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SAP Cloud Application Services | SAP Customer Experience

Focus on delivering customer experiences with AMS for SAP C/4HANA

DELIVER PERSONALISED AND UNIQUE CUSTOMER EXPERIENCES

Customer experience (CX) is at the top of the boardroom agenda. Instead of focusing on a single transaction, it's about focusing on a customer for life. The foundation for a holistic customer experience is a real-time connected front- and back-office, with customer personalization a crucial differentiator, which requires insightful customer data and responsible usage.

DRIVING MAXIMUM VALUE WITH SAP C/4HANA

- Short (3-month) SAP C/4HANA innovation interval
- Guidance to plan, deploy and absorb changes without business disruption
- Guidance on extensibility with SAP Cloud Platform for innovative new CX solutions
- Ensure end-user and customer satisfaction with safeguarded integrations, data accuracy and reliability to achieve business objectives

SOLUTION-AS-A-SERVICE FOR SAP C/4HANA

Customer focused organizations deploying and using a SaaS CX suite, want to keep their focus on leading with their customer experience and customer insights. Offering new innovative services, to enhance the customer experience, is a priority. SAP Cloud Application Services takes care of all technical and functional tasks to operate SAP C/4 HANA, leaving you to focus 100% on the business and your customers' experiences.

Learn more at sap.com/cloudapplicationservices

Increase your innovation cycles but not your risk

- Leverage the latest technologies offered by SAP with pro-active innovation advice
- Plan, align and execute updates, changes and custom programs, taking all dependencies into consideration.
- Accelerate deployment and time-to-value with automated end-to-end testing

End-to-end business continuity

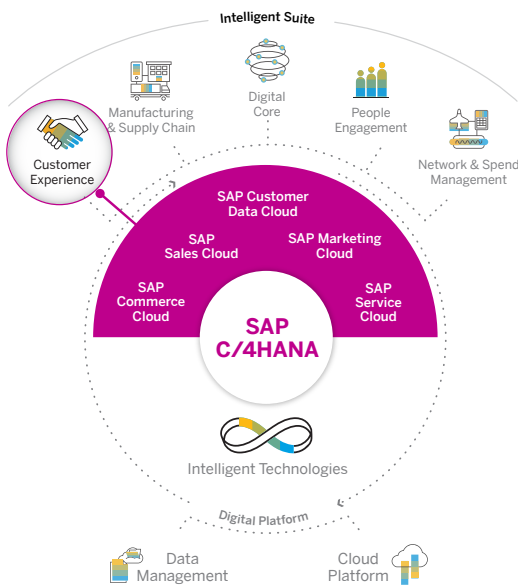
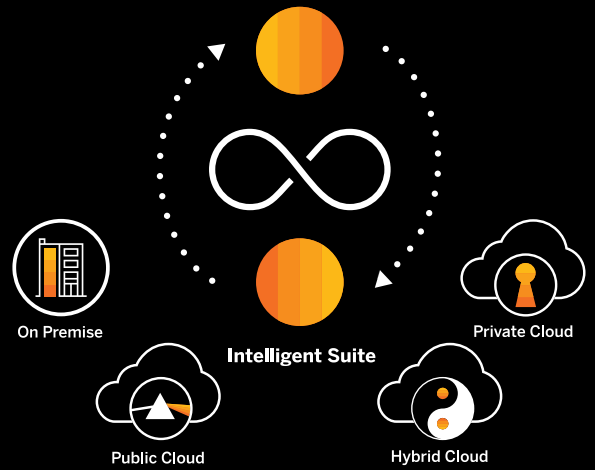
- 24/7 monitoring of all integration, inside and outside of SAP C/4HANA
- Pro-active problem resolution
- Uninterrupted and accurate data flow for your CX processes

Benefit from SAP knowledge and experience

- Enjoy a worry-free solution-as-a-service, allowing your CX experts to focus on customers, business and innovation
- Take advantage of a global expert network, available 24/7 in multiple languages
- Benefit from SAP experts and best practices

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Running The Intelligent Enterprise



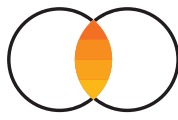
Companies, like yours, are embracing the idea of the Intelligent Enterprise. A concept that SAP is committed to deliver to its customers. Intelligent technologies, implemented and operated equally intelligently, to increase value creation and innovation.

SAP Cloud Application Services delivers managed services for all the SAP solutions that make up the intelligent suite, for all deployment models. We operate four global centers of expertise and a 24/7 support model, delivering best practice managed services and the latest technologies for application management (AMS), managed data, managed testing and managed security. We complement the intelligent suite and make it a truly worry-free SAP software experience.



Application Management

- Enhance and optimize solutions to meet business needs
- Lower total cost of ownership through best practices, tools and expert advice
- Enable hybrid cloud landscape through seamless integration



Managed Data

- End-to-end support to plan, prepare and manage hybrid data environments
- Innovation services for real-time actionable insights, analytics and automation
- Stabilization services for all aspects of data in a heterogeneous data environment



Managed Testing

- Globally engineered managed service focused on outcomes
- Proven processes for remote service delivery of testing activities
- Long-term engagements with monthly subscriptions
- Automation to facilitate efficient and rapid testing



Managed Security

- Design and operate security monitoring plans and issue resolution
- Reduce risks and vulnerabilities in lifecycle
- Managed Operations Control Center and Mission Control Centre integration
- Individual end-to-end security processes

Learn more at sap.com/cloudapplicationservices

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