



SAP on Harbour1®

SAP® Certified
in Hosting Operations

SAP® Certified
in SAP HANA® Operations

SAP® Certified
in Cloud and Infrastructure Operations

Mission-critical ERP applications are essential to most businesses now. However, the maintenance and upkeep of these applications can be time consuming, complex, and cost-intensive. To cope with the enterprise demands and to successfully maintain the SAP business environment, Pi engages with enterprises in an integrated manner to streamline their business processes. The transformation leads to business agility, lower total cost of ownership, improve governance and prescribed compliance .



SAP technical consulting



SAP S/4 HANA services



Basis enterprise application managed services



Application upgrade services



SAP B1 services



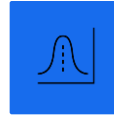
Technical support



Any to any migration



Disaster Recovery(DR) management



Cloud optimization

for performance optimization and migration



Cloud migration consultation

Any to any migration planning, implementation etc



Application upgrade technical consulting

Refactoring the resource requirement for performance optimization and upgrade dependencies



Cloud sizing

Assistance to assess the cloud infrastructure requirements



Any to any migration

from on-prem, third-party cloud to SAP certified cloud data center



Technical support

for the environment on multi-cloud platforms (AWS, Azure, VMware etc.)



Greenfield implementation

Large scale SAP environment to suit your enterprise needs



Upgrades

HANA DB, application patching and version upgrades



Support

24/7 single pane of glass monitoring

Basis Enterprise Application Managed Services



End-end solution

Plan/build/migrate/upgrade and setup



Capacity planning

based on user growth, system capability, and service levels



Problem/Incident resolution

Problem resolution for app performance, process execution, and errors.



Performance tuning

By monitoring for key business processes and peak cycles



Service Level Agreements (SLA)

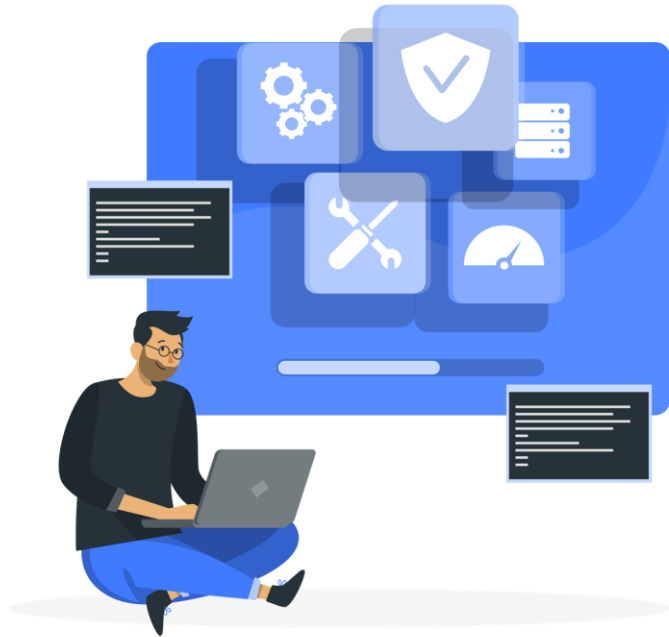
L1, L2 and L3 support adhering to industry standard SLAs



Additional services

Solman Charm, EWA, SLD, alerts and service desk setup

SAP Application Upgrade Services



ECC EHP upgrades

EHP upgrades to enhance the existing system capabilities



Solution Manager

SAP solution manager application upgrade services



Netweaver upgrades

Provision, and manage your mission-critical applications across a heterogeneous software environment



Application upgrades

SAP SCM, CRM, MDG, CRM, Fiori, GRC, PI/PO, EH&S and MII application Upgrades



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Proactive Support

Assets management, patch management, best practise infusion cost optimisation



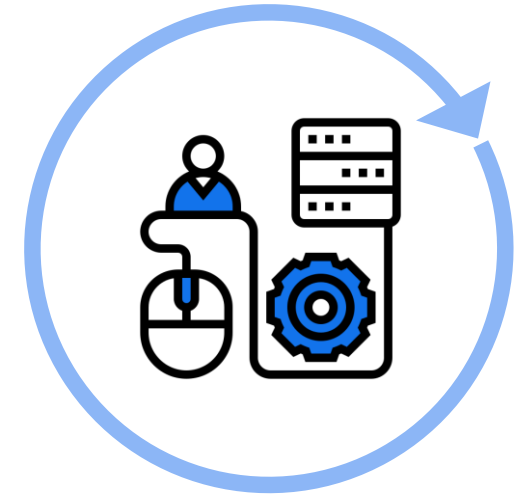
Reactive Support

Responding to incidents/ reported problems in line with committed service level agreements(SLAs)



Onsite Support

Pi SAP support engineering team manages on-prem SAP environment ensuring smooth operation

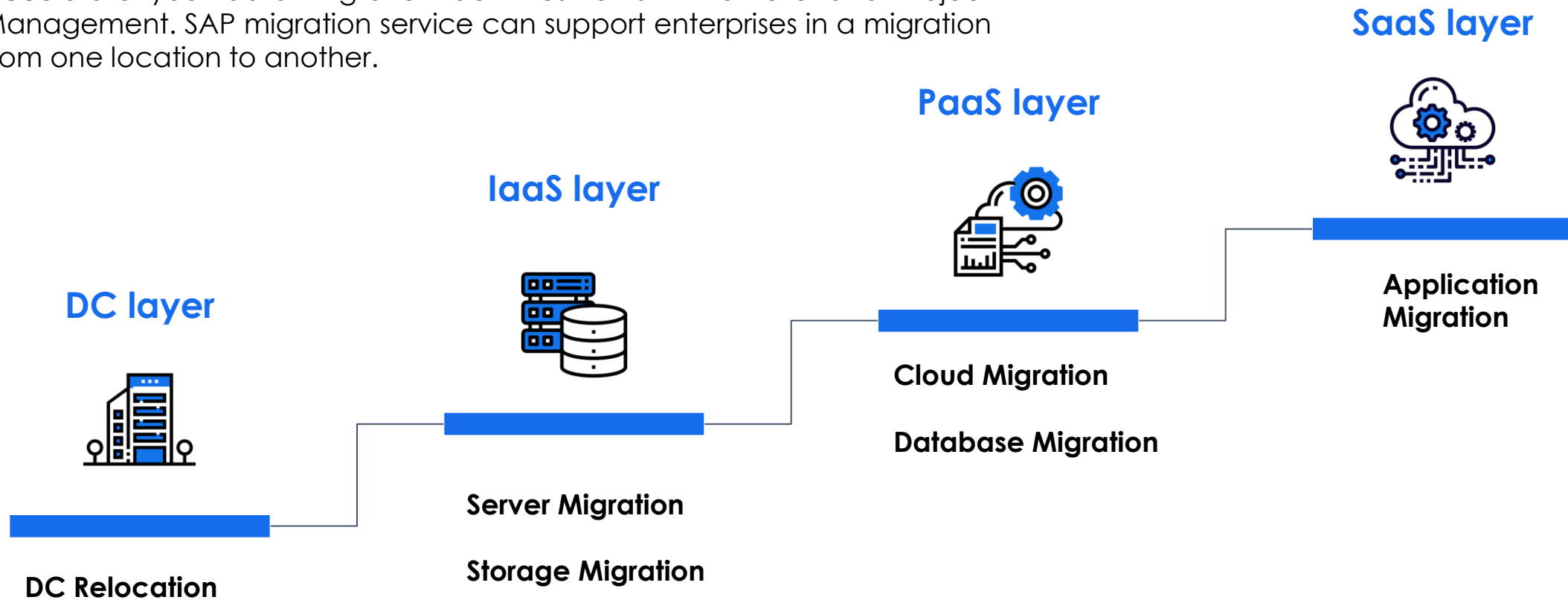


Remote Support

Global SAP support centre at Pi monitors and manages enterprise workloads and processes remotely on a 24/7 basis

Any To Any Migrations

Accelerate your data migration activities for SAP Portfolio and Project Management. SAP migration service can support enterprises in a migration from one location to another.



DR Management Services



Backup and Restore:

Advantages: Low cost, simplified processes and support system, point-in-time recovery

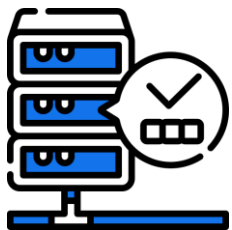
Dependencies: Higher RPO, Longer RTO, Extra time to load column table data to RAM.



Storage Replication:

Advantages: Zero RPO with synchronous replication, reusable secondary system

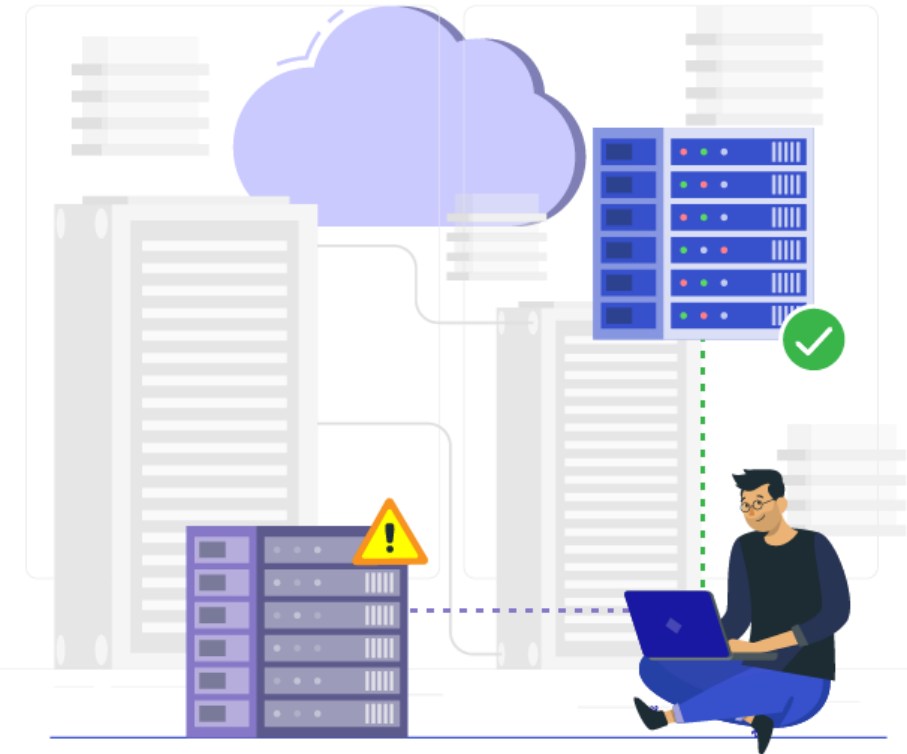
Dependencies: Need to free up existing system resources at secondary site, extra time to reach full performance, synchronous replication supports till 100 KM, doesn't protect against storage corruption, bandwidth intensive



System Replication:

Advantages: Zero RPO, near-zero RTO, full performance state right after failover, secondary system can be reused with no data preload.

Dependencies: Require dedicate live standby system and efficient inter site link, Require solution for client connection recovery, upon failover.



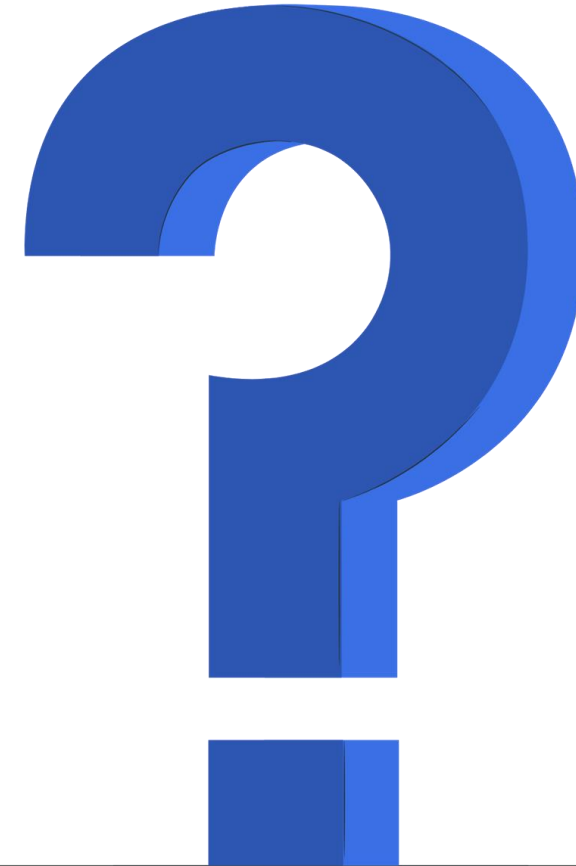
DR for Enterprise Databases



- **HANA DR Solutions**
HANA System Replication (HSR) tool
- **Sybase DR Solutions**
Sybase replication server
- **MSSQL DR Solutions**
SQL server DB mirroring
SQL server standby database
Always-on
Comprehensive MS SQL server HA solution
- **Oracle DR Solutions**
Dataguard with standby DB
- **DB2 DR Solutions**
HADR
Log shipping



Why SAP on Harbour1[®]



What do you get ?



License + AMC



Zero CAPEX investment



Redundant infrastructure
and network layer



Scale and optimize based
on business needs



Industry-vertical agnostic
SAP implementation



Absorbed operational
expenses



Integrated support



100 % process and
regulatory compliance

Benefits of SAP managed cloud offering

Remove cost as a barrier

One service One invoice for enterprises. This includes software, hardware, and integrated support – all delivered to enterprises as a service through a well-appointed recurring OPEX model



Deliver an end-to-end experience

From deployment of application and underlying environment, to ongoing maintenance, and updates, enabling enterprises to take advantage of our best-in class infrastructure and processes delivering user-experience and business excellence



Building long-term relationships

Trusted advisor to enterprises handholding their SAP landscape to match changing their dynamic business needs. Safe harbour for enterprises to park their business-critical SAP and non-SAP workloads.



SAP Services Highlights

SAP Managed Services offers enterprises an extended team of experienced and professional experts who really know the technical “ins and outs” of SAP applications and helps enterprises manage their ERP environment on a day-to-day basis.

Services highlights:



**24/7 monitoring
& alerts**



**Self-service and
automation**



Reporting



**Asset
management**



**Security
assurance**



**Expert
support**



Value Proposition

- Hand hold enterprises in fulfilling their Cloud First strategy
- Support development of superior products and services for enterprises
- Innovative & niche products for target markets with bundled services, delivering enterprise class ERP solutions on Harbour1[®]
- Flexible framework to extend scope and solution capabilities, enriched with industry and line-of-business expertise
- Customised trial periods to build datasets and customer training services
- Guaranteed data localisation & data sovereignty





Reach us on
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