SAP AMS SUPPORT FOR S/4HANA 2023 (PRIVATE CLOUD DEPLOYMENT)

Client: Largest Agro-based Food Ingredients and Nutraceuticals Manufacturer

Challenges (Prior to Support)

- Lack of readiness in managing private cloud infrastructure and custom transports
- Performance issues after migration to SAP S/4HANA 2023, especially in MRP and batch job processing
- Delays in resolution of custom code errors post-upgrade due to outdated Z-objects
- Frequent issues in Fiori launchpad rendering, role authorizations, and UI inconsistencies
- No structured AMS team to handle technical tuning, OSS coordination, or transport governance
- Inability to leverage new features (advanced ATP, embedded analytics) due to missing configurationss

Technologies Covered

SAP S/4HANA 2023 (Private Cloud), SAP MM, SAP PP, SAP SD, SAP Fiori, ABAP Enhancements, Embedded Analytics, SLT, SAP Basis (OS/DB level)

AMS Support Approach

- Built dedicated AMS team with functional, technical, and Basis consultants
- Performed post-upgrade remediation for custom objects and authorization roles
- Established job monitoring dashboard and SLT sync health tracking
- Delivered config-level fixes to activate new functional features
- Set up clear transport migration cycle, version control, and test case documentation

Target Infrastructure

SAP S/4HANA 2023 (Private Cloud Infrastructure), SAP Fiori Launchpad

Post Support Highlights

- Improved system performance and stability with proactive Basis tuning
- Reduced issue resolution time by 65%, especially for critical production bugs
- Enabled successful adoption of 2023 features via support-led configurations
- Strengthened IT governance with version-controlled deployments and RCA-based fixes
- Boosted business confidence with responsive cross-module functional support

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.

Incresol delivers both onsite and offshore project solutions tailored to client needs.

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