

SAP BASIS MANAGEMENT

At Managecore, we know SAP. Our tenured experience in the industry has taught us what works and what our clients are expecting. We've developed a truly client-focused approach that you won't find anywhere else. Your SAP systems are vital to your business. That's why you need to partner with a true Basis expert in the SAP solutions world. We make what's complicated, easy.

CENTER OF EXCELLENCE - a DIFFERENT SUPPORT MODEL

Managecore's unique Center of Excellence approach sets us apart from the competition. We match your technologies with our consultants – ensuring the proper support is always available. There is no tiered support model - you get direct access to your Managecore team 24 hours a day. Your always available consultant is engaged and caring for your environment, so issues become nonexistent. The result, nobody will know your systems better than your Managecore CoE team. And that leads to extremely quick time-to-resolution on all incidents.

STAYING ON the CUTTING EDGE

Thinking of migrating to a new platform or the latest HANA technology? No SAP product or platform is off-limits. Our consultants are experienced in multiple OS, database, and SAP product combinations. As new products evolve, Managecore stays at the forefront for you. Our consultants are continually trained and certified in the latest enhancements. The end result - you always get the insight and experience you need to keep your company on the cutting edge.

OS	Database	SAP Product
<ul style="list-style-type: none"> Windows SUSE Linux Red Hat Linux AIX HPUX 	<ul style="list-style-type: none"> SQL Server Oracle HANA Sybase DB2 MaxDB 	<ul style="list-style-type: none"> ECC S/4 BW BOBJ CRM Netweaver Fiori Hybris

WHEN YOUR NEEDS CHANGE

As your company evolves, so do your requirements. At Managecore, we understand that and we adapt as your needs change. Our managed service reflects this philosophy and is one of the most comprehensive in the industry.

- Daily Routing
- Identity Management
- Performance Tuning & Capacity Trending
- Capacity Trending
- Transport Management
- Enhancement Pack, OSS Note & Support Pack Implementations
- Database & Operating System Management
- Backup & Recovery Solutions

MANAGECORE PARTNER PORTAL

From executives to basis administrators, our Partner Portal provides your team with the necessary visibility to keep everyone up-to-date, informed, and connected, 24 hours a day.

Managecore's portal provides:

- Collaborative messaging and forums
- Ability to open new requests as well as keep tabs on existing ones
- Share and view documentation critical in supporting your specific environment
- Stay informed of the latest announcements within Managecore and the industry
- Our toolset exposed – see what your Managecore support team sees in real-time
- Create and customize reports on your environment

EXPERIENCE YOUR MANAGECORE ADVANTAGE

At Managecore, support starts with our consultants. Our experienced, tenured Basis professionals analyze your systems and continually research the latest products available. They meet quarterly and annually to help your company stay ahead of the technology curve while getting the most from your SAP investment. In addition to their commitment to training and earning industry certifications, our team has often also “seen it before,” giving you the advantage of their client experience.



managecore

EXPERTISE.
EXPERIENCE.
EXCELLENCE.