

SAP AMS SUPPORT FOR S/4HANA 2023 (ON PREMISE DEPLOYMENT)

Client - Leading Sanitaryware and Consumer Products Brand

Challenges (Prior to Support)

- Post-migration, users faced issues with new Fiori interfaces, roles, and process navigation
- Recurring technical errors in batch jobs, IDocs, and custom workflows
- Delays in ticket handling due to unstructured internal support escalation
- Incomplete stabilization of newly migrated modules like BP, AATP, and Embedded Analytics
- No system in place for monitoring, SLA tracking, or proactive incident resolution
- Missing documentation for custom objects and enhancements, impacting support speed

Technologies Covered

SAP S/4HANA 2023 On-Prem, SAP Fiori, ABAP Enhancements, IDocs, Embedded Analytics, SLT, SAP Workflow, Basis (OS/DB level)

AMS Support Approach

- Rolled out a structured L1-L3 support model with ticket prioritization and SLAs
- Set up 24x7 system monitoring for performance, background jobs, and interface errors
- Delivered role-based training and documentation to reduce user errors
- Performed code corrections and testing for post-upgrade custom objects
- Created a support knowledge base and RCA logs for recurring issue prevention

Target Infrastructure

On-Premise SAP S/4HANA 2023 Deployment, SAP Fiori Launchpad, Local Data Center & Network

Post Support Highlights

- Achieved 90% SLA compliance within the first 2 months
- Reduced repeat issues by over 60% through structured RCA and documentation
- Enabled confident adoption of new functionalities with stabilized business processes
- Enhanced internal IT team efficiency through shared support governance
- Established continuous improvement cycle via review calls and reporting

About Incesol

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