

EMBED SUSTAINABILITY ACROSS YOUR **SAP** SYSTEMS

Business trends don't last long. New ones regularly drive out the old. Enterprises that quickly align their systems with disruptive waves of change gain a sustainable competitive edge and chart their best courses for tomorrow.

As an SAP Authorized Partner and SAP Partner Center of Expertise (PCoE), Kellton Tech provides a comprehensive suite of SAP Managed Services. We help our clients drive continuous improvements across their SAP systems and successfully transition to the target state. Our team of 100+ certified professionals is committed to streamlining your SAP assets at the pace of change and improving the overall risk posture so that you can respond to emerging opportunities without losing time.

We are a One-Stop Solution to your **SAP Application Management** needs.

Enterprises face a unique challenge with digital SAP platforms.

Since the business landscape is constantly changing—and new technologies are always coming by—enterprises find it challenging to gather the required technical and functional skills to make their SAP platforms modern and market-ready. The result? An overly complex and obsolete IT environment that poses manageability issues and is cost-intensive!

Kellton Tech's SAP Managed Services Support makes a difference in the said scenario. Our application optimization and management specialists offer comprehensive support to help you leverage the real potential of your SAP systems and keep them at the cutting edge of change.

The Whole Gamut of Our Offerings and Capabilities



Our Capabilities

- Incident Management and Monitoring
- Problem Remediation
- Service Requests
- Change/Development Request
- Infrastructure Monitoring



Areas We Support

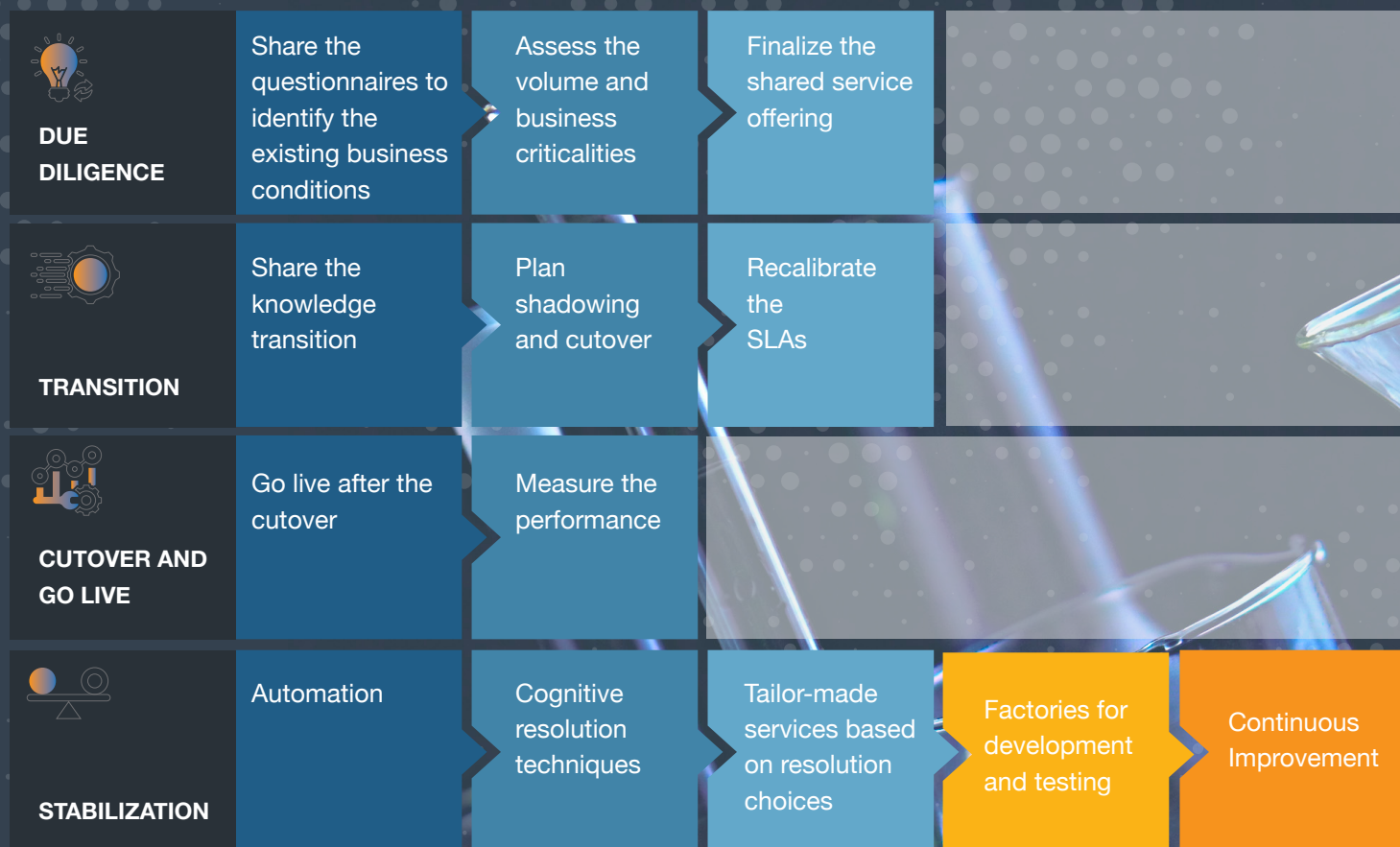
- Basis SolMan and Security
- Technical – ABAP, UXM, Portal, and MII
- All Functional Modules
- Integration & Analytics
- Cloud Migration
- HANA Migrations
- HANA Upgrades
- Automation



Time Zone Availability

- 24*7
- 24*5
- 16*5
- 8*5

Kellton Tech's SAP Services Delivery Approach



Our Activity Planner

WEEKS	DAYS	ACTIVITY	DELIVERABLES
Entire One Week	5	Request the initial documentation	Go through documents and be ready for the initial exposure. Prepare questionnaires. Prepare and agree on a schedule.
Week 2 to Week 3	10	Knowledge transition	Participate in sessions hosted by the existing service provider. Prepare necessary documentation.
Week 4	5	Playback of our understanding	Create and submit a project assessment report. Sign off to start the engagement with full SLAs in force.

Our Support Models

Kellton Tech's SAP Managed Services Delivery is built on the following support models:

TIME-BASED	TICKET-BASED	DYNAMIC (HYBRID/ON-DEMAND)
- Support based on the number of hours contracted - Effort estimate and SLAs for each ticket - Resolution upon approval	- Support based on the number of tickets by category/complexity contracted - Standard SLAs applicable	- Support based on the number of hours or the number of tickets contracted - Fixed + Variable components - SLAs inapplicable



Kellton Tech provides full-cycle SAP Managed Services, encompassing the entire range from advisory to application optimization and innovation. Being a close ally to SAP, we are uniquely positioned to leverage its deep specialization to help our clients keep their SAP administration ready to deliver and cater to disruptions.

Our Value Proposition

As a strategic partner to SAP for decades, Kellton Tech has the entire continuum of leading-edge resources to provide differentiated managed services and support solutions. We guarantee results that are:

BETTER	CHEAPER	FASTER
- Scalability - Operational Efficiency - Business Continuity	- Baseline Commitment - Pay For What You Use	- Rapid Response to Business Complexities - Automated Workflows for Shorter Turnaround - Desirable Business Outcomes

Continous Improvement Engineering

Not only do we optimize SAP software systems for maximum performance and uptime, but also approach the limits of what is possible to keep SAP architectures ahead of the curve. Our certified SAP experts bring diverse skills across QA/QC, automation/RPA, UI/UX, DevOps, Testing, and more to make sure your SAP applications don't just work but deliver differentiated value.

We keep a tab on evolving trends and technologies and scour through insights to push the envelope of SAP innovation and ensure:

-  On-demand functionality improvements that are independent of release cycles.
-  System changes that are deployed at a higher frequency and with better quality.
-  Metric-driven feedback to fine-tune business service management.



Our Multi-Disciplinary Approach to Automation of SAP Application Operations

Our SAP application management services approach includes helping you make the move to automation to streamline standard and repetitive tasks and enable touchless operations at the scale of your business.

STABILIZE	TRANSFORM	INNOVATE
RPA USE CASES EVALUATION & PILOT	RPA DEPLOYMENT & ADOPTION - PHASE 1	RPA ENHANCEMENTS - PHASE 2
- System Monitoring - Monitoring Dashboards - SAP Operations & Management	- Administration & Guided Procedure - Data Volume Management - Business Process Monitoring	- UX Enhancements - Process Enhancements/Continuous Improvements
BENEFITS AS ACHIEVED (10% increase on Y-O-Y basis)		
Increased operational efficiency	Reduced TCO	Improved response times

Our Differentiators

15+
YEARS OF
SERVICE
EXCELLENCE

**SHORTEST
IMPLEMENTATION
TIME**



**COST SAVINGS
UP TO**

30%

**MAXIMIZED
OUT-OF-THE-BOX
FUNCTIONALITY**



We are a trusted SAP Solutions Partner for Global Business.



SINOMAX



BIG LOTS!



Kellton Tech is a “Born Digital” technology consulting and services company with operations across the US, Europe, and Asia. Its 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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