



## Hitachi Managed Services for SAP® Environments

Managing SAP solutions in the cloud is like flying a plane. Who will be your pilot?

Declaring victory after deploying SAP® solutions in the cloud is premature: what happens after deployment plays a huge role in the business value. Keeping numerous infrastructure and software components running together flawlessly requires up to hundreds of daily activities. That takes an all-star team.

Hitachi can help. Working as an extension of your IT staff, we apply our experience with more than 400 SAP clients to run and maintain your SAP environment on-premises or in the cloud. You're assigned a dedicated team—you know their names—skilled in infrastructure, operating systems, SAP S/4HANA®, networks, security, backup and disaster recovery. Sourced from our global locations, the team offers around-the-clock monitoring and support—all for one, predictable monthly fee.

Hitachi Managed Services for SAP Environments is part of Hitachi's complete SAP portfolio of solutions and services. We help add value to your SAP technologies and investments by optimizing the digital core, unleashing the power of the cloud and extending the digital core with machine learning, analytics and robotic automation—for smart, connected operations.

### Key Benefits

- Protect significant investment in SAP cloud deployment by making sure components continue working well together
- Acquire world-leading SAP capabilities without the time and costs of recruiting
- Gain early awareness of trends such as backup windows to remediate issues before they affect the user experience
- Enjoy predictable costs with one, all-inclusive monthly service fee

# Solution Detail

- 24x7 support from a dedicated team
- Proactive monitoring of infrastructure, databases and SAP applications
- Run book, including tasks, procedures and escalation processes
- Daily reports on all activities, issues and tickets, viewed through ServiceNow®
- Monthly meetings to review service level agreements and service quality, project status and capacity trends
- Scheduled meetings with your executive team and SAP manager to define strategic initiatives and priorities and review SLAs and budget

To learn more about Hitachi and SAP solutions visit <https://www.hitachiconsulting.com/alliances/sap.html>

## About Hitachi Consulting

Hitachi Consulting is the digital solutions and professional services organization within Hitachi Ltd., a global technology and social innovation leader. Hitachi Consulting is a catalyst for positive business change, collaborating with clients to create solutions that help them innovate faster, maximize operational efficiency and deliver measurable, sustainable business results.