Managed Infrastructure—Pythian's SAP Application Management and Hosting Services

Reduce your operating costs while improving the performance and availability of your SAP workloads. Leverage Pythian's deep knowledge for end-to-end application managed services for a fixed monthly fee.

In our increasingly digitized economy, your entire business relies on your foundational SAP application infrastructure. As your SAP systems expand, age and become more vital to business success, the complexity of managing, monitoring and optimizing these systems grows. Your internal IT department's ability to support new projects or business goals could be impacted as the demands of effectively operating your SAP environment stretch existing resources and expertise.

Unlike most SAP application support providers, we help you determine the value of externally cloud hosting your SAP applications, taking into account your existing capitalized investments. With our flexible support model and and nearly 25 years of experience, we can provide managed support on any SAP certified hyperscale cloud provider, on premise or as a hybrid solution.

At Pythian we focus on what's best for your business while accelerating your time to value and helping align your key requirements with the right cloud partner. Our fixed pricing model and guaranteed service levels deliver the certainty you need for your mission-critical systems.

Pythian's application managed support includes:

- SAP technical administration
- SAP functional support
- Database administration
- OS administration
- Performance tuning
- SAP EHP/SP upgrades
- 24X7 live monitoring
- 24X7X365 helpdesk
- Backup/recovery management
- Archiving support
- Disaster and high availability recovery services
- SAP security administration
- Expertise on demand

Pythian

Benefits of SAP Application Managed Services

Lower SAP support costs by 15 to 40 percent or more:

- Lower resource costs with shared service model.
- Specialized tooling developed over years of experience.
- SAP reusable assets and runbooks developed by working with hundreds of clients over 23 years.

Predictable and controllable fixed support cost:

- Project SAP operating costs over your contract length.
- Insurance, without the deductible.

Clear costs and service level objectives (SLOs):

- Predictable scalability with committed, cost-effective and easy-to-understand monthly pricing.
- Guaranteed 15-minute response time 24x7x365.
- Clear and concise service level objectives supporting four levels of priority.

Comprehensive SAP support services:

- Client care center is staffed 24x7x365.
- Proactive monitoring and management of your entire SAP estate.
- Proactive diagnosis and resolution.
- Preventative activities to ensure your systems are always available and optimized.

Flexible and tailored solutions:

- Customized to support your specific business needs.
- Options supporting different delivery configurations including:
  - SAP application management: On premise, public cloud or third-party hosting facility.
  - SAP application hosting: Pythian provides the needed facilities.
  - SAP temporary hosting: Pythian provides the facilities required to support short-term projects or migrations.

The smart choice for managed SAP application support

Highly cost effective

Pythian provides the people, tooling, expertise and scale to help cost-effectively ensure the availability and performance of your cloud resources 24x7. We help you increase reliability and innovation, and decrease SAP support costs, by enabling you to redirect your internal resources to other projects while leaving the business-critical day-to-day operational work to us.

A flexible, long-term partner

Pythian offers an unmatched collection of services to help you on your cloud journey—from basic infrastructure monitoring to cloud migration, cost optimization to data strategy consulting, and everything in between. Our portfolio of standardized managed services, coupled with our customized solutions, means we can evolve as you grow your data and cloud into a competitive advantage for your organization.

Exceptional support

Your experienced project manager is your single point of contact at all times, ensuring the highest quality support and continuity of care. As a dedicated resource who understands the big picture of your particular use of technology and business goals, he or she is uniquely able to help maximize the business value of your cloud solutions.

Unmatched expertise

Let Pythian transform your data into a sustainable competitive advantage by leveraging our:

- Two decades of technical and business expertise in data and data strategy, database and data warehousing architecture, and DevOps and Agile development.
- Unmatched experience in workload design, deployment, migration and management— across cloud, multicloud, on premise and hybrid deployments.
- Deep knowledge of artificial intelligence, machine learning and other advanced analytical and data sciences.

About Pythian

Pythian's global team of certified service professionals has decades of deep SAP expertise supporting on-premise systems across all major SAP cloud-certified hosting providers. This means hundreds of certified experts on AWS, AZURE, GCP and HANA Cloud ensuring you have the right expert on any cloud or premise when you need it. Our SAP consulting group has more than 20 years of technical leadership in SAP consulting, migrations, enterprise hosting and managed services. We're the right partner for your SAP assessments, migrations and application support needs.

- A certified multicloud partner with 200+ cloud certifications.

- SAP integrations using service-oriented architecture (SOA), electronic data interchange (EDI), Application Link Enabling (ALE), Remote Function Call (RFC) and IDOCS.

- SAP upgrades and migrations including the launching of new functionalities including:
  - ECC/S4/HANA
  - BW/BW4HANA/BusinessObjects
  - SCM/CRM/SRM/APO/GRC
  - PI/PO/PORTAL

- SAP HANA expertise including:
  - Hardware sizing: DB security, setup and admin.
  - Performance tuning on single and multi-node SAP landscapes.
  - DR setup and maintenance.
  - Specializations in SAP applications.
  - SAP Customer Data Platform.
- Pythian is an SAP PartnerEdge program partner and SAP-certified application hosting services provider.
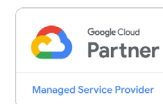
Get started with Pythian

Talk to your Pythian sales representative to discuss our special offers. Email us at **sales@pythian.com** to get started with a free SAP migration assessment and help from Pythian.

SAP® Certified in Hosting Operations   **SAP® PartnerEdge®**   **aws 100 CERTIFIED** AWS PARTNER NETWORK   Google Cloud **Partner** Managed Service Provider   **Microsoft Partner** Gold Cloud Platform / Gold Data Platform / Gold Data Analytics / Gold Datacenter / Gold Application Development

SAP OS / DB Migration Factory member for HANA and ASE

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ABOUT PYTHIAN
Founded in 1997, Pythian is a global IT services company that helps organizations transform how they compete and win by helping them turn data into valuable insights, predictions and products. From cloud automation to machine learning, Pythian designs, implements and supports customized solutions to the toughest data challenges.
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