



rts  **Resolve Tech
Solutions**

**SAP S4/HANA
Application
Managed Services
Minimize Disruptions**

Project Overview



SAP S/4HANA was launched in 2015, and adoption in 2016 was significant. According to SAP, there were over 5,000 customers who had either licensed or deployed S/4HANA by the end of 2016. A Houston-based American oil and gas exploration and production company was one of those 5,000 customers.

The oil and gas company is a growth-oriented company that owns, manages and maintains interests in oil & gas, energy, and infrastructure businesses and is organized into three primary segments of refining, retail, and logistics. They determined that they would become an early adopter of this platform and being an early adopter of an upgrade can be both beneficial and challenging.

Ensuring that you have the right people, process, and technology is paramount to an SAP migration and it's success. The work does not stop after the migration, having a plan for application managed services is mission critical.

They enlisted Resolve Tech Solutions (RTS) to not only successfully implement SAP S4/HANA but provide ongoing Application Managed Services (AMS).

SAP Application Managed Services

Operating a trouble-free system is an ideal state for any client of SAP. To achieve this, the client worked with the RTS team to establish wider support coverage for the business. RTS supports a variety of their Enterprise applications including SAP Modules MM, SD, FI, CO, PM, PM, Is-Oil, Basis, ABAP, Basis PI, and Hyperion. In addition to product support RTS assists with new SAP projects and major enhancements. RTS has a variety of support models to deliver higher efficiencies at lower costs. These support modules are backed by our extensive expertise in SAP functional and technical areas.



For this project our support team has availability from 6:00 AM CST to 8:00 PM CST, which covers both the Central Time Zone (CST) and the Hawaii-Aleutian Time Zone (HST) that they operates in and ensures that we can provide support to them in both time zones, even when they are working outside of our normal support hours.

Our offshore support team is available to handle emergency issues over the phone, even after our standard support hours and on holidays.

This gives our customers peace of mind, knowing that they can always get help when they need it.

We allocate our service volume in a 60:40 ratio between support and projects. This means that we are committed to providing them with the support they need to keep their SAP systems running smoothly.

RTS can successfully handle all SAP tickets and provide solutions that meet the service level agreements (SLAs) that have been agreed upon. They are confident that their issues will be resolved quickly and efficiently.

The Process

They relied on RTS for application managed services support for their SAP systems. RTS prioritizes tickets based on urgency and provides extended hours support as needed. Technical and functional consultants provide documentation with instructions and test cases with screenshots as they develop solutions.

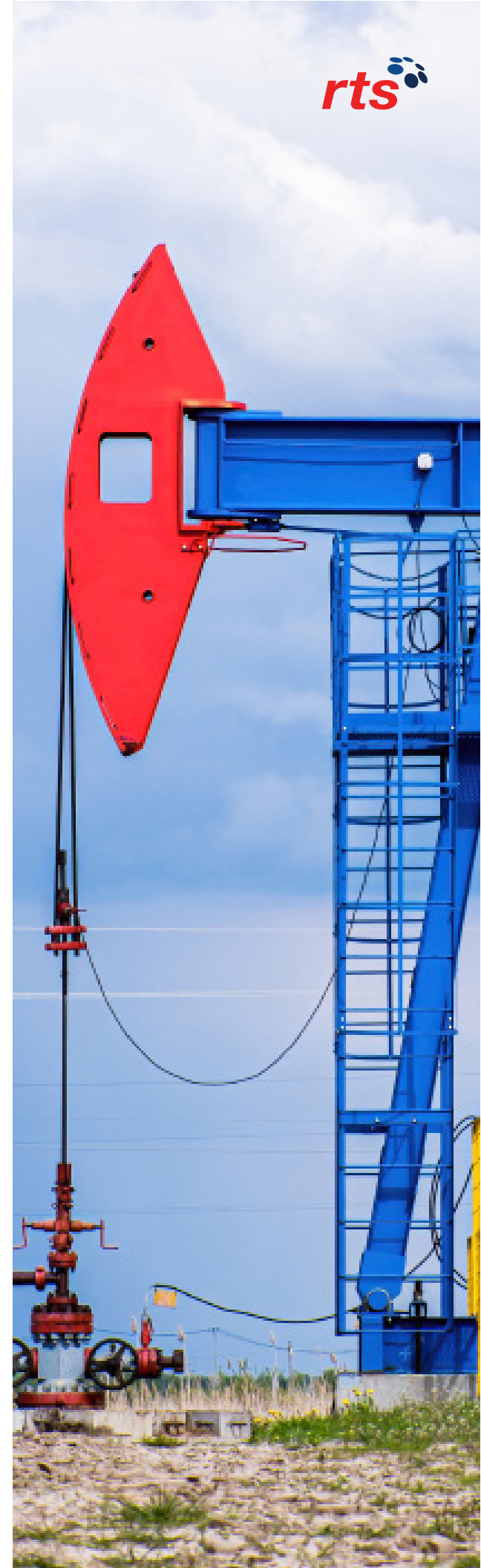
RTS handles issues such as change requests, problems, and enhancements. For all change requests, unit testing is performed by the development team in the DEV system, followed by user acceptance testing (UAT) in the QAS system. Once the changes are approved to move to the PRD system, the Director of IT must sign off on the transport request.

Tickets are updated and closed upon confirmation from the business user that the changes work as expected in the PRD system. The onshore engagement manager reviews project documentation and is responsible for leadership, service delivery, SLA monitoring, governance meetings, reporting, and invoicing.

RTS does not stop at break-fix support; we also perform continuous root-cause analysis to eliminate recurring problems. Emergency issues are handled on a priority basis through the change management process. Changes are moved to emergency status after change management approval.

They directly interacts with offshore resources via Skype, phone, and email. Backup and additional resources are provided as needed. RTS is committed to continuous optimization of SAP solutions, fostering innovation without disruption, and providing simplified solutions.

Through this process, RTS provides them with a comprehensive application managed services that cover all aspects of SAP system management, from break-fix support to continuous optimization and innovation.



Why RTS:

RTS is an SAP Gold Partner and with our expertise and experience we can ensure that all aspects of SAP Managed Application Services are rigorously managed with service quality aligned with industry best practices in Oil & Gas.

RTS is an award winning, mid-sized consulting firm, headquartered in Dallas, Texas. RTS specializes in helping organizations achieve their IT modernization goals through core business system modernization and migrations, digital transformation services such as custom application modernization, data modernization, cloud-native and mobile development, and AI/ML and RPA enablement. RTS empowers their client partners to lead technology transformation journeys by providing unparalleled service excellence and continuous investment in their people and envisions a world where digital and AI technologies drive limitless possibilities. RTS strives to accelerate our customer's technology's transition with commitment to continuous innovation and cutting-edge solutions. Together, RTS believes they can revolutionize the digital and AI landscape to make new possibilities in our world.

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