SAP AMS SUPPORT FOR ECC 6 SUITE ON HANA (ON-PREMISE DEPLOYMENT)

Client - Medical Devices and Disposable Products Manufacturer

Challenges (Prior to Implementation)

- Frequent system slowdowns despite HANA backend due to inefficient ABAP code and unoptimized queries
- Recurring issues in sales, production, and procurement cycles affecting daily operations
- Limited in-house capability to manage technical break-fixes, job failures, and performance tuning
- No structured mechanism for SLA-based ticket handling or audit readiness
- Lack of visibility into integration issues and user access inconsistencies
- High dependency on internal IT for both functional and basis support tasks

Technologies Covered

SAP ECC 6.0 (SoH), SAP HANA DB, SAP MM, SD, PP, FICO, ABAP Enhancements, SAP GUI, Batch Jobs, IDocs, SAP Basis

AMS Support Approach

- Deployed dedicated AMS team with functional, technical, and basis support specialists
- Initiated health check and performance tuning for HANA DB and ABAP programs
- Set up ticketing system with L1–L3 model, SLA tracking, and root cause documentation
- Introduced regular preventive maintenance, backup validation, and OSS coordination
- Delivered user trainings and functional how-to guides to reduce ticket volume

Target Infrastructure

On-Premise Data Center, SAP ECC 6 Suite on HANA, SAP GUI Access, Standard/Custom Transactions, IDoc Interfaces

Post-Support Highlights

- Improved system performance through query optimization and DB housekeeping
- Reduced high-priority tickets by over 50% via process stabilization
- Enabled faster ticket turnaround and higher end-user satisfaction
- Strengthened audit preparedness through proper documentation and access control
- Established a resilient support model to ensure business continuity

About Incresol

Established in 2011, Incresol is a leading provider of outsourced software development services specializing in SAP, enterprise e-commerce, mobility, and custom application evelopment. With Headquarter in Dallas, Texas, USA, and a global development facility in Hyderabad, Telangana, India.

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SAP ERP ECC, SAP S/4 HANA, SAP BTP, RISE with SAP, SAP Integration Suite, Successfactors, SAP ERP (Implementation,