



# Ananth Technologies

Forging innovative results through technologies

## Ananth SAP Support

For an enterprise running on SAP, it happens to be its life blood. But maintaining the SAP implementation is challenging as the maintenance work needed is unpredictable and follows a trajectory of load peaks and troughs. Staffing this support team just right to acceptably handle user SLAs while at the same time not over staffing and being cost effective is quite hard at best.

Ananth gives you the productivity advantage coupled with optimization of resources and cost. The model gives you the ability to serve your internal users with the Service Levels that they require by leveraging Ananth's experienced support consultants- that too, at a lower cost than the traditional approach. You can outsource your entire SAP support or part of it to us. Our engagement model starts with thorough documentation and identifying value engineering opportunities in your setup. Our support offerings can be procured in terms of the typical man months, man years and also uniquely in the man hours. This is further calibrated with a combination of onsite and offshore consulting models reducing costs further.

We help you realize the value of your SAP investment by providing a stable environment at a lower cost and effort, with a model appreciated by our global customers.

## Ananth Competencies

Ananth renders comprehensive sustenance services including:

- Production support
- Functional and Technical support
- Basis support
- Application Enhancements
- Performance tuning
- Authorization and Audit services
- Research and Impact Analysis
- Migration and Upgrade support
- 24 x 7 support coverage
- Support across various time zones
- Unicode conversions
- Documentation support
- Independent Validation (Testing) services
- Constant production health monitoring

## Key Benefits

- Unmatched access to the right Functional and Technical expertise available for a comprehensive support
- Transparent IT costs. Agility and flexibility to scale to align with your business needs
- Guaranteed response times and customized Service Level Agreements
- Reliable and sustainable operations
- Timely release of programs and enhancements
- Proactive problem identification and resolution to minimize user impact
- Preventive root-cause fixes to reduce the incidence of issues and risk



## Key Engagement

For a leading contract research and testing organization in APAC. Client's in house IT team offered application support apart from handling other IT functions. But with an expanding business, the support requirements were growing at a quick pace, and with limited resources, issues were not timely handled. To enhance support, free IT team up and reduce maintenance costs, the client was looking for a partner who offered support for various SAP modules.

### Challenges

- Quickly meeting needs and pacing up with the growing IT requirements of the business
- Providing support for different time zones
- Very high degree of complexity in the applications.

Ananth was chosen for our in-depth experience in SAP. The engagement involved providing technical, application, and enhancement support to users for various SAP modules including FI/CO, HCM, and PS. Ananth utilized its delivery processes to offer support across time zones .and also contributed in several enhancement and development projects. For the past few years our support has consistently exceeded SLAs and helped reduce costs significantly.

## Ananth SAP Offerings

### Implementation

End to end Implementation. Competencies in HCM, FI/CO, Logistics, BI and CRM

- Rollouts
- System and Data Migration
- Testing
- System Integration (using SAP Net Weaver)

### Upgrade Services

- Upgrade Assessment and Deployment

### Sustenance Services

- Functional and Technical Support
- Maintenance
- Independent SAP Audit & Validation Services

### Other Services

- Custom Application Development
- Testing
- Performance Engineering

## About Ananth

Ananth Technologies, an AS 9100B & ISO 9001:2000 certified firm has been serving the IT business and technical needs of its Global 1000 clientele since 1992. Ananth is a certified SAP Channel Partner.

Based both in US and India, Ananth has a global presence with a workforce of over 750. Our varied clientele are leaders in the areas of Aerospace, Mining, Pharma, Higher Education, Public Sector, Manufacturing and Health care.

In a time when companies are relentlessly pushing to compete better, Ananth is the global technology partner with a single-minded passion: dedicating its systems expertise to transform your business.

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### India HQ

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