

Cloud AMS | SAP Customer Experience Solutions

GET THE SPECIALIZED TECHNICAL EXPERTISE YOU NEED TO MANAGE YOUR SAP CUSTOMER EXPERIENCE SOLUTIONS

NTT DATA Business Solutions



PROACTIVE APPLICATION MANAGEMENT FOR YOUR SAP CX SUITE

The digital economy has changed the game dramatically for marketing, sales, commerce and service. That's why businesses are integrating every customer-facing process with SAP Customer Experience (CX) solutions. However, many businesses lack the necessary in-house expertise or capacity to keep those solutions updated and running smoothly.

NTT DATA Business Solutions offers proactive application management services (AMS) for the SAP CX suite to help run your solutions cost-effectively, drive continuous innovation, test and deploy the latest SAP innovations quickly, and improve application security to minimize risks.

AMS for SAP Customer Experience Solutions

The SAP CX suite of solutions offers a rich variety of tools to help your business attract and retain customers while growing revenue, so it's important to make sure they are kept updated and running smoothly. But when you consider the breadth of the CX suite, it can be a challenge to hire the necessary expertise in-house to manage these applications internally. Working with an experienced AMS provider provides a more cost-effective way to keep your CX solutions updated and running smoothly.

While there are a number of providers that support application management services, only a few have the expertise to properly support SAP Customer Experience solutions. NTT DATA Business Solutions has the necessary experience to support SAP CX customers, with more than 250 certified consultants across the globe.

Partnering with NTT DATA Business Solutions to manage your SAP CX solutions provides traditional application management services such as incident handling, application administration, user administration and role-based permission management. It also provides support for the all-important release management, testing and advisory services that are so crucial in a cloud environment.

Release Management and Advisory Services

SAP provides new releases for its CX suite of solutions every 90 days, providing new capabilities to benefit your business. For many customers, managing these new releases – with the planning and testing that need to happen – can be overwhelming with a limited set of internal resources. An experienced advisory partner can help your business determine which new capabilities to incorporate into your environment and manage the entire process end to end.

As an SAP Platinum Partner, NTT DATA Business Solutions receives SAP release management notes prior to publication. This gives us the opportunity to thoroughly review the release notes, understand the impact, advise your business about the latest innovations, and develop a test plan tailored to your needs.

Testing

Testing continues to be one of the biggest pain points for many businesses. An advantage of working with NTT DATA Business Solutions is that we already have a factory model in place for end-to-end testing delivered primarily from our global delivery centers located onshore or offshore. Our factory model provides support for all test-related activities, including:

- Strategy and design
- Implementation and execution
- Reporting

This allows you to focus on your business and end users and stop worrying about quarterly release cycles or getting overwhelmed in trying to manage the process.

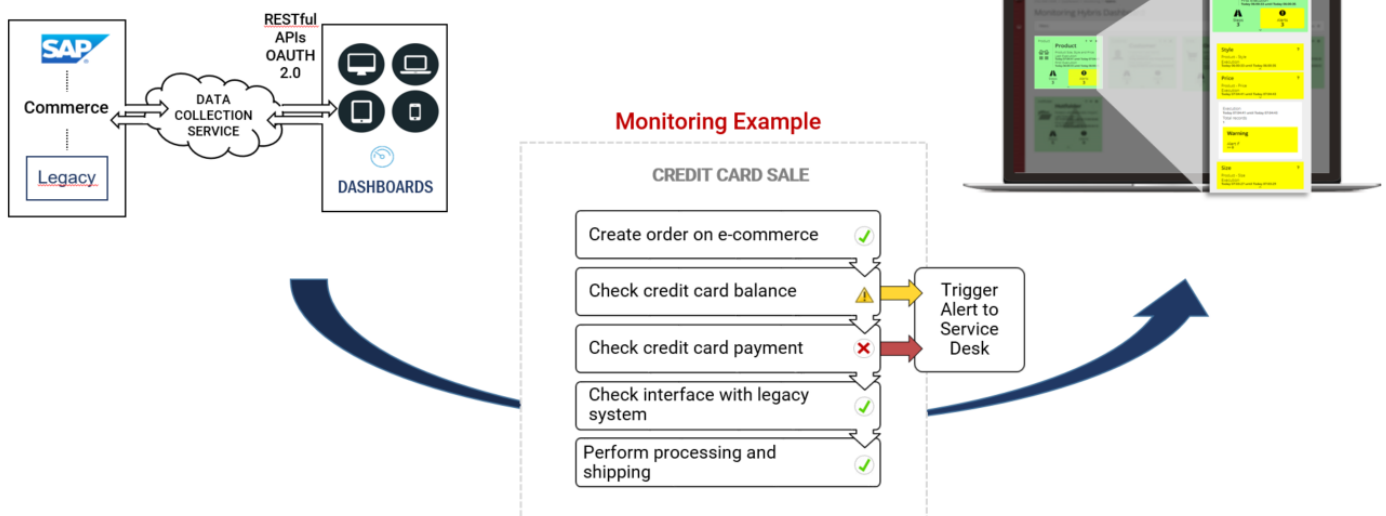
Business Process Monitoring for SAP Commerce

Available as a separate service for SAP Commerce, our business process monitoring solution was built to create customized and responsive customer technology monitoring. It provides the ability to monitor integration data, business processes, critical elements, and more from a variety of sources into a unified environment.

As a proactive application, the business process monitoring system will signal key operational problems from the e-commerce solution in real time, creating an alert and sending it to the responsible contacts by message, email or SMS. Our business process monitoring solution allows you to:

- Monitor transactions in real time
- Get updates automatically
- Create rules and alerts
- Take advantage of an intuitive and responsive interface
- Get 24x7 support, 365 days a year, on all communication channels

All the features of the Commerce Process Monitoring can have a customized dashboard, according to the user's needs.



Why NTT DATA Business Solutions?

Digital transformation helps companies reach their full potential - if the underlying technologies work for the people using them! At NTT DATA Business Solutions, we design, implement, manage and continuously enhance SAP solutions to make them work for companies - and for their people.

Aiming to transform, grow and become more successful? We provide you with more than in-depth expertise for SAP solutions: As your passionate partner, we connect your business opportunities with the latest technologies - and offer you a unique approach to get the job done as smoothly as possible.

Our close ties to SAP and other partners give you access to innovative solutions and developments. Being part of the global NTT DATA group enables us to master any scope of project.

With operations in more than 30 countries, we have enabled thousands of companies to become more efficient and effective during the last three decades. Our 10,000 experts around the world will also accompany you on your journey toward a truly intelligent enterprise - wherever you want to start!

Ready to Get Started?
Contact us:

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