

# VISICON

## SAP Basis

Optimum operations of your SAP systems



## SAP Basis-Support

We are here for you.

The SAP Basis ensures a smooth, trouble-free, custom-fit operations of the SAP systems in the company including its strategic and planning aspects.

Is your company about to do the following:

- introduce SAP as a new system?
- change, expand or even relocate your systems?
- or do you simply lack the capacity for in-house support?

We, the VISICON team are here to cater for your needs. We have extensive years of cross-industry experience on supporting SAP Landscapes. Depending on your business needs, the size of your company (globally active large corporation or a local medium-sized company) together with our wide-range of services, we will create a customized service package that best suits you. We offer the services either as managed services with fixed support levels, or as of your choosing a "Rent an SAP Basis Consultant" variant.

### Advantages:

#### Fast response time

Your requests will be directly worked on by your personal VISICON Service Manager or through the VISICON Serviceline within the defined response time as agreed in the SLA.

#### Implementation with solid expertise and foresight

Our SAP experts do not leave you out in the cold with isolated solutions. The close cooperation between the colleagues in module consulting and basic consulting enables solution implementation that is optimally adapted to the project requirements.

#### Special features

Our company offers other VISI solutions and as an extra-added benefit we can optimise and digitalise your everyday business. Take advantage of one provider for all your SAP and EDI concerns.

## Services

We offer our Know-how,  
You choose the scope of support.



### Infrastructure

- consulting, planning and conception of your SAP system landscape
- consultation on the use of SAP implementation systems: ADS, ContentServer, SolMan, BO, Portal, PI/PO
- hardware-sizing



### Administration

- implementation of SAP system landscapes
- installation, configuration of SAP systems
- implementation of HA solutions and applications



### Management

- management of the based operating system
- monitoring the SAP system landscape
- ensuring SAP operation
- care and maintenance of all technical components of an SAP system landscape according to ITIL (e.g. setup of applications, required backups and recovery solutions)
- security and authorisation concepts



### Optimisation

- continuous recommendations for optimising system operation and performance
- contractual acceptance, qualification and processing of change requests and new requests



### Troubleshooting

- emergency management
- permanent monitoring, proactive prevention, and early detection of incidents
- error analysis
- troubleshooting according to SLA specifications

# VISICON

SMART SAP SOLUTIONS & DIGITAL SERVICES

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