JASDATA
DATA DRIVEN SOLUTIONS

DELIVERING HIGHEST VALUE ON YOUR SAP INVESTMENTS

MANAGED SERVICES
by **JASDATA SOLUTIONS**

JASDATA SOLUTIONS
OVERVIEW

1 Providing 24/7 SAP Managed Services

2 Delivery Center in Monterrey (Mexico)

3 Delivery Center in Mumbai (India)

4 Delivery Center in Singapore

5 Deliver SAP projects globally – strategy, audits, implementations, roll-outs, AMS, tech delivery

6 Flexible engagement models

7 Complete End to End AMS support capability

8 World class secure infrastructure

SAP VALUE
PROPOSITION & SERVICES

OUR SAP VALUE PROPOSITION

" *Help our clients leverage their SAP investments for better returns through high quality, on-time & predictable SAP delivery across the globe based on long term engagements* "

SERVICE OFFERINGS – FULL-LIFE CYCLE SUPPORT FOR SAP

SAP Solutions Delivery	:	SAP Implementation/ Global Roll Outs / Upgrade Services
SAP Solutions Support	:	SAP Application Management Services
SAP Technical Delivery	:	ABAP, Basis & Infrastructure support

EXPERTISE AREAS

SAP

ECC Functional Areas

- Std Functions - SD, FI/CO, MM, PP, PM,
- QM, HR, BI, Country Versions
- CRM, Supply Chain, EWM, etc
- Localization support

ECC Functional Areas

- ABAP/ Netweaver Technologies, Basis and SolMan
- General ABAP, BDC/LSMW, Module Pool,
- Scripts/SmartForms, Enhancements, OOPs,
- Work ow. EP, Webdynpro, XI/PI
- Basis – Complete Netweaver stack
- Special Technology – ABAP-CRM, CRM-IPC, CRM Middleware

SAP TECHNOLOGY PRODUCTS

- Fiori
- SAP Mobility – SMP, MDM (Afaria)
- SAP Analytics – BO Analytics
- SAP Hana

SAP BYD

- Solutioning for all industries
- Functional Areas

    CRM, SRM, Financial Management

    Human Resources Management

    Supply Chain Management

    Project Management

WHY
JASDATA SOLUTIONS?

24/7 SUPPORT

ACCELERATORS/IP

NEARSHORE MEXICO

SKILLS BEYOND SAP

SERVICE
SCOPE

SAP - KTLO:

- Provide support on all the SAP functional/technical issues that ensures smooth usage of the system
- Deliver continuous uptime and throughput

COMPREHENSIVE SUPPORT WINDOW

- Ensure SAP is available as per business window required to support business operations

BEST RETURN ON SAP INVESTMENTS: VALUE ADDED SAP COMPONENTS FOR UNMET BUSINESS NEEDS

- Squeeze more functionality from the existing SAP releases and existing infrastructure
- Stay current on SAP releases and leverage new SAP functionality to meet your business needs on an ongoing basis

SERVICE FEATURES:

- Service Management - Deliver services that capture your business support requirements
- Single Point of Accountability - Service Delivery Manager (SDM)
- Ease of interacting with the support team - optimum mix of web, telephone and onsite support

SERVICE TAKE OVER

- Need Assessment
- Service Transition
- Knowledge Transfer
- Support Organization

SERVICE IMPROVEMENT

- Continuous Improvement
- Business Benefits Tracking
- SLA optimization
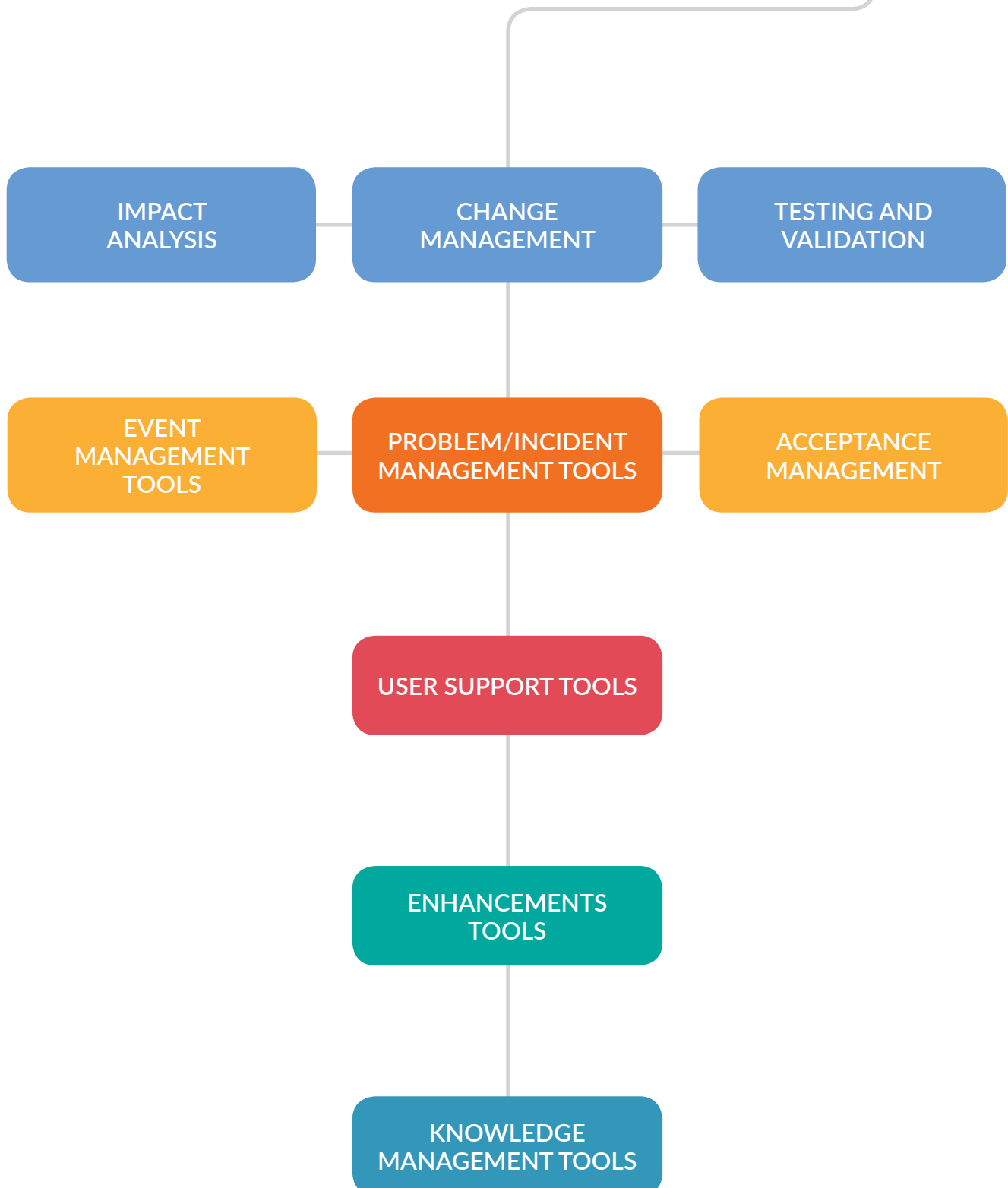- Preventative Maintenance

SERVICE DELIVERY

- Service Planning (SLA defn)
- Service Monitoring & Control
- Service Reporting & Review

SERVICE HANDOVER

- Transition
- Knowledge Transition back
  Shadowing & Handover

SERVICE IMPROVEMENT
Continuous Improvement
Root Cause Analysis
Business Benefits Tracking
SLA Optimization
Preventative Maintenance

SERVICE HANDOVER
Transition
Knowledge Transfer
Staffing
On-Boarding
Shadowing & Handover

SERVICE DELIVERY
Service Planning
Service Monitoring & Control
Service Reporting
Service Review

SERVICE TAKEOVER
Needs Assessement
Service Transition
Staffing & On-boarding
Knowledge Transfer
Support Organization
Procedures And Processess

PROJECT MANAGEMENT

VALUE MONITORING

VALUE DEFINITION

BUSINESS BENEFITS

VALUE CREATION

SERVICE MANAGEMENT

SERVICE MANAGEMENT AND CONTROL

| IMPACT ANALYSIS | CHANGE MANAGEMENT | TESTING AND VALIDATION |

| EVENT MANAGEMENT TOOLS | PROBLEM/INCIDENT MANAGEMENT TOOLS | ACCEPTANCE MANAGEMENT |

USER SUPPORT TOOLS

ENHANCEMENTS TOOLS

KNOWLEDGE MANAGEMENT TOOLS

ATTRIBUTES

Well defined repeatable processes

Standardized

Well documented in Service Charter

Enabled by tools and templates

Customized for business-specific needs

Fully complied with Measured and controlled

Continuously improving/optimizing

BENEFITS

High predictability

Ease of taking on newer applications

Complete Accountability for Delivery

Weather attrition effectively

Maximize Application Usage

Deliver promised returns

Identify weaknesses for improvements

Better business results

PROCESS & MODEL FOR TRANSFERING MANAGED APPLICATIONS SERVICES TO JASDATA SOLUTIONS

INITIATION

- Transition Team Setup
- Transition Project Plan

ASSESSMENT

- Support Needs Assessment
- Delivery Process & Organization Assessment
- Application & Document Assessment

SUPPORT SET UP

- Center Infrastructure Setup (Tools, Connectivity, Facilities, etc)
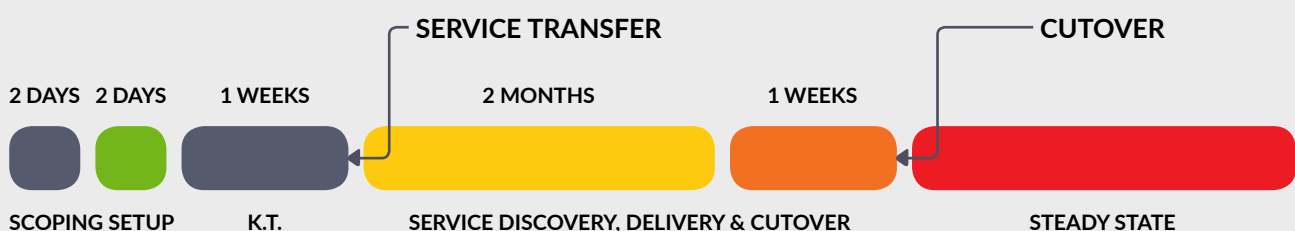- Support Organization, Process, Governance, Reporting and SLAs
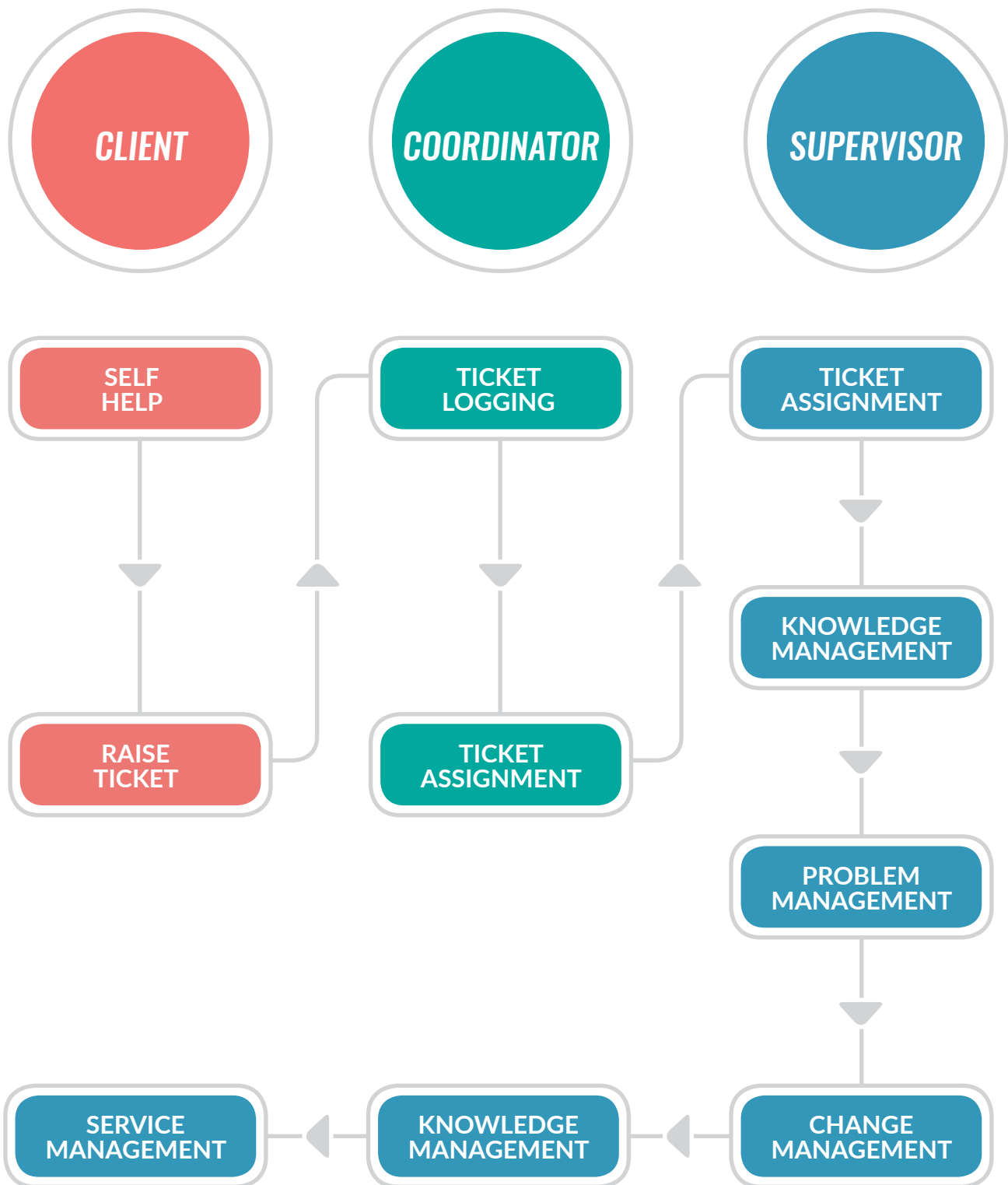
KNOWLEDGE TRANSFER

- Knowledge Transfer Plan
- Knowledge Transfer Execution

SERVICE DISCOVERY, DELIVERY & CUTOVER

- Shadowing
- Service Discovery & Delivery
- Cutover readiness assessment (Acceptance Criteria)
- Cutover

TYPICAL TIMELINES

2 DAYS	2 DAYS	1 WEEKS	SERVICE TRANSFER	2 MONTHS		1 WEEKS	CUTOVER
SCOPING SETUP		K.T.	SERVICE DISCOVERY, DELIVERY & CUTOVER				STEADY STATE

JASDATA
DATA DRIVEN SOLUTIONS

CLIENT

COORDINATOR

SUPERVISOR

SELF HELP

TICKET LOGGING

TICKET ASSIGNMENT

KNOWLEDGE MANAGEMENT

RAISE TICKET

TICKET ASSIGNMENT

PROBLEM MANAGEMENT

SERVICE MANAGEMENT

KNOWLEDGE MANAGEMENT

CHANGE MANAGEMENT

INCIDENT/PROBLEM MANAGEMENT

1. Monitor Response

2. Monitor Resolution

3. Feedback to User

END-TO-END SAP IMPLEMENTATION SERVICES - ECC 6.0
Complex manufacturing (mix of Discrete & Repetitive), Controlling areas

COMPLETE APPLICATION MANAGEMENT SUPPORT SERVICES - ECC
6.0, XI, & ABAP, 2 shift Basis coverage, Solution Manager implementation

APPLICATION MANAGEMENT SUPPORT SERVICES
Complex manufacturing (mix of Discrete & Repetitive), Controlling areas

GLOBAL ROLL-OUT SERVICES - IMPLEMENT GLOBAL-TEMPLATE
Functional, ABAP & Basis Delivery & on-going support

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DEDICATED SUPPORT CENTER FOR REMOTE BASIS SERVICE DELIVERY
complex SAP landscape comprising of various OS such as AIX, LINUX, HP/UX, WINDOWS and various DBs such as SQL SERVER, ORACLE, DB2 etc.

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