



Managed SAP services by Consist

The growing pace of innovation and altered knowledge requirements make the digital transformation a challenge for every IT department. Our team of experienced, certified SAP consultants is available to support you efficiently through this process.

We make sure that your SAP system is up to date and continually adjusted to meet your needs. Service desk, incident management, problem management, and change management: Consist's SAP team has many years of experience with 2nd and 3rd level support for a wide range of the kind of SAP systems found in medium-sized businesses right up to group-wide solutions.

You benefit from consistently high service quality and competence compared to in-house operation – with budget compliance and performance transparency.

OUR SERVICE OFFER



SAP Application Management:

Support und Weiterentwicklung Ihrer SAP-Applikationen

SAP Basis Support:



Administration of your individual SAP Basis platform

YOUR ADVANTAGES

- **Time savings:**
You no longer need to worry about the operation and further development of your SAP environment.
- **Individual support:**
You receive flexible, customer-specific service. In collaboration with you, we put together the best service option for your SAP applications.
- **Focus on what's important:**
You can concentrate on your core business.
- **Cost reduction:**
Our experienced SAP experts provide support efficiently and at low cost.
- **Knowledge transfer:**
We are happy to pass on our SAP knowledge to your employees.



Put together your individual support package, from single tasks to comprehensive support:

Services	SAP Application Management 	SAP Basis Support 
Installation, configuration, operation and maintenance	application	platform, DB
Support and enhancement packages		●
Operating system and database migrations		●
Setup and monitoring of batch processes ¹	●	●
Setup and monitoring of interfaces	●	●
Performance and monitoring of transport management		●
Release management	business	technical
User and authorization management	per application	comprehensive
Monitoring and system monitoring ²	●	●
Incident and problem management	●	●
Change management and project support	●	●
Support of business and IT departments (consulting, tests, etc.)	●	
Data archiving ³	●	●
Documentation and knowledge transfer	●	●
Agreement of SLAs and reporting on services	●	●
On-call service up to 24/7	●	●

¹ If necessary via Job Scheduler, e.g. Automic, SAP CPS

² Performance (incl. analysis and tuning), early watch, system/application logs, security, etc.

³ Classic, SAP ILM, EU GDPR-compliant



OUR HIGHLIGHTS



Employees with many years' SAP experience and certifications

Continuing education and specific training courses enable our employees to familiarize themselves quickly with further modules and business processes.



ERP, S/4HANA

We have been providing support for SAP ERP systems for many years and have experience with the SAP HANA database and S/4HANA.



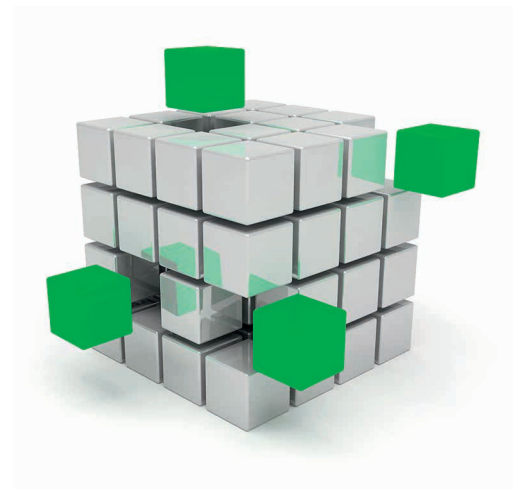
ITIL processes, ITSM

Our SAP consultants are ITIL-certified and proficient in incident management, problem management, change management and service request management. Your individual processes are seamlessly integrated.

YOUR SERVICE TOOLBOX

Use our standard service levels or map your individual requirements with us:

- Services
- Service and response times
- On-call service (up to 24/7)
- Place of performance (remote, on-site)
- Service management
- Reporting on services
- ...



TECHNOLOGIES AND TOOLS USED

- ABAP, ABAP-OO
- SAP BW/BI
- SAP Analysis for MS Excel
- SAP BEX Analyzer
- SAP BEX Query Designer
- SAP HANA Data Modeling
- SAP SQL Script
- SAP HANA Studio
- SAP HANA Web IDE
- SAP Lumira
- SAP Predictive Analytics
- SAP Fiori



Your IT partner, Consist Software Solutions

THAT SPECIAL SOMETHING

For many years, Consist has offered its managed services – which include much more than the usual IT services – for a broad variety of customers. Anything a customer places in our hands becomes our own task. Personal commitment has a high priority for us. That's why our managed services offer you a professional, committed partner who will look after your business affairs just as well as you would yourself.

This creates a trusting basis for collaboration that often extends over years.

PORTFOLIO

Consist Software Solutions is a specialist in digital transformation, IT security and managed services.

The comprehensive service and solution offer comprises:

- IT consulting
- Design of IT architectures and IT environments
- Design, development and integration of individual IT solutions
- Support for applications and systems
(from sub-tasks to complete outsourcing)
- Sale of software products

In-depth knowledge of the very latest systems through to legacy technologies is something that each one of Consist's 200+ employees possesses. Consist has more than 35 years of experience on the market and is represented at sites in Kiel, Frankfurt and Berlin.

YOUR CONTACT

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