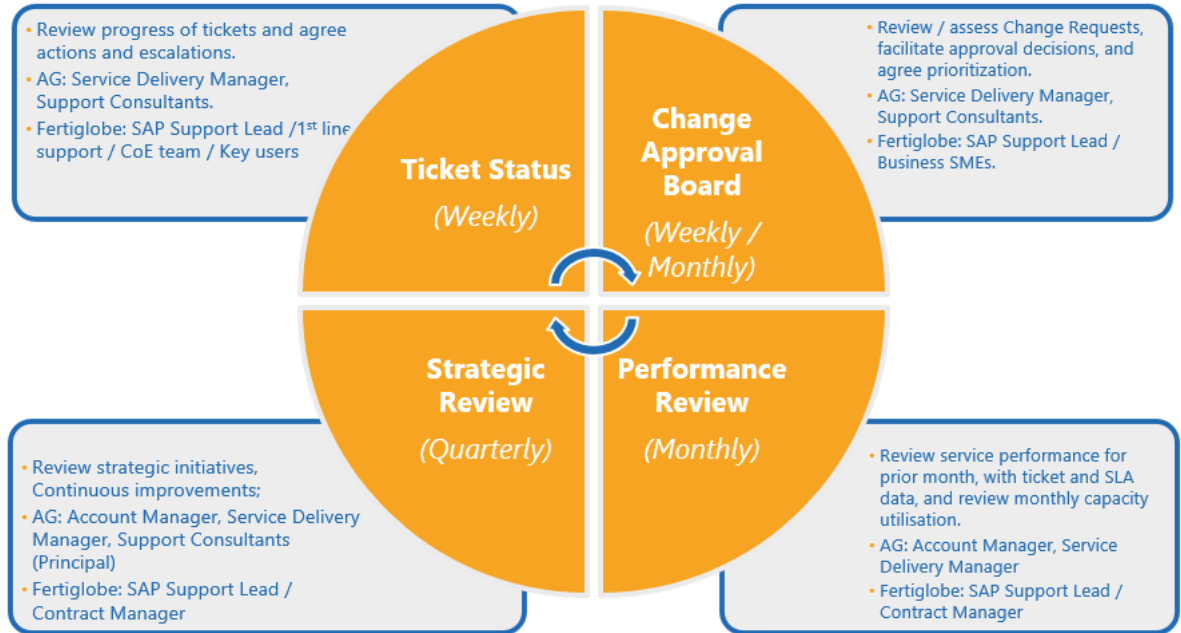
INCIDENT & PROBLEM MANAGEMENT

- 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!

Contact Details

For this service, please contact our Sales
Services team on sales@agcapps.com

