



## SAP APPLICATION MANAGEMENT SERVICES

### Achieve Greater Operational Efficiencies at Lower Cost with Illumiti's SAP AMES Team

Illumiti's SAP Application Management Services team works with small and large businesses to help them get the most out of their SAP system at a fraction of the cost of hiring additional full-time resources. Our team provides the day-to-day technical support our clients need to optimize their SAP solutions.

“ Leveraging Illumiti to help support your SAP business solution can provide many benefits to your organization including lowering the cost of maintaining skilled SAP professionals in-house.

### Our AMES Team

Illumiti's AMES team enables you to focus on your organization's goals while enlisting the help of our experts to take care of the day-to-day operations of your core SAP systems. Our team members average over 15 years of SAP work experience. We bring deep knowledge of SAP best practices to every engagement – and a dedication to helping you get the most out of your SAP solution.

Our team is North American based – resulting in some key benefits for our clients. Unlike offshore teams, which often struggle with challenges associated with different time-zones, languages and travel restrictions, our AMES team acts as an extension of your operations – offering the complete flexibility you need to ensure your operations run smoothly. Because we are local, we are also available to travel to your premises when the need arises. Our local presence, combined with the senior level expertise result in lower total costs per ticket and higher satisfaction levels for our clients.

Illumiti is a Systems Integration and Management Consulting company. We enable customers to realize their vision by leveraging SAP technology, people, and leading business practices. Since its founding, Illumiti has developed a reputation for delivering successful customer projects faster, smarter and leaner.

### Quick Facts

- Illumiti is an SAP® gold channel partner
- Awarded the SAP® Business All-in-One Partner of the Year, Canada – 3 years running
- Over 300 SAP Consultants with an average of 10+ years of experience
- Serve 175 customers across many industry sectors
- Completed over 80 SAP implementations since 2000

[www.illumiti.com](http://www.illumiti.com)



Our team includes certified professionals in a full range of SAP solutions:

- SAP® Business All-in-One/Business Suite
- SAP® Business ByDesign
- SAP® BusinessOne
- SAP® BusinessObjects/Analytics
- SAP® Mobility Products
- SAP® HANA
- SAP® SuccessFactors

## Benefits of Hiring Illumiti's SAP AMES Team

Leveraging Illumiti to help support your SAP business solution can provide many benefits to your organization including the following:

**Supplement Your Team:** Access the expertise you need, when you need it. Our team is available to support your day-to-day SAP requirements. Whether you are looking for help filling in for unexpected absences or vacations, we can provide access to experts across a wide range of SAP solutions. We can also help offset the additional demands on your SAP team resulting from peak seasons such as year-end or new project implementations.

**Access Niche Expertise:** Often our clients may be looking for new solutions or enhancements to maximize the effectiveness of their SAP system. In these cases, our team of SAP professionals can provide in-depth expertise in highly specialized areas such as:

- Governance, Risk & Compliance Solutions
- Business Planning and Consolidation Solutions
- Netweaver Solutions
- Custom Development
- Business Intelligence
  - Dashboards and Reports/Crystal Reports

We work hand-in-hand with your team to provide you with everything you need to take your SAP systems to the next level.

**Optimize and Accelerate your ROI:** The members of our team average over 15 years of experience providing implementation and service support within the SAP environment. Their knowledge, understanding of best practices and commitment to continuous improvement help our clients spot gaps in their current systems and processes and improve operations.

**Lower Your Cost of Ownership:** We work as an extension of your team, providing you with all of the resources you need to run your SAP system, but at a fraction of the cost of hiring a full-time, in-house team of experts. We offer a simple blended rate pricing model – that enables you, to easily forecast costs and predict the cost savings of our solution. Our team is locally based and comprised exclusively of senior level personnel – leading to ticket costs that are considerably less than that of offshore competitors.

## Our Services

Our team is well versed in the latest in SAP technology and best practices, but we are always on the lookout for new and innovative ways to doing things. Our team brings a constant commitment to continuous improvement to every engagement.

- Post-implementation application support
- System administration and monitoring
- Application optimization
- Issue resolution support
- Ongoing improvement of SAP solutions
- Help desk support

## OUR OFFICES



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