Argano AMS SERVICES

WHY PARTNER WITH US?

20+ YEARS

Specializing exclusively with SAP-run businesses and planning organizations gives us unique insights into supporting and improving implemented solutions that drive higher adoption and residual value.

GLOBAL REACH

Across industries and solutions of all sizes, our customers are global and so are our support services. When requested, we can deploy our support on site with the potential to use local resources to maximize your return on investment.

SAP Gold Partner ™

GOLD PARTNER

Argano offers end-to-end support for the full range of SAP products covering supply chain planning and execution, actively partnering with SAP to deliver better solutions to its customs. An effort worthy of a Gold Partner.

Sustain Your Supply Chain Planning Value-Add SAP Solution Support

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Support

application management

- Help desk tier 1 – tier 3 ticket entry and management per customer-specific SLAs.
- Ongoing batch job monitoring and performance checking.
- Quarterly SAP cloud tool upgrade reviews and customer solution regression testing.
- Quarterly SAP cloud tool functional reviews to define new customer opportunities.
- Process and capability enhancements or extensions for optimization/AI/ML solvers.
- Ongoing education and retraining including customer-specific documentation.
- Business process outsourcing to improve target metric performance.

What are AMS Services?

We Provide SAP Support Across Six Common Areas of Need.

Your supply chain team and resources play a critical role in your overall profitability and success. But keeping those processes running, tools current and users engaged in your SAP systems can stretch internal capabilities. Argano services support landscape, incident and problem management, as well as system monitoring, service requests and enhancement efforts. Quarterly cloud releases are vetted for your use, seeking how you can leverage new capabilities available now.

Customer Service First

We Work with You to Define the Right Engagement Plan.

Every organization has a different need, and for us to work most effectively, we need to fit in with your processes. Our resources partner directly with your internal support team or work autonomously under your direction using your existing ITSM process or tools, or we can communicate all actions and resolutions on our AMS platform. Through phone, e-mail and remote access, our experts stand ready to clearly articulate solutions to your daily challenges, monitor jobs and sustain adoption.

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Continuous Cloud Tool Support. NOT Legacy, Execution AMS!

Today's cloud tools are routinely upgraded, allowing users to leverage structural or performance improvements in addition to new and revised capabilities. Today's workforce is highly mobile, and planning tool use is being eroded by frequent turnover. Our AMS program is tailored for your specific needs, from basic help desk functions to comprehensive enhancement, extension and ongoing training. We can even handle your outsourced critical plan processes.

By operating in alignment with SAP quarterly tool releases, we conduct periodic reviews of user interfaces for potential process improvements and maintain data transparency and relevance to planning functions. We update documentation and aids, provide periodic retraining and develop 'how-to' resources on new capabilities so users stay engaged and keep using the tool(s).

Just as supply chain planning is an iterative process that seeks continuous improvement and refinement, so too should the services you put in place to support those solutions. We routinely rotate our resources across different support and delivery teams, customers and industries to create engagement and encourage cross-pollination in identifying, sharing, adapting and transforming processes and capabilities. The result allows you to extract continuous improvement from your SAP digital supply chain solutions.

- Quarterly Upgrade Management
- Coordinate with SAP
- Perform Regression Testing
- Manage Related ISS Issues
- New Functionality Reviews
- Proactive System Monitoring
- Quick Enhancement Response
- Sr. Technical and Functional Support

Landscape Management
Incident Management
Problem Management
Monitoring
Enhancement Request
Service Request

- Pre-Agreed SLAs
- Managed Through Ticket System
- Predefined 'Rules of Engagement'
- Root Cause Analysis
- Escalation Pathways
- Weekly Summary Meetings
- Quick Service Response
- On-Shore and Off-Shore Support

Service Requests
Process Outsource
Help Desk Tier 1-3
Ongoing Education
System Performance