

SAP AMS Journey with Techwave



Value, Intelligence & Innovation

Proactive optimization and Business value creation

- **Proactive Optimization**
 - Assess and continuously improve all key aspects of existing solutions
 - Customization, Security, Performance, etc.
- **Business value creation**
 - Proactive assessment of improvement opportunities in business processes
- **Innovation & Industry relevance**
 - Simplify maintenance and adoption of new capabilities through bundled upgrade services
 - Pilot and implement Industry specific leading practices
 - Adopt new technologies faster and better



Reliability, Compelling Cost

Reliability at a competitive price point is the cornerstone of our AM services

- **Reliable Transition**
 - Market leading capabilities from Techwave to reduce cost, avoid disruption and improve quality
- **Performance & Productivity**
 - Incident analytics to improve productivity
 - Mapping application insight to identify and eliminate root causes for incidents vs. solving only symptoms
- **Industrialized Delivery**
 - Consistent delivery across regions and languages from largest global delivery network
 - Industrialized skills through Solution Factory



Techwave Experience

The Techwave Experience: Consistent and Unmatched

- **Consistent quality every single time**
 - Consistent delivery execution
- **Reliable partner**
 - Experience and relationships spanning decades

Offerings



Production Support and Maintenance Hyper care
Bug fixes
Keeping the lights on
Upgrades and Migration



Production Enhancements
Global template
Roll outs
Enhancements



Next Gen Services
Cloud application services
Migration from on premise to cloud platform



Validation Services
Test automation
Regression testing
Functional testing
Performance testing

Engagement Model

- Co-Sourcing Model
- Managed Service Model
- Value Level Management Model
- Hybrid Model

Shared Services Model

Co-Sourcing Model

- Joint Management
- Customer owns key business areas
- Difficult to measure performance

Managed Service Model

- SLA Based Performance Measurement
- Matured IT Processes
- Customer resources can be reassigned
- Robust Governance Model

Value Level Management

- Outcome Based KPIs
- Business Aligned AMS
- Business Improvement and utilisation
- Optimum Utilisation of resources
- VLA based Performance Measurement

Hybrid Model

- Combination of more than 1 model
- Focus is to provide more stability to overall processes

Trusted partner model

A reliable partner delivering significant business value at compelling costs

