

SAP AMS SUPPORT FOR S/4HANA 2020

Client - Advanced Aerospace Components Manufacturer

Challenges (Prior to Support)

- Post go-live issues across procurement, production, and inventory disrupting daily operations
- Lack of structured support model led to untracked issues and delayed resolutions
- Users faced difficulties navigating Fiori apps and new business flows
- Frequent failures in background jobs and interface monitoring
- Custom developments and reports had performance bottlenecks with no optimization
- No framework for SLA management, documentation, or recurring issue analysis

Technologies Covered

SAP S/4HANA 2020, SAP MM, PP, SD, WM, FICO, SAP Fiori, ABAP Enhancements, SAP SLT, Custom Reports, IDocs

AMS Support Approach

- Implemented L1–L3 support structure with module-wise ownership and ticket workflow
- Provided daily monitoring of jobs, queues, and interface logs
- Delivered functional and technical training to enhance user adoption
- Optimized custom code and reports for HANA efficiency and stability
- Maintained detailed RCA logs and knowledge base for process continuity

Target Infrastructure

SAP S/4HANA 2020 Application Core, Integrated Custom Objects, SAP Fiori Launchpad, Interfaces with Peripheral Systems

Post-Support Highlights

- Achieved consistent SLA adherence and reduced ticket backlog by 60%
- Improved system reliability with proactive issue prevention and monitoring
- Boosted end-user confidence and system adoption through training and support
- Strengthened internal governance via documentation and RCA-based corrections
- Enabled continuous improvement and system scalability readiness

About Incesol

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