



Application Management Service

for SAP ECC, SAP S/4HANA & VCPowerPack

Our Skill Set

Our **Application Management Service (AMS)** for SAP ECC, SAP S/4HANA and our VCPowerPack is both an extension and a specialization of our outsourcing service offering. This gives our customers the opportunity to outsource various services to us as an experienced service provider for consulting, implementation and extension of software in the SAP environment.



Your Benefits



Rich SAP **consulting experience**



Strong **manufacturing skills**



One partner supporting your application



Extended support beyond SAP & Aicomp products



100+ workforce in multi-language teams



24/7 service desk covering global working hours

How We **Make It Work**

One Partner

In addition to implementations, we support your SAP and Aicomp applications using industry solutions, all while offering extended support for outsourcing housekeeping activities beyond SAP & Aicomp products.

Quality of Service

Our quality of service is the result of a stable team that has been working with best practices (ITIL, CMMi, ISO) for years.

System Consistency

Each change in the objects is classified to ensure a consistent operation. Depending on the risk factor, different levels of consultants or developers are assigned to the task - from the team for standard coding and documentation to the original product development team.

Performance Measurement

The performance measurement is enabled through specific KPIs, which will be reported on a weekly or monthly basis. The result is a transparent overview of our service delivery.



Smart Shore

With the Smart Shore approach, we ensure optimal performance for our customers. Our approach tailors your requirements with offshore and nearshore by factoring quality, costs, and resources both on and offsite.

Service Desk

The service desk is used to allocate support requests. Depending on the complexity, product and customer, the inquiries are always forwarded to the employees who have the best experience and skills for a suitable solution.

Service Level Agreement

The service level agreement regulates the prioritization, scenario characteristics and time to fulfillment. Priority definitions and minimum information are defined for the client and industry-specific.

Structured Documentation

With proven methodologies and a well-structured documentation, we ensure the processes of transition as well as the re-transition in each phase.

Costing **Elements**

The goal of a commercial model is to cover the cost of a SLA based, predictable service which provides comfort and security for the client.

Stand-by service • Service hours • Resource booking • SLA and KPI

TCO based activities • Customer maturity level • Required admin

Our Global Presence



Our Contact



www.aicomp.com



sales@aicomp.com



Office Sonnenbühl

Undinger Straße 2
72820 Sonnenbühl
Germany



Office Fort Lauderdale

1845 Cordova Road, Suite 203
Fort Lauderdale, FL 33316
USA



[company/aicompgroup](https://www.linkedin.com/company/aicompgroup)



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