

SAP AMS SUPPORT FOR S/4HANA 2022

Client - Major Polyester Yarn and Resin Manufacturer

Challenges (Prior to Implementation)

- Post-migration to S/4HANA 2022, teams faced issues in adapting to new UI and Fiori apps
- Repeated transactional errors in procurement, production, and FI postings
- Lack of structured support process for incident handling, RCA, and knowledge sharing
- Performance bottlenecks in custom reports and batch jobs
- Insufficient monitoring of interfaces, IDocs, and SLT replication jobs
- Gaps in user training and system usage of new S/4HANA functionalities

Technologies Covered

SAP S/4HANA 2022, SAP Fiori, ABAP Enhancements, Embedded Analytics, IDocs, SLT, SAP MM, SD, PP, FICO Modules

AMS Support Approach

- Established modular AMS team with functional, technical, and analytics support
- Defined ticketing framework with prioritization, SLA tracking, and resolution workflows
- Delivered end-user training and documentation for new S/4 features
- Optimized custom objects and reports for HANA compatibility and performance
- Implemented proactive monitoring for jobs, SLT logs, and integration health

Target Infrastructure

SAP S/4HANA 2022 Core Modules, Custom Enhancements, SAP Fiori Launchpad, Internal Network & Devices

Post-Support Highlights

- Achieved >90% SLA compliance within the first 60 days
- Significantly reduced recurring support issues through root cause remediation
- Improved user satisfaction by enabling faster, guided process navigation
- Enhanced system performance through code tuning and job optimization
- Built a central knowledge base to support future upgrades and internal handovers

About Incesol

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