



ExcelCare™

Predictive, Proactive and
Preventive Application Management
Services for your SAP Landscape

Every CIO, regardless of industry or size of company and IT spend, faces the budget balance of keeping the company running smoothly versus new technology innovation. From an enterprise application management perspective, the same challenges remain:

- ▶ Having the agility to manage an environment dictated by uncertainty and change
- ▶ Lowering annual maintenance spend
- ▶ Improving end user satisfaction and service delivery
- ▶ Maintaining business continuity and preserving operational control
- ▶ Maximizing existing resources that support critical processes and balancing skill sets
- ▶ Ensuring proactive innovation and improving business processes

Microexcel's ExcelCare™ application management services (AMS) for SAP moves beyond the traditional cost reduction goals. ExcelCare™ is designed to bolster the value of an existing SAP landscape and enable organizations to “thrive after go-live” via the robust operational excellence and continuous improvement services and solutions offered as part of the program.

The flexibility of ExcelCare™ allows customized AMS programs to meet foundational operational needs of “keeping the lights on” to more integrated programs for continuous improvements covering administration, functional support, technical support and enhancements, and value additions such as extended support hours and multiple geographic coverage. The immense benefits of support cost predictability and the proactive nature of ExcelCare™ is further supported by Microexcel’s accelerators, tools and proven approach.

The ExcelCare™ program supports the entire lifecycle of SAP applications and goes beyond cost reduction to focus on creating and extending application value. Microexcel has deep experiences in providing SAP application support for organizations of varying sizes, on a global basis including Level 1, Level 2, and Level 3 application support, spanning:

- ▶ Functional support for all solutions of SAP for both on-premise and cloud applications
- ▶ SAP technical development and enhancement support
- ▶ BASIS and SAP HANA support

Microexcel Functional and Technical Expertise

Functional Expertise

- ▶ SAP S/4HANA Business Suite and SAP Business Suite
- ▶ SAP mobility
- ▶ SAP cloud applications including SAP SuccessFactors, SAP Hybris, SAP Ariba, Cloud for Customer (C4C)
- ▶ SAP Business Intelligence
- ▶ SAP Enterprise Information Management
- ▶ SAP Enterprise Performance Management

Technical Expertise

- ▶ SAP system administration, monitoring and security
- ▶ SAP HANA
- ▶ Functional and technical enhancements using ABAP, Java, and all SAP development tools
- ▶ SAP integration via SAP Process Orchestration, HANA cloud integration and other SAP middleware technologies
- ▶ SAP NetWeaver Portal
- ▶ UI development using UI5, Fiori, SAP Personas

ExcelCare™ SAP AMS Program

From daily tasks to support for continuous improvement initiatives, ExcelCare™ covers every phase from transition to steady state to sustain and evolve your SAP environment. Core services of ExcelCare™ may include:

Support

- ▶ Level 1, 2, and 3 user support
- ▶ Incident and problem management
- ▶ Proactive application monitoring
- ▶ Root cause analysis and problem management
- ▶ System stabilization and performance tuning
- ▶ Development and technical support
- ▶ Enterprise job scheduling
- ▶ Break/fix
- ▶ Business continuation and disaster recovery

Continuous Management

- ▶ Early warning alert reports, EDI/ interface/ transaction monitoring and alerts
- ▶ Batch monitoring
- ▶ Daily system health checks and report automation
- ▶ Authorization and role maintenance/troubleshooting
- ▶ New system user request processing
- ▶ User training

Ongoing Improvements

- ▶ Business processes and system performance optimization
- ▶ Application adoption and improvement
- ▶ SAP road map creation
- ▶ New technology and cloud adoption

Business Change Management

- ▶ Business process enablement
- ▶ New modules or functionality
- ▶ Support for planning, designing, executing and stabilizing upgrades
- ▶ Incremental system changes
- ▶ Follow-up support for on-going live, release changes, and migrations

Key Highlights and Features of ExcelCare™

- ▶ Covers L1 to L3 SAP functional and technical user support, continuous management, ongoing improvement and business change management activities
- ▶ Integrated SAP support desk, best-in-class procedures based on Run SAP processes, templates, incident management tools and reporting mechanisms, laying a strong foundation for comprehensive application support management
- ▶ A cost-effective solution for customer transformation with SAP technology innovations: SAP HANA migration, cloud, and mobility
- ▶ Robust and reliable knowledge transition model
- ▶ Best practices, stringent SLA, ITIL compliant and integrated knowledge management conceptualized service delivery model
- ▶ Project governance and metrics based project monitoring
- ▶ Flexible approach: SLA based, shared resource pools, dedicated resources, bucket of hours, on-demand and supply
- ▶ Distributed delivery through on-site, on-shore and off-shore capabilities

Discover the Benefits of a Strategic SAP AMS Partnership with Microexcel:

- ▶ Transformational SAP services program
- ▶ Integration of industry best practices and SAP knowledge
- ▶ Enhance IT effectiveness and future proofing with innovation as key driver
- ▶ Flexible pricing model with commitment to risk and reward sharing
- ▶ Excelcare™ framework reduces ticket volume of over 40%
- ▶ Higher business satisfaction with integrated helpdesk, business SLA, innovation council, service orientation, and Design Thinking
- ▶ Best-in-class support center with dedicated service desk delivering true blended shared services and managed services
- ▶ State-of-the-art delivery centers, infrastructure and security facilities

To learn more about how you can benefit from our IT expertise and professional services, please contact us at info@microexcel.com



Microexcel Inc., is a global leader in providing innovative and comprehensive software solutions and services. Founded in 2001, Microexcel merges people and technology to deliver the most value and return on investment for customers. With headquarters in Secaucus, NJ, and offices worldwide, Microexcel provides full services and support to clients in the areas of Microsoft, SAP, Quality Assurance and Testing, IT Infrastructure, Open Source/Liferay, Staffing, and Interactive Services. Microexcel ISO 27001:2013 and ISO 9001:2015 certified and is also a New York and New Jersey state Certified Minority Owned Business Enterprise.

For more info: <http://www.microexcel.com>



USA

New Jersey (Headquarters)
400 Plaza Drive, 1st Floor
Secaucus, NJ 07094
O: 201-866-6789
F: 201-221-7825

New York
21 Old Main Street, Suite 201
Fishkill, NY 12524
O: 845-765-6665

California
23133 Hawthorne Blvd,
1st Floor, Torrance, CA 90505
O: 310-375-7510

Illinois
3315 Algonquin Rd, Suite 340
Rolling Meadows, IL 60008
O: 847-577-6778

Utah
1815 S State St, Suite 3100
Orem, UT 84097
O: 801-224-0002

India

Bangalore
Microexcel Plaza, 3rd floor
80 Feet Road,
Near Ramaiah Hospital,
Bangalore – 560094,
Karnataka, India
O: +91-080-42161553
Calling from US :
O: +1-201-977-4379

Hyderabad
My Home Hub, 6th Floor
Left Wing, Block – I, Madhapur
Hyderabad – 500081,
Telangana, India
O: +91-40-66660452/53 Ext: 301
Calling from US :
O: +1-847-915-4141 Ext: 301

Pune
Pride Icon, 4th Floor
Office No: 404, Kharadi
Pune – 411014,
Maharashtra, India
O: 020-69000059

Middle East

Dubai
Building 01, Office 1103
P. B. No: 32705
Bay Square – Business Bay
Burj Khalifa District, Dubai, UAE
O: 971 45134886
F: 971 45134879
M: 971 559468090
www.microexcel.ae
sales@microexcel.ae

Doha
Post Box No: 8359
Doha, Qatar
O: 974 4434140
F: 974 4434148

South Africa

Gauteng
28th Fifth Road
KEW, Johannesburg
Gauteng-2090,
South Africa
O: 27-83 553 5997