



B-SMART

PRESENTS

**BLUEPRINT'S - "SMART"
SAP APPLICATION SUPPORT SERVICES MODEL**

ACCELERATING TO DIGITAL FUTURE

TRANSFORM YOUR APPLICATION LANDSCAPE TO STAY AHEAD OF THE CURVE

Changing market conditions and dynamics has definitely taught Organizations and its IT leaders to turn challenges into opportunities to increase business resilience, and prepare for recovery and business growth. This has put forward focus on accelerating to digital future with increased pressure on reducing technology budgets in post pandemic times.

Today, most organizations are struggling to maximize their return on IT investments as application support costs are taking up 60% – 70% of their IT budgets, limiting investments for new initiatives that can help meet business need

Many organizations are moving to Cloud, and hence managing applications both on premise and cloud can become very complex and challenging.

KEY CHALLENGES IN FRONT OF APPLICATION LEADERS :

- Organizations are unable to cut corners for rapid and immediate cost savings
- Reactionary and short term reductions like contract renegotiations , layoffs etc
- Flexibility to adopt new service models and pricing
- Ability to eliminate services and/or scale back service levels and maintenance
- Evaluate and adapt support staff to manage IT application landscape
- Traditional approaches like "keep lights on" , "shift-Left" & "labor arbitrage approaches" to application management services may become ineffective, costly and uncompetitive

Where we are
TODAY

B-SMART APPLICATION MANAGEMENT SERVICES APPROACH:

B-SMART approach focuses on fast and consistent innovation adoption, seamless support for business processes in hybrid landscapes (Cloud & On-Premise) and business outcomes and delivers predictive and preventive support across any landscape. Our approach is built on three key ingredients

MAXIMIZE VALUE REALIZATION:

Companies need to shift from traditional Service Level Agreements to Value Level Agreements mindset. This is a paradigm shift from looking at cost reduction as an important KPI for Application leaders for so many years at the expense of innovation and improvements.

B-SMART approach helps our customers to identify, implement, optimize and look at business value, benefits and innovations at every stage through application maintenance lifecycle. We help our clients realise maximum value out of their applications through a powerful, value-based methodology to improve customers' business and IT performance based on benchmarks, best practices, and actionable improvement recommendations.



Our Application
maintenance &
support
MODELS

INNOVATIVE PRICING MODELS:

B-SMART approach has a well defined and structured pricing strategy to arrive at the cost value per hour per month based on monthly hours of support, no of tickets or number SAP Modules, Time zones support required and consistency to the customers.

Our support services leverage economies of scale, cost advantaged talent pool, tools & methodologies to facilitate distribution of work, promotes reuse and automation to drive down costs of operations.

"B-SMART FOCUS IS ON REALIZING BUSINESS BENEFITS & INNOVATION"

HYBRID TALENT MANAGEMENT:

Attracting and retaining talent required for Hybrid application support is a daunting task for organizations. We strive hard to manage and improve the speciality area for all resources to deliver with expertise at all times.

B-SMART approach allows our customers to adjust the size and composition of the support teams based on the business demands. We offer subject matter expertise on demand for optimisation advice into your application support practices. Our differentiated expertise and assets help bridge skill gaps and bring cloud native agility to your application landscape.

- **COVERING SAP CLOUD & ON-PREMISE SOLUTIONS**
- **DEDICATED OFFSHORE / NEAR SHORE**
- **REMOTE SERVICE DELIVERY / MANAGED SERVICES**
- **REMOTE SHARED SUPPORT SERVICES**
- **INTEGRATION ENHANCEMENTS**
- **FACTORY MODEL - SAP BASIS, SAP ABAP & SAP FIORI**

B-SMART SAP SUPPORT SERVICES CATALOGUE

PROFESSIONAL SERVICES

AUDIT & CONSULTING
PROJECT & PROGRAM MANAGEMENT
SUBJECT MATTER EXPERTISE
ADVISORY SERVICES - CLOUD

ENHANCEMENT SERVICES

FUNCTIONAL ENHANCEMENTS
TECHNICAL ENHANCEMENTS
MIGRATION SERVICES-ECC -> S4/HANA
RELEASE PLANNING & UPGRADES

OPERATIONAL SERVICES

INCIDENT MANAGEMENT
PROBLEM MANAGEMENT
APPLICATION MONITORING
INTERFACE MONITORING
BATCH JOB MANAGEMENT
DATABASE MONITORING

SECURITY & SAP BASIS

SECURITY AUDIT
SAP- GRC ACCESS CONTROL
SAP USER MANAGEMENT
SAP OSS MANAGEMENT
SYSTEM BUILD, COPY & REFRESH
PACTH UPGRADES
BACK UP & RECOVERY
CHANGE & TRANSPORTATION
MANAGEMENT
PERFORMANCE MANAGEMENT



EXPECTED
BUSINESS
BENEFITS



- **COST REDUCTION & FASTER ROI**
- **FASTER INCIDENT RESOLUTION**
- **ACHIEVE HIGHER PRODUCTIVITY THROUGH AUTOMATION**
- **IMPROVEMENTS IN BUSINESS PERFORMANCE**
- **SUBJECT MATTER EXPERTISE ON DEMAND**
- **LEVERAGE INNOVATION COE FRAMEWORK**
- **FLEXIBILITY IN CAPACITY MODEL**
- **PROVEN METHODOLOGIES & TOOLS**



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