

SAP Application Managed Services

Run, optimize, and future-proof your SAP landscape

For CIOs, CTOs, and SAP leaders who want AMS to fund transformation—not just keep the lights on.



We position SAP AMS as a **self-funding value engine**—reducing TCO, de-risking operations, and freeing scarce talent for strategic initiatives, with governance that proves the service delivers **more value than it costs**.



From “keeping the lights on” to creating measurable value

Most leadership teams ask:

“If we outsource SAP support, will it truly improve our cost structure—or just move the spend?”

Korcomptenz SAP AMS is designed to **lower total cost of ownership**, unlock capacity in IT and business teams, and improve the stability of your SAP estate—so your best people focus on transformation, not ticket queues.

We support the full SAP stack—**S/4HANA, analytics, data, and AI**—so everything is monitored, optimized, and evolving together. With 20+ years of experience, 24/7 global delivery, and a clear Target Operating Model (Run, Optimize, Innovate, Enable, Govern), we often deliver a **lower effective TCO** than building comparable in-house capabilities.

Our teams have supported global SAP landscapes across manufacturing, retail, and life sciences, helping clients reduce incidents, stabilise upgrades, and free budget for change initiatives.

Our AMS isn't about just “keeping the lights on”; it's about changing both the **economics** and the **risk profile** of your SAP landscape.



How Korcomptenz turns SAP AMS into a value engine

SAP AMS with Korcomptenz delivers:

Continuous improvement

Not just break-fix. We proactively spot optimisation, automation, and simplification opportunities.

Less key-person risk

Knowledge is captured and shared across a trained team, not held by one “hero.”

SLA-driven, business-aligned support

Clear SLAs, escalation paths, and governance to keep IT and business aligned.

Elastic capacity

Scale support up for rollouts, peaks, and M&A—and down in steady state—without the pain of hiring or layoffs.

Better ROI on SAP

More value from licences, infrastructure, and past projects through stable operations and smarter use of new features.

To deliver this consistently, we run your SAP environment through a focused operating model.



How we run and evolve your SAP ecosystem

Our AMS model is built around five pillars that work together:

RUN – Stable, always-on operations

- Incident, problem, and request management with proactive monitoring
- 24/7 coverage for critical S/4HANA processes

OPTIMIZE – Performance and process excellence

- Ongoing performance tuning and housekeeping
- Upgrades, regression testing, deployment management
- Process improvements to reduce manual effort

INNOVATE – SAP BTP, Business AI & automation

- Enhancements and extensions with SAP BTP and integration services
- Analytics and AI to modernise reporting, alerts, and workflows



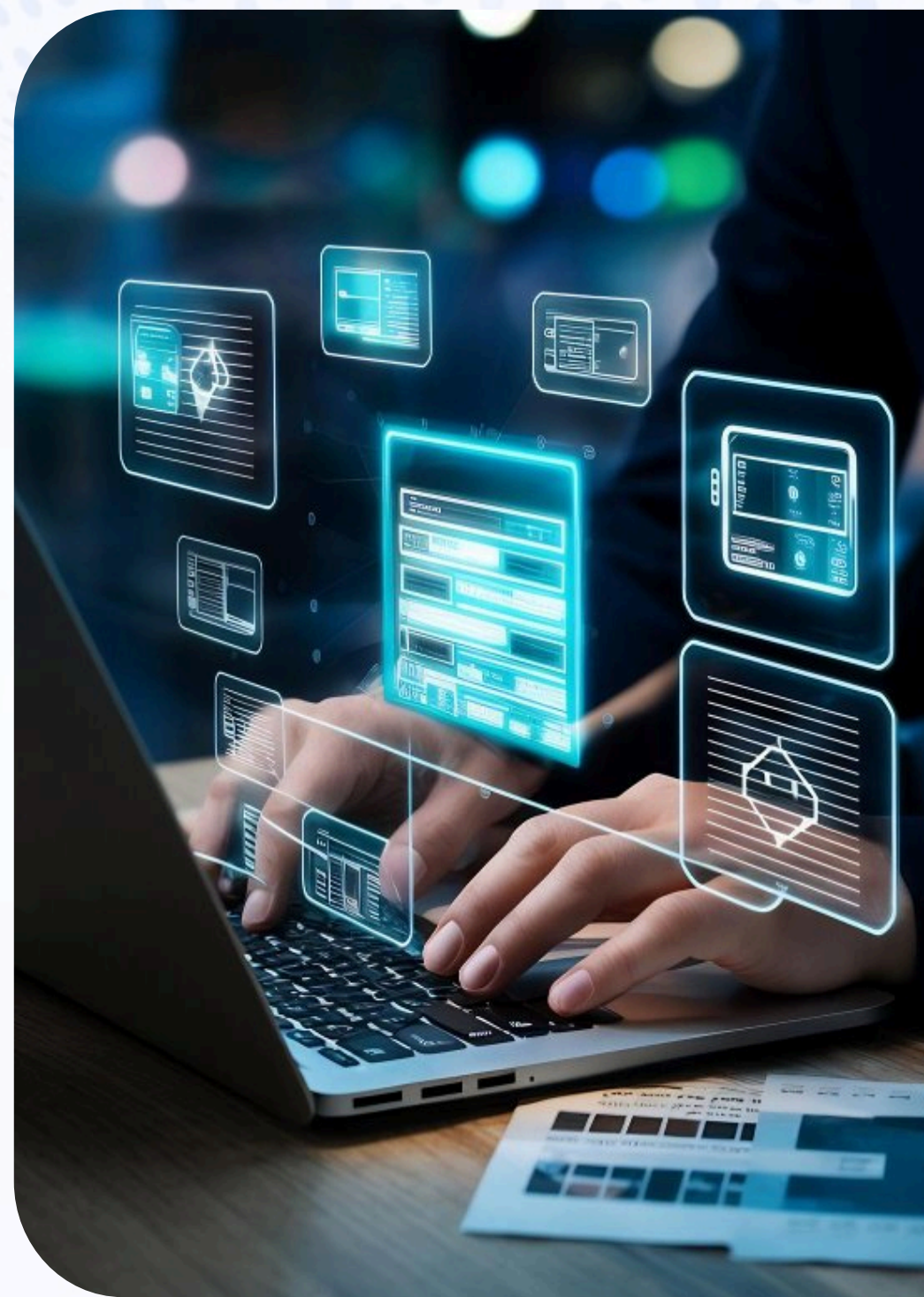
ENABLE – People, knowledge & adoption

- Training on new features and process changes
- Playbooks and runbooks for resilient operations

GOVERN – SLAs, compliance & risk

- Regular service reviews and improvement backlogs
- Standardised controls aligned to compliance and security needs

An operating model only matters if it pays for itself—which is why we make AMS value visible and measurable.



Making sure AMS delivers more value than it costs

We treat SAP AMS as a **value engine**, not a cost line. To prove that, we start with a **Business Value Workshop** and maintain a **Business Value Register (BVR)**.

Together with IT and business leaders, we:

- Identify value levers: downtime reduction, faster close, fewer incidents, automation, project acceleration
- Set baselines for cost and performance
- Agree on target KPIs and timelines

The BVR then tracks, quarter by quarter:

- **Operational savings** – less unplanned downtime, lower support overhead, optimized licences and infrastructure
- **Productivity gains** – fewer tickets, faster resolution, less rework, more automation
- **Business impact** – faster project delivery, improved SLA adherence, higher user adoption

Our promise is explicit:

The measurable business value generated by AMS should exceed the cost of the service.

This gives you an **auditable, board-ready view** that your SAP support model is lean and funding future transformation.

Business outcomes you can expect

Typical outcomes from a Korcomptenz SAP AMS engagement:

Faster issue resolution & less downtime

Specialists resolve incidents quickly, protecting revenue-critical processes.

Smoother upgrades and change cycles

Updates are planned, tested, and deployed with minimal disruption.

Consistently optimised processes

Jobs, interfaces, and configurations are tuned continuously for stability and performance.

Better user experience and adoption

Structured training and responsive support drive higher productivity.

Lower operational and compliance risk

A single accountable partner reduces fragmentation and shadow support.

A stronger foundation for transformation

A well-run SAP core makes S/4HANA moves, cloud migrations, and advanced integrations safer and easier.

Flexible support models that meet you where you are

Korcomptenz offers **tiered packages (Silver, Gold, Platinum)** aligned to your size, complexity, and support needs, delivered through **Dedicated, Hybrid, or Shared** AMS models—so you can balance cost, coverage, and depth of expertise.

In a world where SAP sits at the heart of how you operate, it can't be “just another system to support.” With Korcomptenz SAP AMS, you gain a partner that keeps your landscape stable today while continually improving it for tomorrow—**reducing costs, de-risking operations, and freeing your teams to focus on strategic growth.**



Next step: pressure-test your AMS model

If you're running or rethinking **SAP AMS**, we can help you map your current support model against cost, risk, and value levels.

Request a **30-minute AMS value review** with our team to identify where you can reduce run cost, de-risk operations, and free capacity for transformation.



Thanks for reading our
**SAP Application
Managed Services**

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