

AMS PORTFOLIO

Year of foundation:
2000

Headquarter:
Cluj-Napoca

CEO:
Daniel Metz

Number of employees:
260

EBS's Portfolio of Application Management Services (AMS)

The SAP AMS offering is a consequent development out of EBS's hitherto business orientation: Western European language skills, application management and SAP. From a functional point of view, we focus on HCM. EBS's experience with the HR topic arises from different business areas in which it has been working successful. Due to a long-term collaboration with providers holding leading positions on the market for human resource systems, EBS developed its own expertise with respect to the HR topic. And there is the ability to towards modules like FI, CO, SD, MM.

Detailed Description of Competencies

1st Level Support

- Receipt of phone calls, emails, requests through help desk tools
- Ticket recording
- Request prioritizing, categorizing, dispatching and monitoring
- Finding solutions for SAP-related user requests (e.g. 'How can I set the dunning level?')
- Support for interpretation of results
- Solution descriptions
- Solution process monitoring and reporting
- Make use of SAP Solution Manager
- Make use of Service Market Place
- Compliance management
- Coordination of third parties services

2nd Level Support

- Technical issue support for key users
- Functional issue support for key users
- Root cause analysis
- Issue management: bug fixing, issue analysis
- Development of solution proposals
- Final testing after customization
- Final testing together with the user
- Documentation of test results
- Dispatching 3rd Level Support
- Searching the SAP Service Market Place and solution processing
- Transfer relevant hints from the Service Market Place into the development system and final testing of proposed solutions

Continuous Maintenance

- Application monitoring (e.g. daily maintenance of master data)
- System monitoring (e.g. monitoring of logs and booking errors)
- System performance monitoring and analysis
- Monitoring of ALE/EDI interfaces
- Monitoring of batch runs and administrated interfaces
- Workflow maintenance
- Correction Service (e.g. implementing SAP Service Market Place hints)
- Administration of Service Market Place processes
- Authorization services (creation and testing of roles and profiles, user administration, etc.)
- Template adaption
- Support for regular processes
- Data archiving
- Administration of spool processes

Continuous Improvement

- Performance optimization of current business processes
- Development services (new templates, reports, masks and queries)
- The creation of new workflows
- Programs for maintenance of mass data
- Testing services
- Documentation Services

In collaboration with the customer: Transfer and implementation of the above mentioned portfolio

Our customers are SAP –retailers and consultants, service provider and hosting partner. EBS acts for them as a subcontractor. EBS will not offer its services towards final customers. By embedding its employee into the service organization of SAP service partners, EBS will optimize the partner’s cost structure while quality will be held high, and hence, the client is able to increase its margins without implying its own employees. EBS’s offer is open to all interested SAP services providers.

Collaboration model Customer - EBS

- Within the customer’s project team/service team which role will be assigned to EBS employees?

EBS employees complete the support client’s support structure. They are assigned to tasks which otherwise would to be executed by client’s employees. Repetitive, time consuming tasks which are easy to learn are particularly appropriate for this. Usually, the employees are working remote, and use the client’s infrastructure. On request EBS might set up an infrastructure of its own.

- Who is taking over the project management?

Project planning, coordination, and organization are part of the client's responsibility. EBS provides know how and resource in remote management.

Transition

- How do the EBS employees take over their responsibilities?

The transition is handled based on a phase model. After preparation and planning phases, know how accumulation is considered as the crucial activity. The client's employees continues in maintaining the responsibilities for the final scope, while EBS employees assist(Shadowing).The next step begins when EBS employees take over the duties with assistance by the client's employees (Reverse Shadowing). This phase is finished when EBS takes over regular production.

- When is it suitable for a transition process to take place?

If EBS is involved into the project form the very beginning the transition can take place on end client's site. Otherwise, the EBS employees will handle their tasks from the client's employees, namely during the project.

Resources availability

Our employees were trained for a long term involvement, regarding the AMS business. This also implies internal and external trainings. The employees profile is made up of very good language skills and an adequate perception for functional and technical issues. We provide a stable and long termed assignment of employees to our client team. For team extensions, EBS takes over the customer specific trainings of new employees.

