

1. Service Scope & "Clean Core" Strategy

ROI E-Solutions specializes in **Side-by-Side Extensibility**. We help businesses move custom code out of the SAP ERP core and into **SAP BTP** or **Azure/AWS**. This ensures that your ERP remains easy to upgrade while allowing for rapid innovation in AI and mobile interfaces.

Key Capabilities:

- **AI Wave Agents:** Context-aware LLMs that interact directly with your ERP data to automate procurement, HR, or finance workflows.
- **Mobile Excellence:** Offline-capable apps designed for field service, warehouse management, and executive approvals.

2. Onboarding & Implementation

Our onboarding process is designed to minimize business disruption:

1. **Landscape Setup:** Configuring Global Accounts, Sub-accounts, and Entitlements.
2. **Connectivity:** Establishing the **SAP Cloud Connector** tunnel to securely link your on-premise systems to the cloud without opening firewall holes.
3. **Identity Integration:** Mapping your existing Active Directory (Azure AD/Okta) to SAP BTP for seamless Single Sign-On (SSO).

3. Training and Knowledge Transfer

We don't just "build and leave." Every project includes:

- **Train-the-Trainer Sessions:** Empowering your internal leads.
- **Technical Documentation:** Comprehensive API guides, architectural diagrams, and maintenance manuals.
- **Handover Workshops:** Dedicated sessions for your IT team to manage the "Wave" agents and mobile backends independently.

4. Offboarding & Data Extraction

We ensure zero "vendor lock-in." If you choose to leave the service:

- **Data Portability:** All transactional data is provided in **CSV, JSON, or SQL** formats.
- **Code Ownership:** Any custom-developed logic or "Wave" agent prompts are handed over via your preferred version control system (e.g., GitHub, GitLab).
- **Purge Protocols:** After data verification, we perform a certified wipe of all client data from our development and staging environments.

5. Disaster Recovery & Business Continuity

Our resilience strategy is built into the infrastructure:

- **RPO (Recovery Point Objective):** Maximum 4 hours of data loss in a catastrophic failure.
- **RTO (Recovery Time Objective):** System restoration within 8 to 12 hours.
- **Geographic Redundancy:** Data is mirrored across different regions (e.g., London and Dublin) to ensure continuity during regional outages.

Would you like me to generate a "Pricing Document" summary or a "Terms & Conditions" checklist to accompany this Service Definition?