

Cloud AMS | SAP S/4HANA Cloud Essentials Edition

# GET THE SPECIALIZED TECHNICAL EXPERTISE YOU NEED TO MANAGE YOUR SAP S/4HANA PUBLIC CLOUD

NTT DATA Business Solutions





My team spends half the quarter planning for an upgrade, and half of the next quarter doing the testing. It's a never-ending cycle of planning and testing.

- IT Manager

## **RUNNING SAP S/4HANA PUBLIC CLOUD REQUIRES SPECIALIZED TECHNICAL EXPERTISE**

Businesses that choose to move to a public cloud option for SAP S/4HANA open up a new level of business innovation and speed – and, along with that, new requirements in terms of skills, processes and tools. Running your SAP S/4HANA Public Cloud solution requires specialized technical expertise.

With the SAP S/4HANA Public Cloud (aka ES, Essentials or multi-tenant) option, the mix of services and skillsets required to support the system change in several ways:

- Since SAP shares the infrastructure, applications and platforms among multiple customers, it also manages scalability, security and upgrades – so infrastructure support is already covered.
- Multi-tenant upgrades are mandatory, which offers both advantages and disadvantages for customers. This ensures that your business always has the “latest and greatest” functionality. However, the requirement for your business to accept every cloud update on a quarterly basis – with no flexibility regarding timing – can be a challenge if you have limited IT capacity.
- In order to preserve the SAP S/4HANA Public Cloud environment, SAP strongly encourages the extension of the system for custom development. SAP provides easy-to-use toolsets through SAP Cloud Platform and the SAP S/4HANA Cloud software development kit to support extensibility, but you need to have trained resources to take advantage of these tools.
- Technical consultants supporting SAP S/4HANA Public Cloud are required to have SAP certification to validate that they possess the fundamental and core knowledge required to support SAP S/4HANA Public Cloud. This is often difficult to achieve with an internal IT team, and narrows the available external resources due to the certification requirement.

## Cloud AMS for S/4HANA Cloud Essentials Edition

One of the biggest challenges for businesses on the SAP S/4HANA Public Cloud platform is keeping up with release management and testing on a quarterly basis. These updates are performed live, without additional training for key users, and can potentially have a deep impact on your operations. Our goal is to provide the guidance, testing and support you need to keep your operations running smoothly and stay current with the latest innovations.

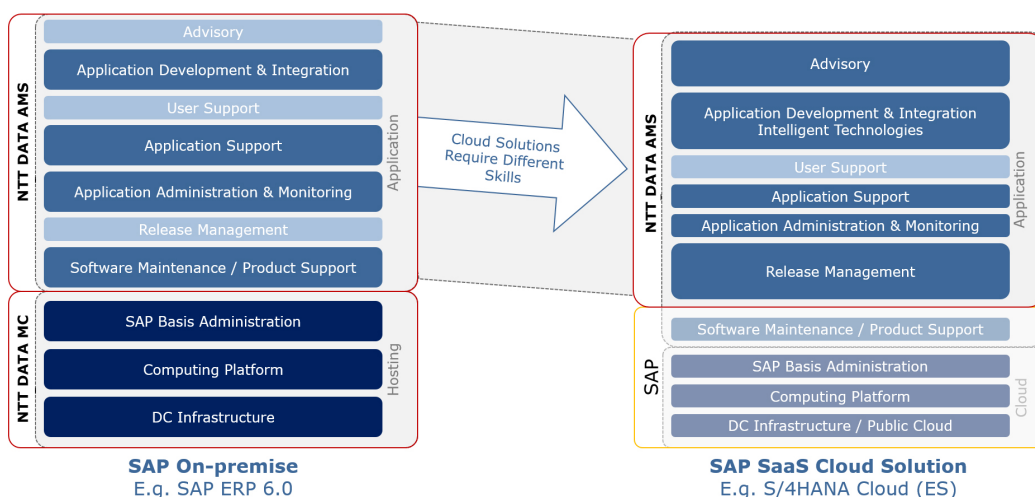
While there are a number of providers that support AMS for traditional on-premises SAP S/4HANA and ECC solutions, many lack the required certifications to support the SAP S/4HANA Public Cloud environment. NTT DATA Business Solutions has experience supporting SAP Public Cloud customers, with certified consultants across the globe.

Partnering with NTT DATA Business Solutions to manage your SAP S/4HANA Public Cloud platform 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 public cloud environment.

## Release Management and Advisory Services

One of the biggest challenges for SAP S/4HANA Public Cloud customers is managing the quarterly releases with the planning and testing that need to happen before and after each release. Many businesses simply lack the capacity to manage the process and feel overwhelmed going through the cycle each quarter.

As an SAP Platinum Partner, NTT DATA Business Solutions receives release management notes two weeks prior to release to the public. 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 specific needs.



## Testing

Testing continues to be one of the biggest pain points for many businesses, especially with required releases every quarter. Since the SAP S/4HANA Public Cloud solution includes an Application Lifecycle Management (ALM) tool that has the functionality to conduct testing, it is not necessary to subscribe to a third party testing tool. It is possible to complete testing using the ALM tool already included with the public cloud environment.

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

Thus, customers can focus on their business and business users and stop worrying about the quarterly release cycles and getting overwhelmed in trying to manage the process.

## 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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