

SAP-CERTIFIED PROVIDERS OF APPLICATION MANAGEMENT SERVICES

INCREASE REVENUE BY BEING CERTIFIED TO MANAGE SAP® SOFTWARE



Following a rigorous audit, SAP certifies partners who excel in delivering application management services to support SAP solutions on a local or global basis.

Summary

IT outsourcing is now a proven strategy for SAP customers seeking to achieve high quality operations of their SAP® solutions in a sustainable, cost-effective manner. In addition to relying on hosting services that support IT infrastructure operations, these customers are increasingly outsourcing the management of their SAP software via application management services. To help SAP customers identify and qualify the best application management service provider to meet their quality, scope, and geography requirements, SAP has developed a certification program. This program is designed for existing SAP hosting and services partners who offer application management services for SAP solutions both globally and in local markets. Through a rigorous audit, the program certifies the expertise and quality of these partners in providing application management services for SAP solutions.

Business Challenges

- Deliver application management services that help your customers optimize their IT investments by maximizing the availability and performance of SAP solutions
- Gain the right skills, tools, and procedural knowledge to manage SAP software
- Expand your market opportunities and increase revenue by capitalizing on the global trend in outsourcing the management of SAP enterprise applications

Key Features

- Rigorous assessment to certify your company's expertise in delivering application management services to support SAP solutions on a local or global basis
- Certification based on industry standards and best practices in application management services
- Expert and continuous knowledge transfer by SAP
- Confirmation of your expert support for the entire application management life cycle, including going live, ongoing maintenance and support, and future upgrades
- Validation of your application management expertise across all SAP solutions and their full support infrastructure (including non-SAP support tools and processes)
- Support for the evolution of your customers' SAP solution road map
- Go-to-market support from SAP via comarketing activities

Benefits

- Enable SAP customers to lower the total cost of owning and operating both SAP and non-SAP applications
- Increase your service quality and customer satisfaction
- Mitigate the risks associated with application management projects
- Gain support for driving new revenue opportunities

For More Information

To learn more about becoming an SAP-certified provider of application management services, visit us on the Web at

www.sap.com/ecosystem/partners/become/hosting/amsproviders/index.epx
or e-mail us at partnerhosting.info@sap.com.

SAP-certified providers of application management services can expand their market opportunities by capitalizing on the global trend in outsourcing the management of SAP enterprise applications.

Certification Process

SAP hosting and services partners must go through a certification process (see figure) to become SAP-certified providers of application management services. This process includes a rigorous assessment of application management services delivery and support capabilities based on market standards and best-practice experience. The process consists of the following steps:

1. SAP partner applies for certification.
2. SAP sends a questionnaire to the partner and offers to conduct a question and answer session to clarify questionnaire content.
3. The partner returns the completed questionnaire. SAP reviews it and prepares the audit. SAP and the partner define the schedule for completing the next steps.
4. SAP conducts the audit on-site at the partner's location. The audit agenda is based on the completed questionnaire. Follow-up steps, such as submitting updates to the questionnaire information or additional documentation, are sometimes needed.
5. SAP prepares a report of the audit results. SAP offers to conduct a conference call with the partner to discuss the results, along with potential areas and methods for improvement. The partner implements any required recommendations provided in the report. Upon successful audit results, a certificate is sent to the partner and the use of the "Application Management Services" logo is awarded for two years. Once certified, the partner provides a quarterly report on ongoing accounts and projects. A recertification audit is mandatory every two years.



Figure: SAP Certification Process for Partners Offering Application Management Services

Pricing

Local certification of application management services for SAP solutions is priced on a per-country basis; global certification is priced on a fixed-fee basis. All certifications are valid for a two-year period. Fees for recertification are the same as those for initial certification.

Find Out More

To learn more, visit us at www.sap.com/ecosystem/partners/become/hosting/amsproviders/index.epx or e-mail partnerhosting.infoline@sap.com.

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