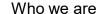# Who we are

SoftMiners is one of the leading companies in SAP solutions and SAP support and consulting services in Argentina, with international presence in the United States, Chile, and Spain.

We operate in the enterprise application software market, with a track record of over 13 years alongside top-tier companies, helping organizations of all sizes and across all industries achieve their optimal performance.

SoftMiners contributes to providing individuals and organizations with deep business insights and promotes collaboration that enables them to stay ahead of their competitors.

We simplify technology for businesses so that they can consume our solutions in the way they desire, without interruptions.

SAP® Partner
Open Ecosystem

SAP Services

We help you improve and maximize the use of SAP in your company, generating the best return on your investment in your processes.

- ABAP Development Center
- SAP ECC - SAP S/4HANA Consulting
- ABAP Solutions in SAP Standard
- AMS (Application Management System)

Soft Miners U.S.A

ABAP Development Factory
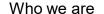
We develop customized software solutions on a turnkey basis. In this mode, once we receive the client's requirements, they are analyzed, estimated, and budgeted by our company.

Among the main services offered under this concept, we include new developments, evolutionary maintenance, adaptive maintenance, as well as correction of modules that may potentially disable the operation of critical applications or systems for some businesses.

Depending on the client's needs, we are capable of covering the entire software development life cycle or specific stages of it:

- Project Management and Tracking.
- Analysis and Design.
- Requirement Gathering.
- Software Development.
- Change Control.

ABAP Development Center

TARGET AUDIENCE

This service modality is ideal for companies that:

- Have detailed their requirements and have the analysis and design of their applications.
- Maintain business knowledge within their functional analysts.
- Have fluctuating needs in terms of development hours over time.

BENEFITS

In short or medium-duration projects, the savings in fixed costs derived from maintaining the current human resource's structure are substantial. Additionally, they benefit from the support of a specialist in the required development, while retaining their own resources to carry out activities that generate additional value for the company.

Other benefits to consider:

- Immediate response to development demand peaks.
- Reduction in service execution timelines.
- Standardization of the production process.
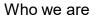- Quality in coding, testing, and deployment of solutions.

SAP ECC - SAP S/4HANA Consulting

SAP R3 - ECC - S/4 HANA - ABAP Development Consulting and Implementation

- SAP - FI - Finance and Accounting and Taxes
- SAP - BASIS - Infrastructure
- SAP - AA - Asset Administration / Fixed Assets
- SAP - TX - Taxes
- SAP - AP - Payments
- SAP - CO - Management Control
- SAP - MM (Comex) - Foreign Trade
- SAP - AR - Accounts Receivable
- SAP - BC - Security
- SAP - TAR - Credit Cards
- SAP - GL - General Ledger Accounting
- SAP - TR - Treasury
- SAP - PI - PO - Middleware
- SAP - RE FX - Real Estate
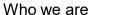- SAP - HR - Payroll - TM - OM
- SAP - CHARM - Solman
- SAP - Other Modules

ABAP Solutions in SAP Standard

With ABAP, our developers can customize and enhance the functionalities of the standard SAP system to meet the specific needs of an organization. Here are some common solutions developed in ABAP for standard SAP:

▸ Report Programs: ABAP report programs are used to generate customized reports and data analysis based on the data stored in the SAP system. These reports can cover different functional areas such as finance, logistics, or human resources.

▸ Standard Transaction Extensions: Sometimes, the standard SAP transactions do not meet all the requirements of an organization. In such cases, ABAP developers can use extension techniques to add additional fields, validation logic, or additional processing to the standard transactions.

▸ Functionality Enhancements: By using techniques such as User Exits, Enhancement Points, and Enhancement Spots, ABAP developers can enhance the standard functionality of SAP by adding custom code at specific points in the system's execution flow.
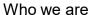
ABAP Solutions in SAP Standard

- Data Load Programs: Often, organizations need to load large volumes of data into the SAP system from external sources. ABAP programs can be developed to perform these data loads in an automated manner and ensure data integrity.

- Form and Document Development: ABAP provides capabilities to develop custom forms and documents such as invoices, purchase orders, shipping reports, etc. These forms can be generated in various formats such as PDF or printed on paper.

- Integration with External Systems: Using technologies like RFC (Remote Function Call) or BAPI (Business Application Programming Interface), our ABAP developers can integrate the SAP system with other external systems, enabling data transfer and process execution between them.

AMS (Application Management System)

An AMS (Application Management Services) is a great opportunity to optimize and professionalize the relationships established between the business and the IT department, similar to how project management tools and methodologies enable the proper execution of an implementation project.

Managing business operations in SAP requires experience, local knowledge, and problem-solving capabilities, and that is the focus of the service we offer at SoftMiners.

SoftMiners AMS service is designed to help and complement the existing IT structures of companies. To achieve this, SoftMiners offers:

- A proven and implemented application support service model for other clients.
- Knowledge of the platforms and applications to be supported.
- Understanding of the company's business processes and experience in achieving their standardization and governance.

AMS (Application Management System)

This will allow you to:

- Achieve the required service levels for the organization.
- Reclaim valuable human resources from the organization by freeing them from end-user support.
- Stabilize the applications.
- Reduce costs associated with application support.
- Align the IT structure with the company's strategy.

SoftMiners' AMS service includes the following components based on the characteristics of the supported requirements:

- Application Support (Level 1, Level 2, and Level 3)
- Enhancement Management

Application Support

The application support model is based on differentiating the service into two processes that are designed to achieve specific objectives and should be treated differently:.

- Incident Management
- Problem Management

Soluciones SaaS

SoftExpert Excellence Suite offers an integrated platform for management and performance excellence that enables organizations to think and act strategically, align processes and resources, engage employees and customers, and focus on key business outcomes: products and services, customers, finances, employees, processes, leadership, and innovation.

SoftExpert is the market leader in solutions for management excellence, providing software and services for business process improvement, regulatory compliance, and corporate governance.

Founded in 1995 and currently serving over 2,000 customers and 300,000 users worldwide, Soft Expert's solutions are used by companies of various sizes and industries, including manufacturing, government, pharmaceuticals, hospitals and laboratories, financial services, high technology and IT, education, energy and utilities, logistics, wholesale market, and services.

In collaboration with its network of national and international partners, SoftExpert offers implementation services, training, hosting, validation, support, and technical assistance, with the aim of ensuring that its customers always achieve the maximum return on their investments.
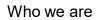

SoftExpert Excellence Suite

- **PPM** — Gestión de Proyectos y Portafolio
- **EQM** — Gestión de la Calidad Empresarial
- **BPM** — Gestión de Procesos de Negocio
- **ECM** — Gestión de Contenido Empresarial
- **CPM** — Gestión del Desempeño Corporativo
- **PLM** — Gestión del Ciclo de Vida del Producto
- **ESM** — Gestión de Servicios Empresariales
- **GRC** — Gestión de Gobierno, Riesgos y Cumplimiento
- **EAM** — Gestión de Activos
- **ESG** — Gestión Ambiental, Social y de Gobernanza
- **ICM** — Gestión de Cambios e Innovación
- **SLM** — Gestión del Ciclo de Vida de los Proveedores
- **HDM** — Gestión de Competencias
- **ERM** — Gestión de Riesgos Corporativos

Success Stories

Contact

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