

Kellton Tech Applications Management Services & **SAP** Enterprise Support



Why Kellton Tech?

Kellton Tech is proud to be among 5% of the global SAP partners who have met the rigorous standards of the Partner Center of Expertise (PCoE) Certification. We demonstrate a commitment to providing the highest quality SAP support. We strive for excellence in delivering the three pillars of support: implementation, operation, and innovation.

The **Kellton Tech** support model balances both onshore and offshore resources to ensure uninterrupted support while optimizing costs. Our global team members are certified SAP Support Consultants and many hold SAP certifications for their areas of expertise. We have expertise in SAP ECC, SAP BAiO, SAP S/4HANA, SAP S/4HANA Public Cloud, SAP C/4Hana, SAP Commerce Cloud, SAP Marketing Cloud, SAP Sales Cloud, SAP Service Cloud, and SAP Customer Data Cloud (Formerly Hybris Platform).

How clients benefit?



Achieve optimal SAP implementation results with Kellton Tech's end-to-end support infrastructure, services, and end-to-end lifecycle management.



Experience operations excellence through improved supportability, performance, reduced total cost of ownership (TCO), and better collaboration with SAP.



Accelerate innovation with Kellton Tech's SAP technical and application Best Practices to ensure continuous growth and achieve competitive advantage.



SAP® Certified
Partner Center of Expertise



Kellton Tech Enterprise Support Services



PCoE certified Help Desk Support

- 24/7 production down support and root cause analysis
- Incident Management
- Access to SAP certified Functional and Technical Support consultants
- Assistance in identifying opportunities for additional training



Remote Services & Technical Quality Checks (TQCs)

- Business process analysis
- SAP Early Watch Checks



System Administration & Monitoring via Solution Manager

- System performance improvements
- Data volume management
- Security improvements and optimization



Service Level Agreements (SLAs)

- Immediate processing for Very High issues
- Dedicated support hotline



Software updates and upgrades

- Core bug fixes and support packages
- Risk mitigation
- New functionality and security updates

Supplemental Support Services



Experienced Logistics

- | | | | |
|------------------------------------|------------------------|-----------------------|--------------------|
| • Materials Management | • Plant Maintenance | • Logistics Execution | • Customer Service |
| • Inventory & Warehouse Management | • Sales & Distribution | • Production Planning | • CRM |



Experienced Accounting

- | | | | |
|------------------------|--------------------|---------------------|-------------------|
| • Financial Accounting | • Accounts Payable | • Credit Management | • Project Systems |
| • Accounts Receivable | • Fixed Assets | • Controlling | |



Technical Support

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|-----------------|----------------|------------|-----------------------|
| • Basis Support | • SAPscript | • BW/BI | • GRC |
| • WRICE objects | • LSMW | • Fiori | • Custom Transactions |
| • ALV reports | • Workflow | • Personas | • User Exits & BADI |
| • Smartforms | • ALE/EDI/IDOC | • Security | |



Customer Experience Support

- | | | | |
|------------|-------------|---------|-----------|
| • Commerce | • Marketing | • Sales | • Service |
|------------|-------------|---------|-----------|



SAP CX Technical Support

- | | | | |
|-----------------------|---------------------|---------------|----------------------------------|
| • SAP Commerce Cloud | • SAP Sales Cloud | • SAP C/4Hana | • SAP Cloud Platform Integration |
| • SAP Marketing Cloud | • SAP Service Cloud | • Data Hub | |

Experience Best-In-Class Certified SAP Support

Kellton Tech is a “Born Digital” technology consulting and services company with operations across the US, Europe, and Asia. Our team of 1,500 plus dedicated Kelltonites takes a technology agnostic approach to deliver innovative solutions that drive exceptional business value, empowering...
“Infinite Possibilities with Technology”



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