



**Complete Systems Management
and Support for your SAP solution**



CHELFORD SAP MANAGED SERVICES

**SYSTEM MANAGEMENT, SUPPORT AND
BUSINESS CONTINUITY WITH PREDICTABLE PRICING AND
GUARANTEED AVAILABILITY**

BENEFITS OF CHELFORD SAP MANAGED SERVICES

- Focus internal resources** on core business activities, without being distracted by system administration & issues.
- Reduced risk.** System management and issue resolution is in the hands of the experts.
- Predictable Costs.** Managed Services provide support services for a fixed annual cost under a single agreement.
- Reduced Costs by outsourcing.** No need to retain teams of specialists, these are available as required through Managed Services.
- Strong Knowledge Base.** The high level of SAP and industry experience in Chelford ensures your system is managed efficiently and any problems resolved quickly.
- Extended hours.** Managed Services can be delivered to meet the needs of your business, with Managed Services agreements available ranging from standard office hours to 7 x 24 hour support.

MANAGED SERVICES FOR SAP

Many UK companies use our SAP Managed Services to provide systems management, support and business continuity, with predictable pricing and guaranteed availability. Chelford's SAP Managed Services team can be at your disposal to supplement your in-house SAP team, allowing you to concentrate on your core business activities.

A sophisticated and highly functional system like SAP requires expert management to ensure continuous and smooth business operations. Day to day management, issue support, software updates and business continuity all require different aspects of expertise.

WHAT MAKES CHELFORD'S SAP MANAGED SAP SERVICE DIFFERENT

Chelford's SAP Managed Service is different because we only offer onshore services. Our customer support team based in Glasgow are responsible for;

- Customer management and communication
- Basis Issue Management
- Application management
- Onsite assistance when requested
- Liaising with SAP over maintenance issues
- System management activities
- Extended hours support
- Out of hours - 24/7 P1 Support

This is an ideal mix of value and service. Chelford will work with you to determine the exact partnership required. This can vary from a fully managed scenario where the customer has no need for SAP technical staff to a blended approach where the split of tasks is shared between the customer, on-shore & off-shore teams with defined responsibilities.

INCREASE PRODUCTIVITY AND EFFICIENCY

The managed services offered by Chelford are focused on increasing the efficiency and productivity of your IT resources. Chelford take responsibility for the delivery and support of selected SAP services and manage the delivery of those services ensuring that your SAP system supports your vital business operations effectively and efficiently.

Chelford SAP Managed Services enables you to:

- Reduce costs** by outsourcing SAP Management
- Improve service levels** of IT to the business through reliability, security and availability
- Increase the capabilities** of SAP by providing a wide skill set from our Managed Services resource pool



- ❑ **Free up** your internal IT resources to focus on improving and enhancing your unique business operations
- ❑ **Reduce the effort** required to manage, operate and maintain your systems

Managed Services Agreements are customised to suit the needs of each business. Times of cover and scope of activity are flexible. A detailed list of services available is provided overleaf.

CHELFORD SAP MANAGED SERVICES INCLUDE:

❑ **Basis System monitoring - the daily, weekly and monthly SAP checks can include:**

- Proactive Monitoring of Operating System:
- Checking the Event Log
- Monitoring Disk Space Usage
- Proactive Monitoring of Database
- Analyzing the Entire Database
- Checking and Creating CBO Statistics
- Checking the Alert File
- Database Verification - Checking Physical Structure
- Evaluating Results of the DB System Check
- Monitoring Database Growth
- Monitoring the Archive Log Directory
- Proactive Monitoring of SAP
- CCMS System Monitoring (General Monitoring Functions)
- Checking Background Jobs
- Checking Batch Input Sessions
- Checking for ABAP Short Dumps
- Checking for Update Errors
- Checking Lock Entries
- Checking Spool Output Requests for Errors
- Checking the System Log
- Checking Work Process Status
- TEMSE Check

❑ **Basis system management activities such as**

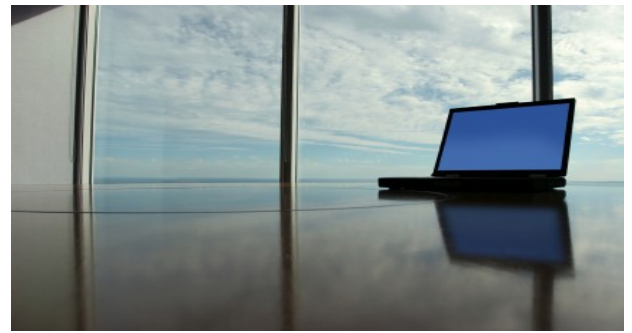
- Administration of Database
- Application of patches and support packs
- Reorganisation
- Changing the Database Administrator Password
- Administration of SAP
- Application of patches and support packs
- Changing Administrator Passwords
- Output Devices in the SAP Spool System
- Transport management
- Capacity management
- Performance tuning
- End user administration
- Peripherals and printers
- Archiving
- Client Maintenance.

❑ **System patching**

- Notification and application of SAP patch releases

❑ **Full issue management support helpdesk**

- Basis issues
- Full scope of SAP application issues
- The maintenance of bespoke programmes
- Defined SLA's



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❑ **Business continuity management**

- Creation of disaster recovery planning
- Annual testing of plan

❑ **Solution Manager**

- Reporting and management of SAP bugs via Solution Manager
- Implementation of Solutions Manager on Customer site
- 'Hosting' service for the Solution Manager from Chelford

❑ **SAP Maintenance services**

- Chelford can carry out the full SAP maintenance services on behalf of customers

❑ **Service reviews**

- Onsite service reviews with service manager
- Review of open issues list
- Review of performance over period

❑ **Web Tracker issue management**

- Management tool supplied by Chelford for reporting issues
- Planned requests for change as well as problems
- Escalation and tracking facilities
- Automatic web reporting

For further information call Chelford SAP Solutions on 01256 685400 or email your enquiry to Marketing@Chelfordgroup.com

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