

# Revolutionary Managed Services for SAP

## Supported Products

- SAP Business Suite
- SAP R/3
- SAP S/4HANA
- SAP BusinessObjects
- SAP HANA Database
- SAP ASE (Sybase) Database
- SAP Global Trade Services

## SAP Management Challenges

Organisations face growing complexity in managing SAP environments due to multiple modules, cloud integration, and evolving platforms like SAP S/4HANA. In-house support can be challenging because of limited internal SAP expertise and high costs for licensing, infrastructure, and staffing. Additionally, there's added pressure from the need for 24/7 monitoring, rapid issue resolution, and compliance with security and regulatory requirements.

Given these challenges, customers need to explore alternative approaches, such as managed services with Support Revolution. With managed services, you get specialised expertise, proactive system management, and cost-effective support, enabling your organisation to improve SAP performance, reduce downtime, and focus on strategic objectives.

## Revolutionary Managed Services for SAP

**Address staffing and skills gaps:** Comprehensive management services and support, tailored to your specific needs

**Ensures system reliability and minimises downtime:**

- Proactive monitoring
- SAP Basis Administration
- Backups
- System clones
- Restores
- Regular health checks

**Comprehensive functional support:** Provides complete second-line support for any functional issues, including critical processes like month-end or year-end processing

**Revolutionary Security Managed Services (optional):** Offers proactive protection against vulnerabilities and threats, ensuring continuous compliance with industry standards

**Guaranteed recovery (AWS & Azure):** For clients utilising AWS or Azure, we guarantee:

- **15-minute recovery point objective (RPO):**  
The maximum acceptable amount of data loss measured in time
- **Four-hour recovery time objective (RTO):**  
The maximum acceptable downtime



## Revolutionary Managed Services for SAP Details

Support Revolution's Managed Services for SAP provides comprehensive, enterprise-grade support for SAP environments, including expert SAP Basis administration. The service encompasses all essential aspects of SAP system management, whether your SAP landscape is on-premise or in the cloud: proactive monitoring, system health checks, patching, backups, disaster recovery, and performance optimisation. Customers benefit from 24/7 technical and functional support, strict SLAs, and an ITIL-aligned service desk, ensuring rapid response and resolution for critical incidents and ongoing system stability.

- **24/7 technical and functional support:** Around-the-clock assistance for SAP environments, ensuring rapid response and resolution for critical incidents and ongoing system stability
- **SAP Basis administration:** Comprehensive management of core SAP technical components, including system health checks, monitoring, kernel and database patching, cloning, backups, and disaster recovery
- **Custom code support:** Included at no extra cost (e.g., ABAP programs)
- **Guaranteed resolution times:** Resolution in 2 hours or less for critical issues
- **Tailored support packages:** Flexible support models and packages designed to meet specific business requirements, whether on-premise or in the cloud, including support for Azure and AWS environments
- **Proactive monitoring and performance optimisation:** Real-time system monitoring and health checks to prevent issues before they impact operations, with continuous improvement and optimisation services
- **Advanced automation and AI tools:** Revolutionary SAP Manager and SAP Change Manager automate software deployment, streamline change management, and integrate seamlessly with ITSM platforms like ServiceNow and Jira for centralised control
- **Incident, change, and configuration management:** Automated workflows, easy ticket creation, and a predefined service catalogue simplify support processes and accelerate SAP transport and change management
- **Tax, Legal, and Regulatory updates:** In-house development and deployment of legislative updates, ensuring compliance and robust protection for your SAP landscape
- **Proactive security:** Enterprise-grade security for SAP, including advanced server and application protection, through real-time threat mitigation, virtual patching, and hardening procedures
- **Root cause analysis:** Proactive root cause analysis, preventative maintenance, and process improvement included
- **ITIL-aligned service desk:** Dedicated, ITIL-compliant service desk with strict SLAs, ensuring high-quality service delivery and accountability
- **Personal and proactive account management:** Assigned Primary Support Engineers and Account Managers provide personalised service and regular reviews to align support with business objectives
- **Cost efficiency:** Significant savings compared to vendor maintenance costs, with predictable pricing and no vendor lock-in



**I would recommend Support Revolution to others. We found their SAP services great value for what we received.**



– Canal & River Trust, Nick Weston, IT Operations Manager



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