Almaviva: Driving Innovative, Customer-Focused Company Strategy with SAP® ActiveEmbedded Services

Almaviva, Italy's number one information and communication technology provider, has a clear idea of innovation: **always offer customers practical and effective solutions** – based on in-depth knowledge of their markets and their needs. To enable Almaviva to make visions reality, the company puts its trust in SAP® ActiveEmbedded services. With support from SAP, the technology provider can focus its attention where it truly matters: on the customer.

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Focusing on the customer

With ever-present support from SAP® ActiveEmbedded

Objectives

- Lead a challenging data center migration project to success
- Gain a clear perspective of how to put Almaviva's innovation strategy into practice
- Optimize system performance, process throughput, and business continuity

Why SAP

- Unique and exclusive access to the expertise of the SAP® Active Global Support organization through SAP ActiveEmbedded services
- The advantage of having an experienced strategic partner for application lifecycle management and the "Run SAP Like a Factory" approach

Benefits

- Quick access to services thanks to having a technical quality manager from SAP embedded in Almaviva's organization for the duration of the engagement
- Unique support for prototyping application lifecycle management processes
- Minimized business disruption for customers as a result of having direct access to SAP expertise whenever needed

Company
Almaviva

Headquarters
Rome

Industry
Professional services – IT service providers

Products and Services
IT services and solutions

Employees
24,000

Web Site
www.almavivaitalia.it

"Thanks to SAP ActiveEmbedded, we reduced the side effects of our complex and extensive data center migration to the minimum and received great support on innovation topics like application lifecycle management."

Franco Burgo, SAP Cross-Application Manager, Almaviva

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