



Korcomptenz

SAP Application Managed Services

*End-to-end support for
your SAP ecosystem*

www.korcomptenz.com

Expert-led Transformation.
Impact-led Growth.



Stabilize Faster. Improve Continuously. Create More Value.

Today's SAP environments span S/4HANA, SAP BTP, cloud platforms, integrations, data, and critical business processes. Traditional ticket-driven support cannot provide the speed, intelligence, or continuous improvement this complexity demands.

Korcomptenz combines deep SAP expertise, Altaris-powered intelligence, automation, and structured value sprints to identify issues earlier, resolve them faster, and reduce recurring support effort. Our proactive AMS model connects SAP performance with business outcomes, strengthens operational resilience, and frees internal teams to focus on modernization, automation, analytics, and AI.

Measurable Impact, Built into the Model

Up to 40%

Lower SAP support costs

Up to 20%

Of eligible repetitive tickets resolved automatically

Up to 40%

Fewer recurring incidents

Up to 30%

Faster mean time to resolution

Potential outcomes vary based on landscape complexity, support scope, ticket mix, automation maturity, and baseline performance.

From Reactive Support to Continuous Improvement

Korcomptenz manages SAP through four connected service motions.

Observe

Monitor SAP applications, Basis, integrations, extensions, and critical business-process signals to identify emerging risks earlier.

Resolve

Use environment-specific runbooks, automation, and specialist escalation to restore service faster.

Prevent

Analyze incident patterns, identify root causes, and implement permanent corrective actions.

Advance

Deliver prioritized process, automation, reporting, and user-experience improvements through planned value sprints.

What Makes Korcomptenz Different?

Altiares-Powered Operations

Altiares brings together SAP system, integration, transaction, and business signals to provide earlier visibility into performance and operational risk.

Business-Aligned Service Management

We measure SAP's operational impact alongside response times, resolution performance, availability, and other traditional service metrics.

Continuous Value Sprints

Agreed improvements move from the backlog into production on a defined cadence, helping SAP evolve beyond daily support.

Elastic Expertise. Shared Knowledge.

Scale functional, technical, Basis, integration, security, BTP, and automation expertise when required. Landscape knowledge is captured in shared runbooks, known-error records, process documentation, and environment-specific support content.

Designed Around Your Business

Korcomptenz SAP AMS can support:

Stable day-to-day operations

Post-go-live stabilization

SAP releases and upgrades

New business rollouts

Mergers and acquisitions

Seasonal or operational peaks

Skills and capacity gaps

Process and automation initiatives

The result is a support model aligned with the way your business operates, changes, and grows.

Support Across Your SAP Ecosystem

Application and Platform Operations

- L1, L2, and L3 functional, technical, and Basis support
- Incident, problem, request, and change management
- Monitoring, performance tuning, transports, patches, and housekeeping

Integrations and SAP BTP

- SAP and non-SAP interface monitoring
- Integration failure analysis and API or middleware support
- SAP BTP extension monitoring and lifecycle management

Security and Controls

- User, role, and authorization support
- Segregation-of-duties and privileged-access coordination
- Audit-evidence and control support

Release and Change Assurance

- Release-impact and regression planning
- Transport, compatibility, cutover, and rollback governance
- Post-release stabilization

User Enablement

- Training for new functionality and process changes
- Role-based guidance, knowledge articles, and self-service support
- Post-release assistance and business-process playbooks

Altiaris: The Intelligence Backbone

Korcomptenz SAP AMS is powered by Altiaris, our Enterprise Intelligence Platform.

Instead of relying only on user-raised tickets, Altiaris connects application, Basis, integration, transaction, and business-process signals to help support teams identify issues earlier and understand their wider impact.

Live SAP Health

Unified visibility across applications, Basis, integrations, and extensions.

Anomaly Detection

Identify unusual system, transaction, and interface patterns before they create wider disruption.

Root-Cause Intelligence

Correlate related events, incident history, and known patterns to accelerate investigation.

Business Context

Connect SAP performance with selected operational and financial KPIs.

What We Report

- SLA, resolution, and automation performance
- Incident recurrence trends
- SAP and integration health
- Selected business KPI performance
- Improvements delivered, risks, and next priorities

See Altiaris in Action



Choose the Right SAP AMS Model

Capability	Silver: Stabilize	Gold: Optimize	Platinum: Transform
Support coverage	L1/L2	L1/L2/L3	End-to-end
Monitoring	Core SAP health	Proactive anomaly detection	Operational and business intelligence
Problem management	Basic review	Formal root-cause management	Predictive prevention
Release assurance	Coordination	Impact and regression support	End-to-end assurance
Automation	Standard scripts	Prioritized automation backlog	Advanced automation and RPA
Performance measures	Service KPIs	Selected process KPIs	Executive value scorecard
Improvement cadence	Recommendations	Every 6–8 weeks	Every 4–6 weeks
Governance	Monthly	Monthly and quarterly	Dedicated executive governance

Silver: Stabilize

Reliable SAP Operations

Core monitoring, incident handling, service requests, user administration, standard changes, and operational reporting.

Ideal for organizations with a stable SAP environment that need dependable support and clear service accountability.

Gold: Optimize

Proactive Support and Improvement

Adds formal problem management, expanded monitoring, automation, release assurance, selected business KPIs, and recurring value sprints.

Designed for organizations seeking lower incident recurrence, greater productivity, and continuous SAP optimization.

Platinum: Transform

Intelligent SAP Evolution

Adds advanced Altiris intelligence, process optimization, automation, SAP BTP lifecycle support, executive value reporting, and an active transformation roadmap.

Designed for organizations that want AMS to advance business performance, automation, analytics, and AI.

Flexible Delivery Models

Choose how support responsibility is shared:

- Fully managed AMS
- Co-managed AMS
- Specialist support on demand

Choose how the team is structured:

- Dedicated
- Hybrid
- Shared

Korcomptenz aligns responsibility, skills, coverage, and cost with your landscape complexity and business criticality. Post-go-live hypercare is available following implementations, migrations, and major releases.

Change Support Models Without Disruption

Korcomptenz uses a structured transition approach to protect continuity, capture knowledge, and establish accountability.

Assess

Review the landscape, service history, business dependencies, risks, and current support model.

Transfer

Capture knowledge, create runbooks, document known issues, and define roles and escalation paths.

Stabilize

Validate monitoring, resolve priority risks, and establish service and performance baselines.

Improve

Launch governance, automation, problem management, and the agreed improvement roadmap.

Governance That Keeps AMS Accountable

Cadence	Focus
Weekly	Critical incidents, risks, backlog, and immediate actions
Monthly	SLAs, system health, trends, automation, and business KPIs
Quarterly	Value realized, improvements, releases, and transformation priorities

Make AMS Value Visible

A Business Value Workshop establishes current cost, service, risk, and performance baselines.

The resulting **Business Value Register** tracks progress across three areas:

Operational Savings

Reduced downtime, support overhead, emergency effort, and avoidable operating complexity.

Productivity

Faster resolution, fewer repeat issues, less rework, and greater automation.

Business Impact

Improved process performance, stronger adoption, faster change delivery, and more capacity for transformation.

The objective is to demonstrate measurable operational and business value beyond the cost of the service.

What Success Looks Like

Fewer recurring incidents

Faster and more automated resolution

More stable releases and integrations

Greater internal capacity for strategic work

Quarterly evidence of operational and business value

Pressure-Test Your SAP AMS Model

One-Week SAP AMS Value Assessment Korcomptenz evaluates:

- Current support cost, coverage, and accountability
- Incident, automation, and service-performance maturity
- SAP, integration, release, security, and continuity risks
- Skill dependencies and improvement priorities
- The right support tier and delivery structure

You Receive

- AMS maturity and risk scorecard
- Cost and value-opportunity map
- Recommended support and delivery model
- Initial Business Value Register and 90-day action plan

Request Your SAP AMS Assessment



Thank you for reading

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