



SAP AMS SUPPORT



Application Support Services

In order to keep your SAP systems running smoothly and allowing you to focus on the core business of your company, we invite you to look at how we approach and provide this critical support function.

At Cognitus Consulting we take pride in providing topnotch AMS services:

What makes US unique? For example, here's how we deal with helpdesk tickets.

- 1) Cognitus Consulting partners have remained hands-on involved in SAP!
- 2) These (the same) partners, are also communication managers between customers and the AMS teams,
- 3) At transition, the responsible AMS team incl. the partner/communication manager prioritizes any, and all open tickets, and Starts reporting the agreed upon metrics (SLA),
- 4) Provide guidance and expert industry knowledge and best practices to the (module specific) AMS team members regarding the way to resolve the ticket after we categorize these tickets,



AMS Cost Chart



Basis Administration Services

Our Basis Administration teams include individuals with vast experience accumulated in a wide range of Operating systems, databases, SAP releases and other specialized administrative .

- Application/User Security Maintenance
- Architecture Design/Redesign
- Data Refreshes
- DR and Business Continuance
- Enhancement, Service Pack / Tools Installs
- EP/ESUs/ASUs Application
- Knowledge Transfer & Mentoring
- Object Transfers
- Package Builds and Deployments
- Performance Tuning/Optimization
- Printer/Job Queue Maintenance
- Process Re-engineering/ Optimization
- System and Process Documentation
- System Audits
- System Monitoring
- System/Environment Maintenance
- Web Server Support



Global Capability to Deliver



We support in global transformation programs.



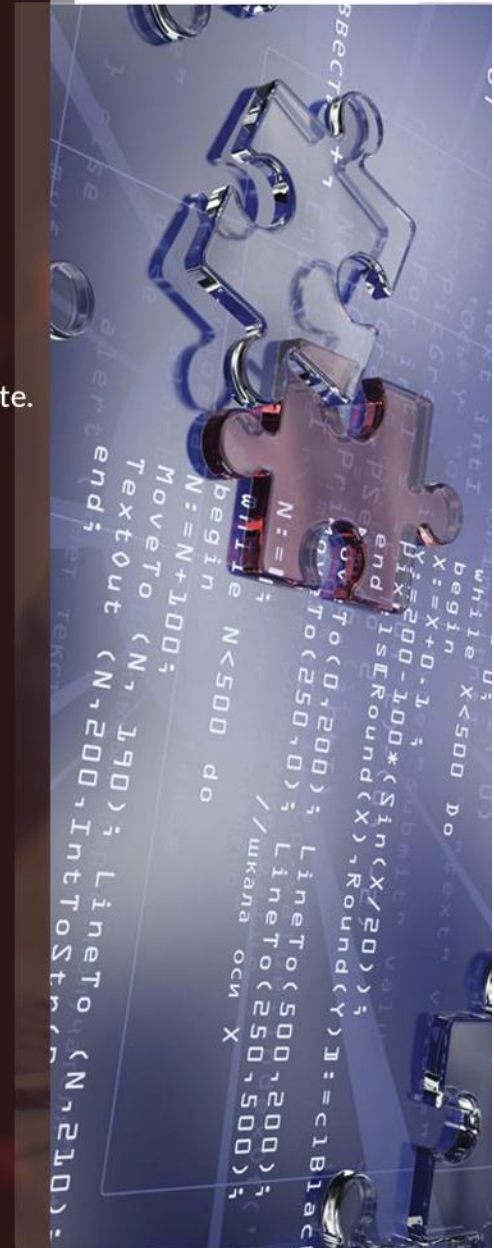
Cognitus has consultants worldwide and a mix of onshore and offshore centers, we have the capability to deliver projects globally.



Solution know-how



Global Presence, Expert Competence and Ability to Execute.



Contact Us: 1580 S Milwaukee Ave,
suite 420 Libertyville, IL 60048, USA



1.888.470.0027 , 1.615.250.3094



Module A1, Quadrant-2, 5th Floor
HITEC City
Hyderabad, 500081



sales@cognitusconsulting.com