

CubeServ®

APPLICATION MANAGEMENT SERVICES

We will take the strain!

Application Management Services: Wir kümmern uns!



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Agenda

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OVERVIEW

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SERVICE PORTFOLIO

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CUSTOMER CARE KONZEPT

4

PRICING

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CUSTOMERS & PARTNERS



Application Management Services: We will take the strain!



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Agenda

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OVERVIEW

- Locations
- Nearshore Approach
- Extended Workbench



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CUSTOMERS & PARTNERS

Customer situation



- **Time:** Relieve employees of routine activities
-> More time for internal projects
- **Satisfaction:** Implement internal projects more quickly
-> Increase user satisfaction
- **Skillset:** Benefit from external consultants' project experience
-> Expand internal skillset
- **Flexibility:** Flexible resource scaling
-> Holiday cover, maternity cover, cover for absence due to illness
- **Focusing:** Outsource operational IT
-> Ability to focus on core business
- **Cost reduction:** Cost optimization through use of nearshore consultants

AMS provided by CubeServ



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Locations



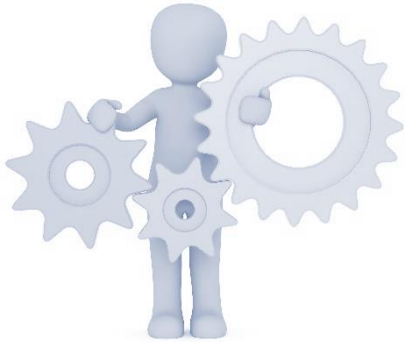
- Currently operations at two locations
 - Raunheim
 - Zagreb
- Further sites under development
- Experienced senior consultants with 10+ years of SAP BI experience
- Customer proximity; up to 20% local deployments
- Nearshore approach involving partner companies, providing high levels of scalability and availability
- Access to the CubeServ network of experts comprising over 130 BI consultants

AMS provided by CubeServ

Full-service provider and specialist



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ITIL-CONFORMITY

Best practice orientation guarantees optimum service provision



12x5

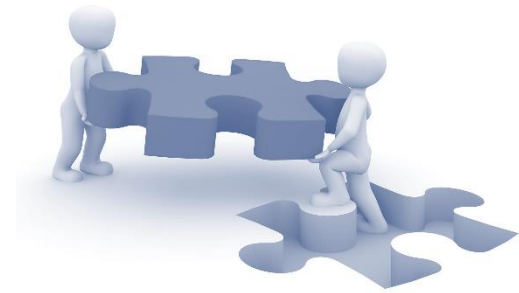
SERVICE HOURS

Monday – Friday:

Standard Support 6 a.m. – 6 p.m.

Weekend & bank holidays (optional)

up to 24/7 support via partners



EXTENSIVE KNOW-HOW

Technical, business and strategic concept expertise. Access to network of experts comprising over 130 BI consultants.



Description



- CubeServ AMS ensures the **smooth operation of the applications** in the SAP BI landscape and provides all the important and essential service components such as Helpdesk, Service Desk, 2nd Level and 3rd Level Support.



- Upon request, CubeServ will also **use the customer's helpdesk system** and enter the ticket processing statuses there directly. In addition, the customer will receive monthly reports with **statistics** on response times, resolution times and issues the tickets relate to.



- Through CubeServ Support, access can be provided to the SAP knowledge of **over 130 BI consultants**, who are involved directly as and when required.
- Our continuously expanding knowledge database facilitates fast and effective rectification of any arising issues.

AMS provided by CubeServ



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Service hours

Standard Support



by CubeServ AMS

- 2-shift operation 6 a.m. – 6 p.m.
- Weekends and bank holidays can be covered by our AMS on a case by case basis

Extended Support



with our partner Centrix

- 6 a.m. – 6 p.m. CubeServ
- 6 p.m. – 6 a.m. Centrix

Maximum Support

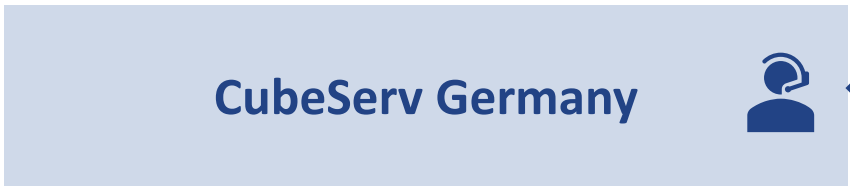
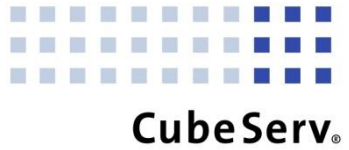


possible with further partners

- 6 a.m. – 6 p.m. CubeServ
- 6 p.m. – 6 a.m. Centrix
- Sat + Sun further partners

AMS provided by CubeServ

Nearshore approach



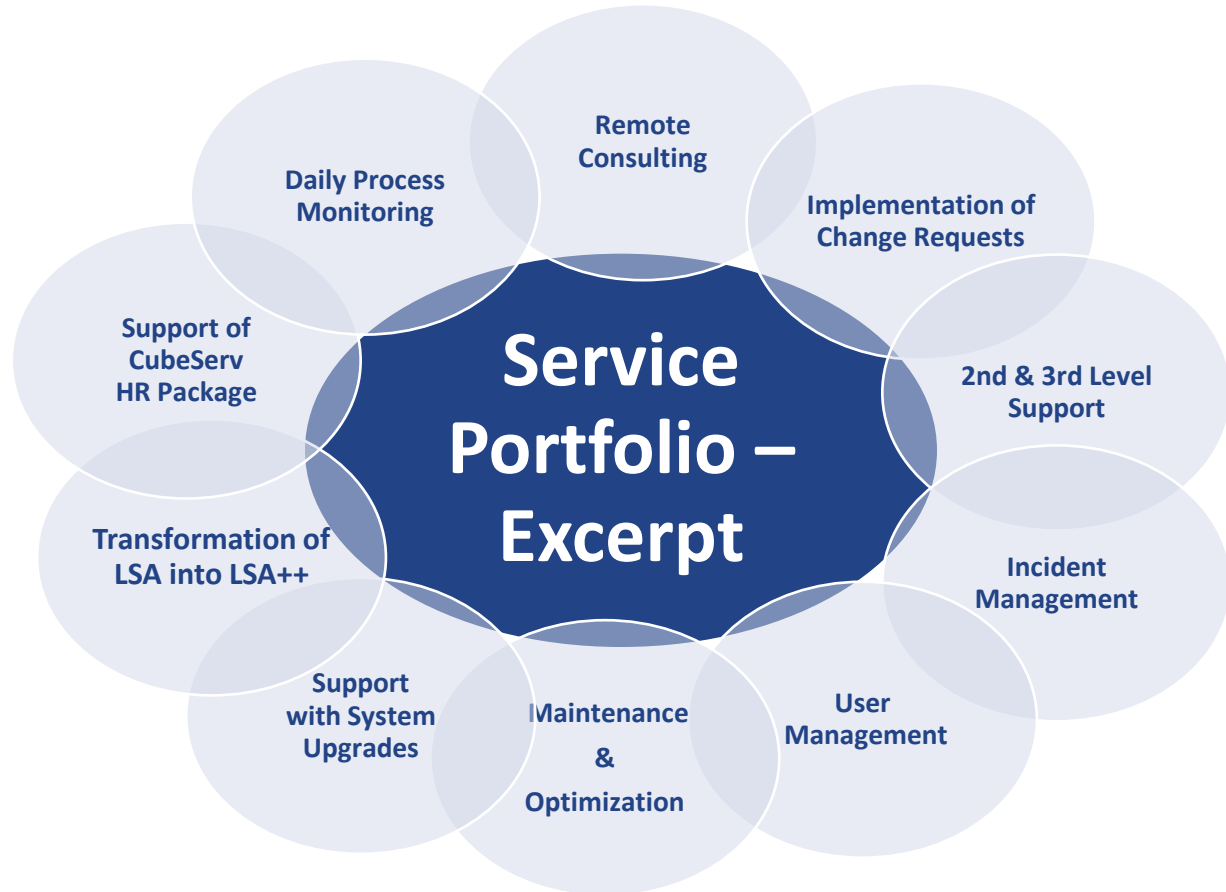


Overview

As a rule, all tasks and services arising in the SAP BI environment can be covered.

Supporting processes:

- Continuous **improvement** of technical system settings
- Continuous **monitoring** of data quality
- Continuous **optimization** of performance
- Continuous **monitoring** of all system parameters
- Continuous **reporting** with statistics on response and resolution times



Outsourcing of routine activities

Outsourcing of routine activities to AMS Germany or AMS Croatia

Internal BI resources



- Relieve resources effectively of routine tasks
- Increase project availability
- Increase satisfaction (all users)
- Reduce expenditure through involvement of nearshore external resources
- Cover for HR absences

CubeServ AMS



- Authorization system
- Housekeeping
- Remodelling of data models
- Migration of legacy data flows and hierarchies
- Testing

Service Portfolio

Extended Workbench

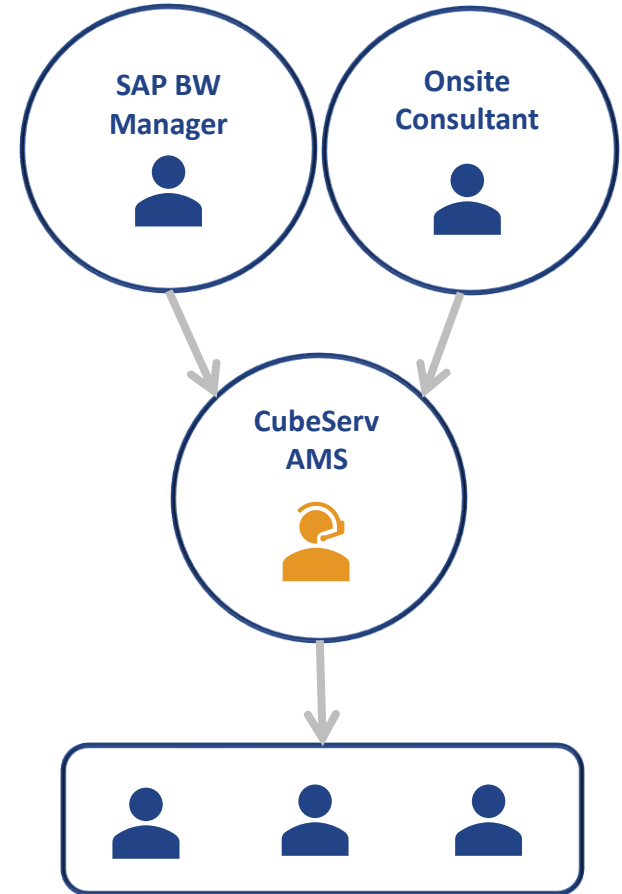
Use AMS as extended workbench either temporarily or permanently.



This provides scaling flexibility, allowing projects to be performed **more efficiently and faster** as well as **with optimum cost-efficiency**.



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Application Management Services: We will take the strain!



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SERVICE PORTFOLIO

- CubeServ Packages
- Service Level Agreements



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CubeServ Packages

CubeServ offers foreseeable costs through perfectly assembled, fixed-price packages, complemented by premium support.

System Optimization	SAP BW/4HANA Readiness	Basis Check	Housekeeping
<ul style="list-style-type: none">- Process chain check and suggestions for optimization- Data model check to determine optimization potential	<ul style="list-style-type: none">- Transformation of BEx workbooks into AO workbooks- Remodelling of data models- Testing	<ul style="list-style-type: none">- System performance optimization- Quarterly screening of SAP Basis components and performance	<ul style="list-style-type: none">- Optimization of system performance through defined housekeeping activities- Cost reduction through HANA DB maintenance



Service Level Agreements

Working together, CubeServ and the customer determine the response times desired by the customer in a matrix, in which the service levels are classed by priority (codes). For urgent problems, CubeServ can guarantee a response time of one hour. Response times below one hour need to be negotiated.

Urgency	Description	Response time*
Code 1: Critical problem	The service cannot be used	1 h
Code 2: Major problem	Use of the service is significantly impaired	2 – 4 h
Code 3: Minor problem	Use of the service is not seriously impaired	8 h
Code 4: Service request	This can involve a request for information, a suggestion or a further development	1 – 4 days

* The response times apply during the agreed operating hours and are defined as the times between receipt of the problem notification or support request from the customer and the initial contact by a dedicated member of the CubeServ Support Team suitably qualified to resolve the issue.

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CUSTOMERS & PARTNERS

- Customer Communication
- Dedicated Partners
- Service Handover Process
- Full Service from a Single Source
- Outlook

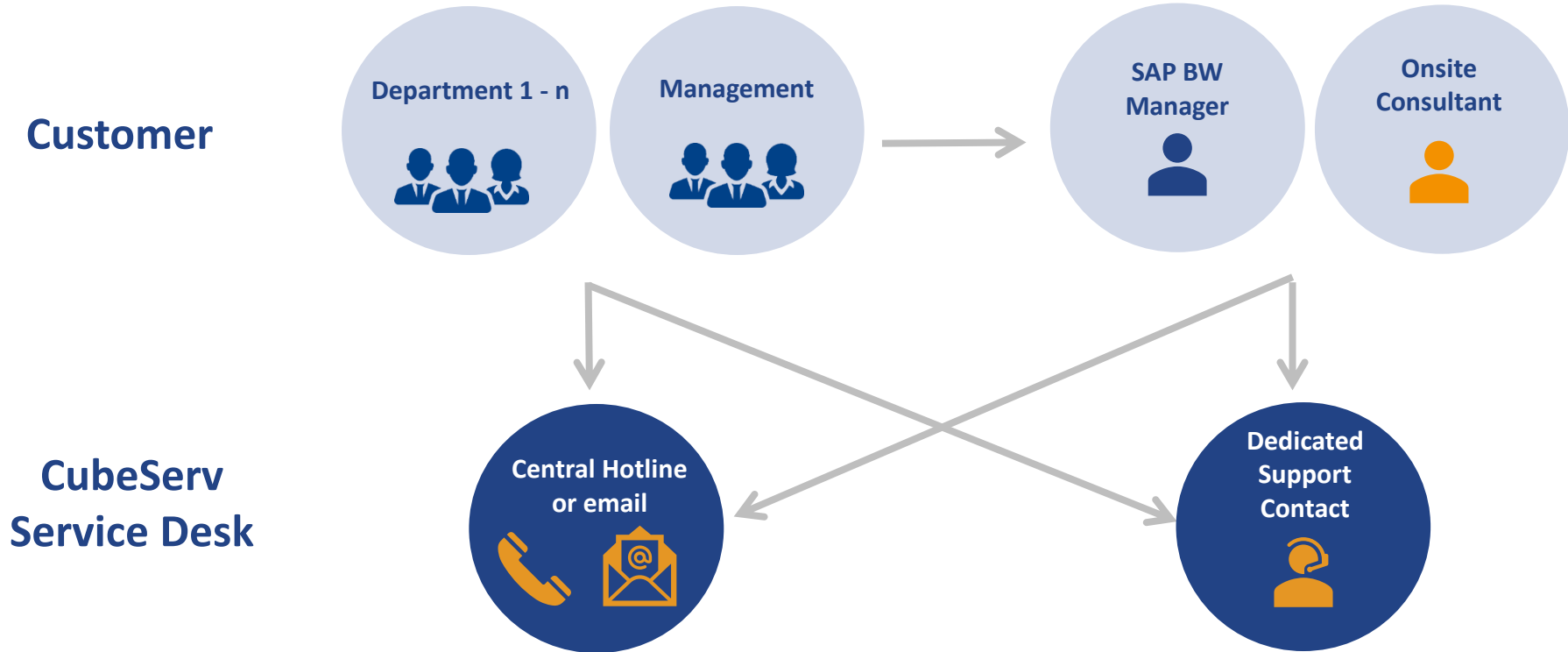


Customer Care Concept

Customer Communication



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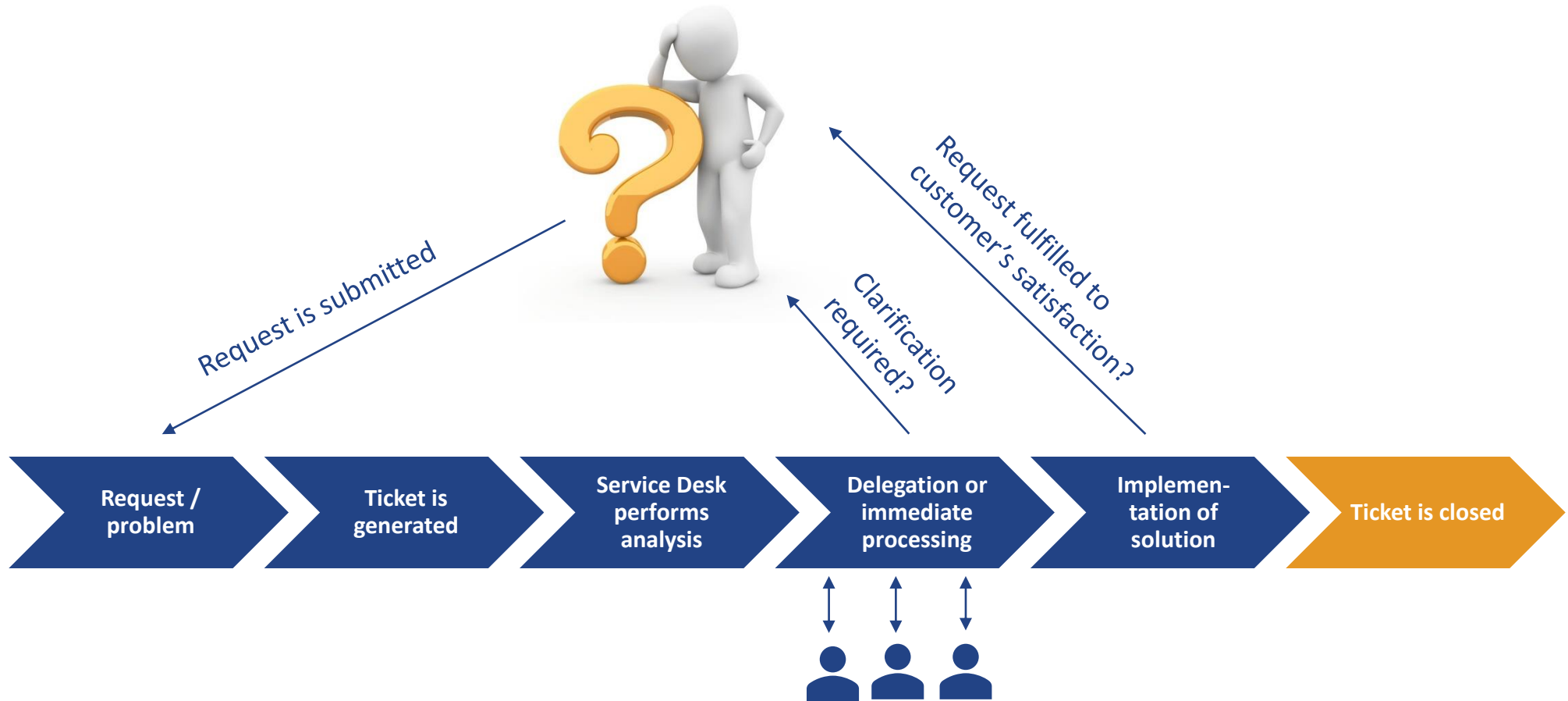


Service Portfolio

Incident Process



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Customer Care Concept

CCC – Dedicated Contacts

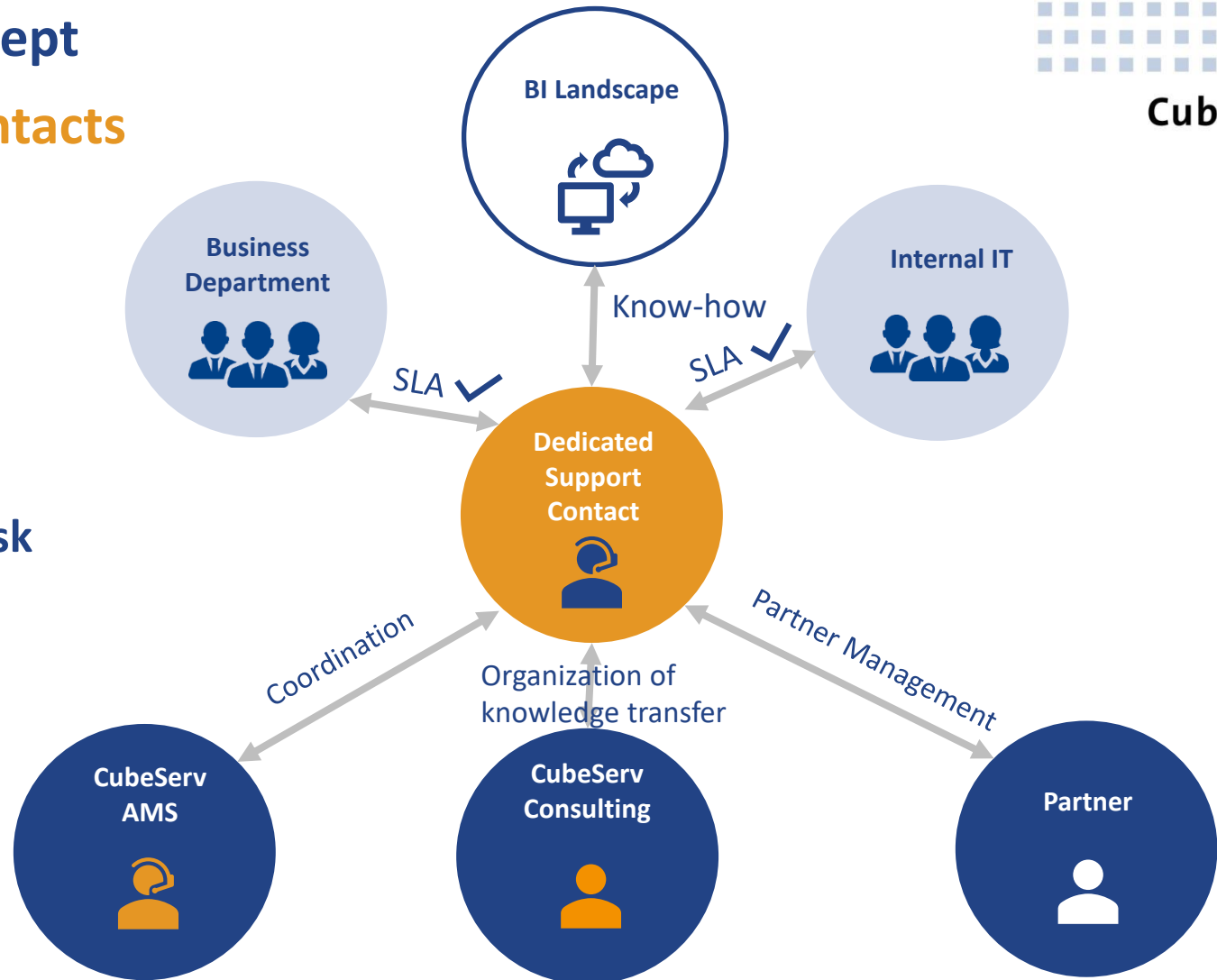


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Customer

CubeServ Service Desk

Support Network

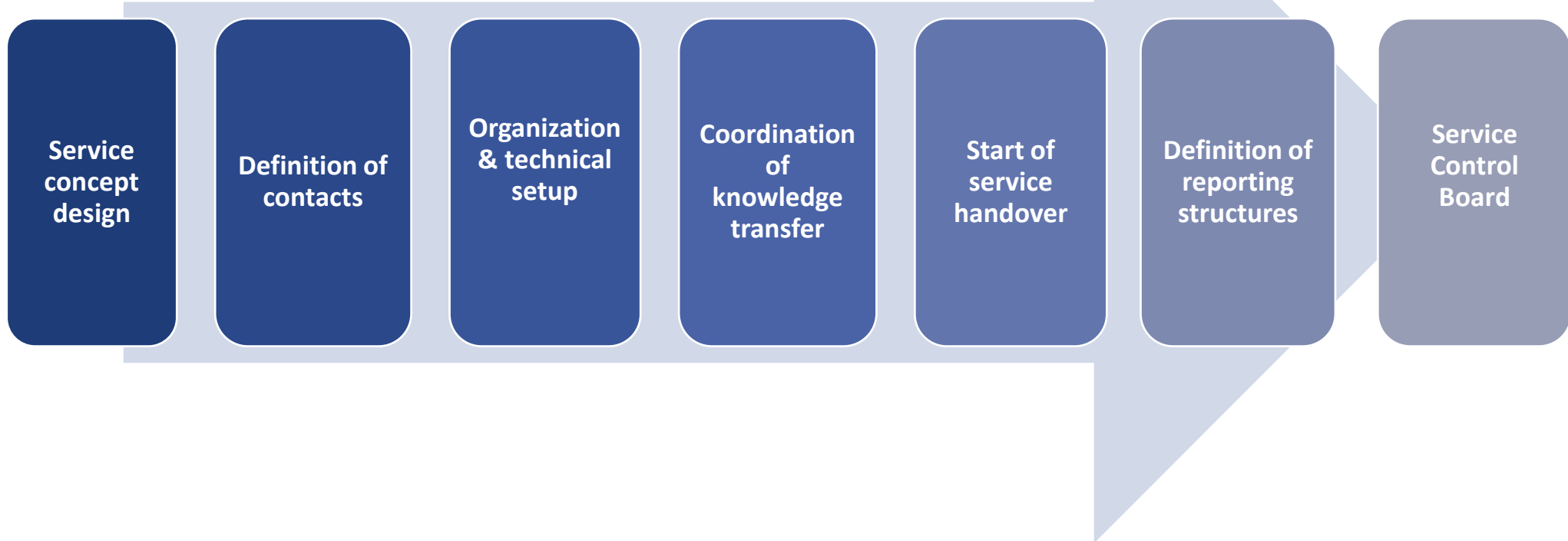


Customer Care Concept

Service handover process



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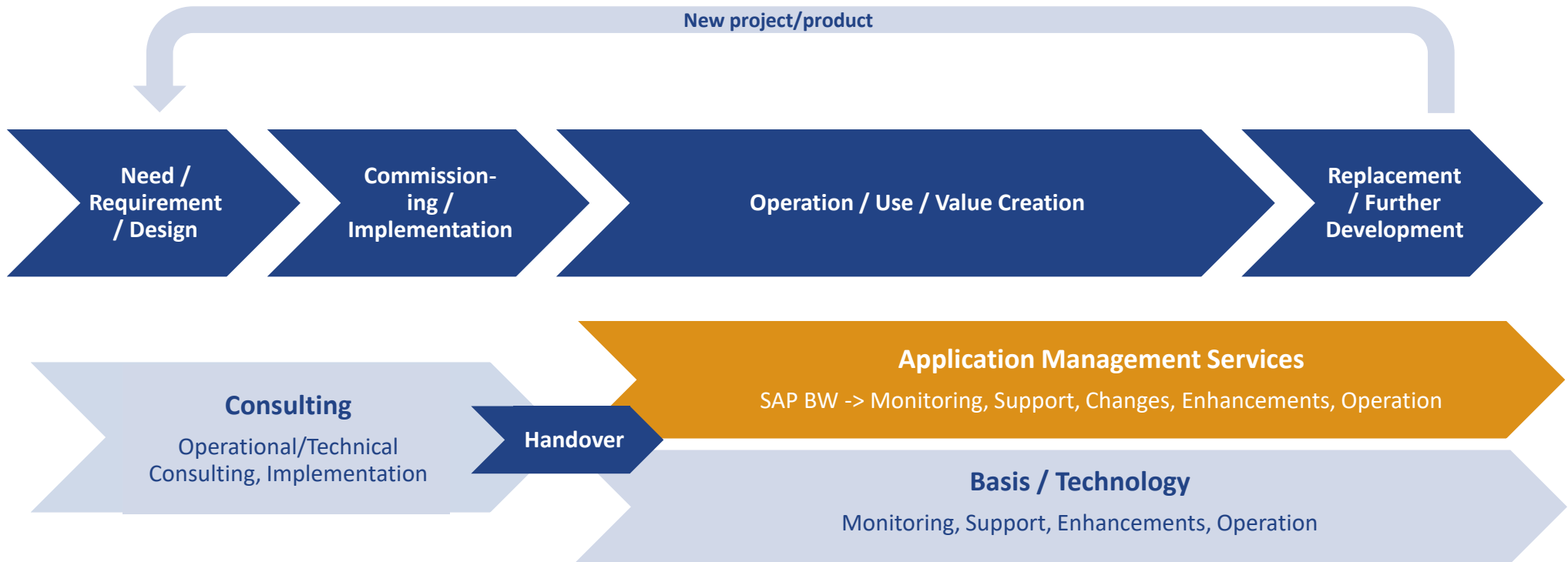
Customer Care Concept

Full Service from a Single Source



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Product lifecycle



Customer Care Concept

Planned additional services



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- Knowledge database
- Access to CubeServ Service Portal
- Even more sophisticated ticketing

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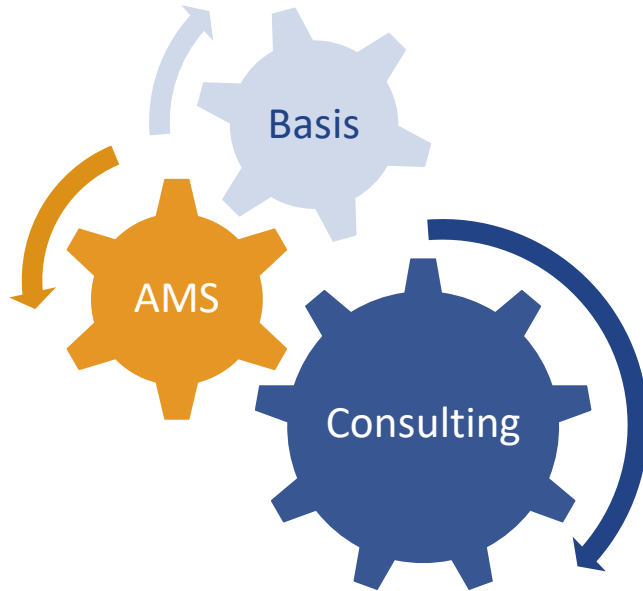
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CUSTOMERS & PARTNERS

- CubeServ AMS Benefits
- Pricing





- Consulting, AMS and Basis **from a single source**, all well coordinated
- **No loss of know-how** during the transition phase from project to operation thanks to **internal knowledge transfer**
- Up to **20% of support** provided by **local consultants**
- If desired, **dedicated** German-speaking **Service Manager** as SPOC
- **Senior consultants** with extensive project experience
- Possible **scalability** involving partners in **nearshoring approach**
- **Up to 24/7** support in collaboration with partners

Price Structure



- **Individual outline agreement** with defined services and hourly rates, allowing for fast response times without lengthy quotation process
- **Lower hourly/daily rates** compared to classic consulting as little travelling expenditure incurred
- **Basic monthly fee** for provision of services such as Ticket Management, Service Hotline and regular checking of system access facilities
- Customer remains in charge -> retaining **full control** of expenditure incurred
- **Defined rates** for extension of service hours

Application Management Services

What makes us stand out!



CubeServ®



Our AMS are not limited to ticketing; we also act as the extended workbench for consulting.

Full service from a single source, backed by passion and expertise!

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CUSTOMERS & PARTNERS

- Customers & References
- Partners



Customer Reference



*“CubeServ supports the ORIOR Group in the area of SAP Data Services with concept design and technical know-how.
As a result, smooth operation of our reporting and analysis activities is ensured throughout our business hours.”*

Simon Metzger


Head of Business Applications/SAP CC
Orior Management AG

Application Management Services



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A selection of our customers

Application Management Services

A selection of our partners



CubeServ®



Partner Network
Knowledge & capacity scaling




Near & Offshore Sourcing
Solid & intelligent cooperation

Application Management Services



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Our current offer for interested parties

		
Consultation	Basis Check	Housekeeping
<ul style="list-style-type: none">Initial consultation on your premises or remotely for the purpose of defining your AMS requirements	<ul style="list-style-type: none">Screening of SAP Basis components and performance, incl. report	<ul style="list-style-type: none">Housekeeping and system checkIdentification of optimization potential in SAP BW
Free of charge	Free of charge one-time check	

Application Management Services

Your contact



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