



# SAP Application Managed Services for Consumer Industries

Optimize your entire SAP landscape with in-depth expertise covering **SAP fashion and retail solutions**

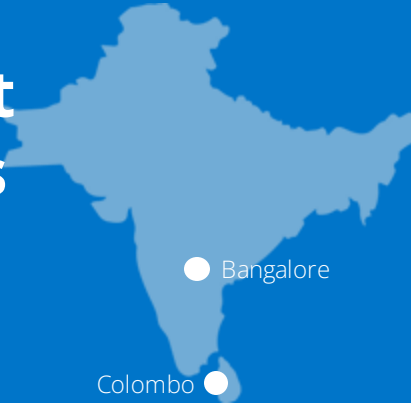
# SAP Application Managed Services for Consumer Industries



**20+** Years

**Exclusive focus on SAP  
Fashion & Retail  
Solutions**

**Support  
Centers**



**24/7** Global Support  
Level 1 – 3

**Regions Supported**

- North America
- EMEA
- South America
- Asia Pacific

## SAP and Technical Expertise:

**Platforms:** SAP AFS IS Retail  
FMS and S/4 Fashion

**Technologies:** Basis,  
Classical ABAP, HANA-ABAP,  
PI/PO, Fiori, BI, BW, Java,  
Android/IOS

**Capability:** Wholesale,  
Retail, Manufacturing,  
Ecommerce

## Trusted by Leading Fashion Brands

- Structured Governance Practices
- Includes SLA based reporting, trend/ticket aging reports, status reporting and more
- Industry focused Functional, Technical & Infrastructure and monitoring Services



# Our SAP Support & Solutions Offerings

Our SAP Applications Managed Services are built specifically for fashion and retail businesses to free up your resources, lower TCO, and provide end-to-end application and infrastructure support using industry standard-based Services Delivery Methodology (SLA).

PLATFORMS	TECHNOLOGY		INFRASTRUCTURE AND MONITORING	
SAP S/4HANA® Fashion & Vertical Business	ABAP		Basis Support	
SAP S/4HANA® Retail	PI/PO		Batch Job Monitoring	
SAP S/4HANA®	SAP Fiori		BI Process Chain Monitoring	
SAP Fashion Management	Java J2EE			
SAP AFS	SQL			
SAP Retail	iOS, Android			
SAP ECC				
<b>FRAMEWORK</b>	Helpdesk	Service Desk	SLAs	Information Security (ISO 27001)
	QA	Knowledge Management	Incident Management	Change Request Management

# Our Application Managed Services Models



SERVICE MODELS	CUSTOMER	RIZING ON-SITE	OFF-SHORE DEDICATED	OFF-SHORE POOLED
Model 1	✓		✓	
Model 2	✓			✓
Model 3	✓	✓	✓	AND/OR ✓
Model 4		✓	✓	AND/OR ✓
Model 5			✓	AND/OR ✓





# Why Rizing for SAP Application Managed Services?

## ▶ **FRAMEWORK AND ABILITY TO DELIVER**

- Proven methodology and governance with greater visibility and transparency
- Right level of governance to ensure SLA and long-term improvements

## ▶ **GLOBAL FOCUS**

- Dedicated or pooled consultants to support regions in North America, South America, EMEA & Asia Pacific
- A combination of onsite, offsite and offshore delivery models - based on client needs

## ▶ **SCALABILITY**

- Agility to adapt to customer needs - with flexibility to quickly ramp up/ramp down resources
- Ability to design the most robust IT outsourcing model to fit client needs

## ▶ **20+ YEARS OF EXCLUSIVE FOCUS ON SAP FASHION & RETAIL SOLUTIONS**

- Deep domain expertise in SAP solutions for the fashion and retail industry including SAPAFS, SAP IS Retail, SAP Fashion Management, SAP S/4HANA® Fashion and SAP S/4HANA® Retail
- Proven, industry-leading practices for optimal performance and cost savings

# Tools and Processes



## Incident Logging

- Industry focused Functional, Technical & Infrastructure and monitoring Services
- With competency in handling other Service Desk solutions such as; SAP Solution Manager | Service Now | ZenDesk | HP ALM



## Governance

- Governance structure and procedures to reduce risk, maintain compliance, and focus on priorities
- Periodic Operational, Management review and Steering committee meetings



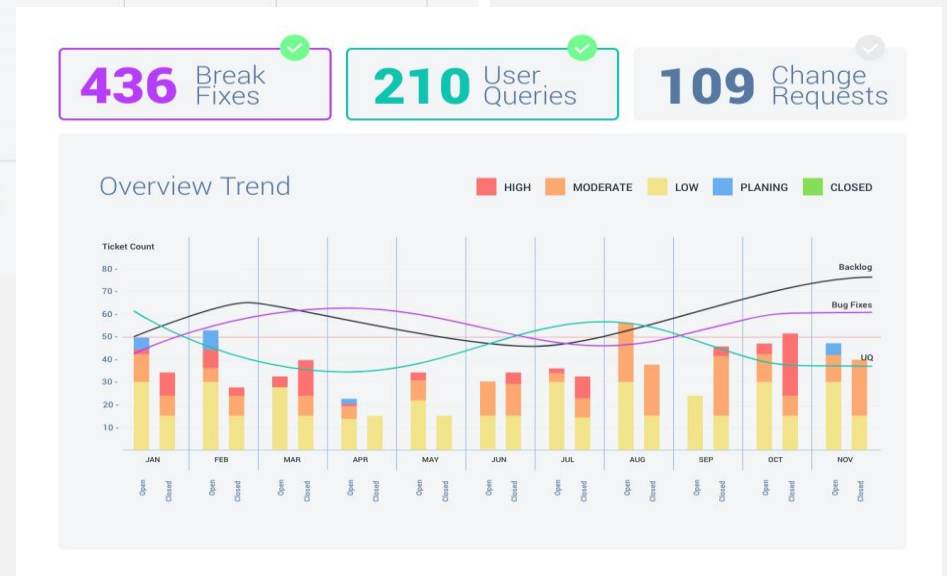
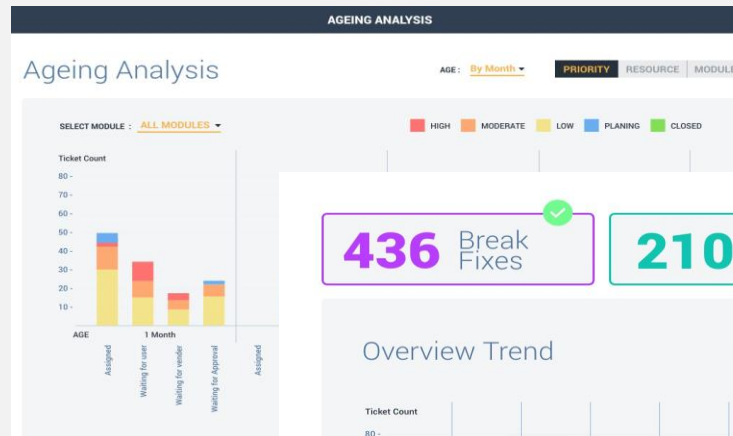
## Hotline Facilities

- 8x5 support on customer time zone
- 24x7 support for critical issues via dedicated customer hotline for escalations

# Operational Reports

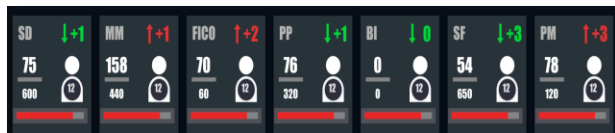


- SLA based reporting
- Trend / Ticket aging reports
- Status reporting



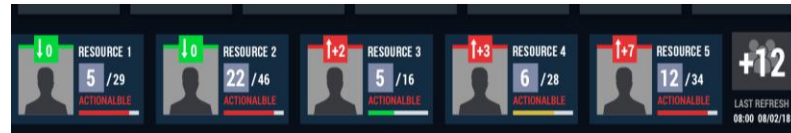


# Lean Dashboards



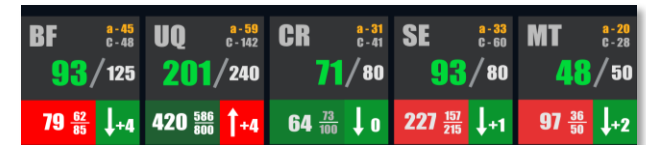
## Modular status

Ticket count, resources, trends and health per applicable module



## Resource status

Actionable tickets, assigned tickets, backlog trend and health for each consultant of the account



## Overall ticket status

Ticket count, backlog and trends per ticket type: Break Fixes, User Queries, Change Requests, System Errors, Maintenance Tasks



# Talk to us

Talk to us today to learn how you can increase agility with specialized solutions designed for the fashion and apparel industry. Our team of experts will help identify new business opportunities to maximize ROI, along with a high-level roadmap that details the business impact of moving to a digital platform.



**Collaboration with SAP on SAP S/4HANA® for Fashion and Leading Customer Success on the Platform**

[Contact Us →](#)





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