

Get more from your SAP investment

A short guide to Intelligent
Application Management
Services from Fujitsu

Simple wins are the best, aren't they?

When it comes to the complex nature of your SAP setup, outsourcing the management of it can help you simplify and optimize what you already have, and reach your goals sooner.

Intelligent Application Management Services (iAMS) get you more value from your investment, now and in the future. So, you can cut costs and ensure you have the support of experts across your whole application portfolio.



A framework for success

Our Fujitsu global and regional delivery centers are always on hand to help you find global success through local know-how and a tailored solution. We deliver your journey in three stages:

The foundation stage

Together, we build the basis for your AMS with defined methodologies and tools, to manage any fundamental challenges around AMS.

The transformation stage

Next, come the additional services for analyzing IT bottlenecks, test automations, RPA automations, and designing proof-of-concepts. This stage allows you to implement better business processes with smarter tools and strategic frameworks.

The innovation stage

Finally, we put longer-term support and services in place to help you continuously evolve your solution. This stage helps you to take advantage of the more innovative features and solutions SAP has to offer.



Foundation

Unified Governance

Transition Methodology

Multi-language SDMs



Transformation

Bottleneck
Analysis (SNP)

Test
Automation

RPA
Automation

Fujitsu IP
Solutions

Tools &
Accelerators



Innovation

Innovation
Council

Smart
Manufacturing

S/4 HANA
Assessment (VAS)

SCP
Integration

The more value you get from your SAP applications, the more time your IT teams will have to innovate, make decisions, and overcome existing challenges. And that's all the better for your business.

Why now?

iAMS gives you the tools to tackle deep-rooted and complex challenges to your day-to-day operational efficiency.

These include:

- > IT service failures that risk delays and long turnaround times, which could breach your customer SLAs
- > High costs that make it harder to grow your business, thanks to unsustainable overheads
- > Manual monitoring, tracking and reporting of application health status
- > Difficulties with keeping your infrastructure up to date and scalable to meet changes in demand
- > Delays in bringing your new technologies and services to market, due to a lack of in-house capabilities
- > Lack of ability to streamline your application portfolio. This prevents you from simplifying processes, retiring low-value applications, and modernizing high-value ones

You can manage all of these potential pitfalls without needing to recruit new talent or grow your expertise internally.

How we help

By putting your application management into the care of a dedicated, expert partner, you can ensure the smooth running of your IT services. Our solution not only alleviates the above issues now, it also brings a host of future benefits.

With iAMS you can:

- > Improve your customer satisfaction with automated monitoring and predictive maintenance
- > Reduce application downtime and costs with faster ticket resolution
- > Increase performance and revenue with better availability
- > Synchronize design, development, testing, and deployment of new applications to accelerate time to market
- > Reduce IT personnel costs, even with a growing application portfolio
- > Take advantage of the latest technology to open up new revenue streams



Why Fujitsu?

We're a passionate global leader in technology and SAP business solutions. And our strong partner ecosystem, with all major package and cloud vendors, is the reason why we have such fruitful and long-term relationships with our customers.

Established as the number one IT company in Japan, our long heritage, comprehensive portfolio, and know-how mean we can help you successfully transform your organization for the better.

- > A standardized, global iAMS offering framework
- > Three service levels to choose from, based on your level of investment
- > A proactive approach to customer success, delivered through our Customer Success Manager solution and our Innovation Council
- > Our co-creation approach, your Digital Transformation Roadmap and bespoke implementation support



To talk about taking your SAP systems to AMS
Get in touch today

A man with a beard and glasses, wearing a white shirt, is smiling and holding a white mug. He is sitting at a table in what appears to be a cafe or office setting. The background is slightly blurred, showing other people and interior lights.

Ready to get started?

If you're keen to learn more about iAMS and how it works, [download our full guide here](#).

Or, if you're ready to speak to one of our experts about getting more value from your SAP applications, get in touch today.

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