



HUMMINGBIRD

iNTELLIGENT
APPLICATION
MANAGEMENT
SERVICES

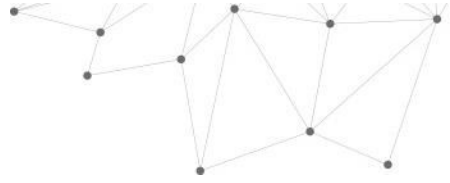


SAP® Qualified
Partner-Packaged Solution





OVERVIEW

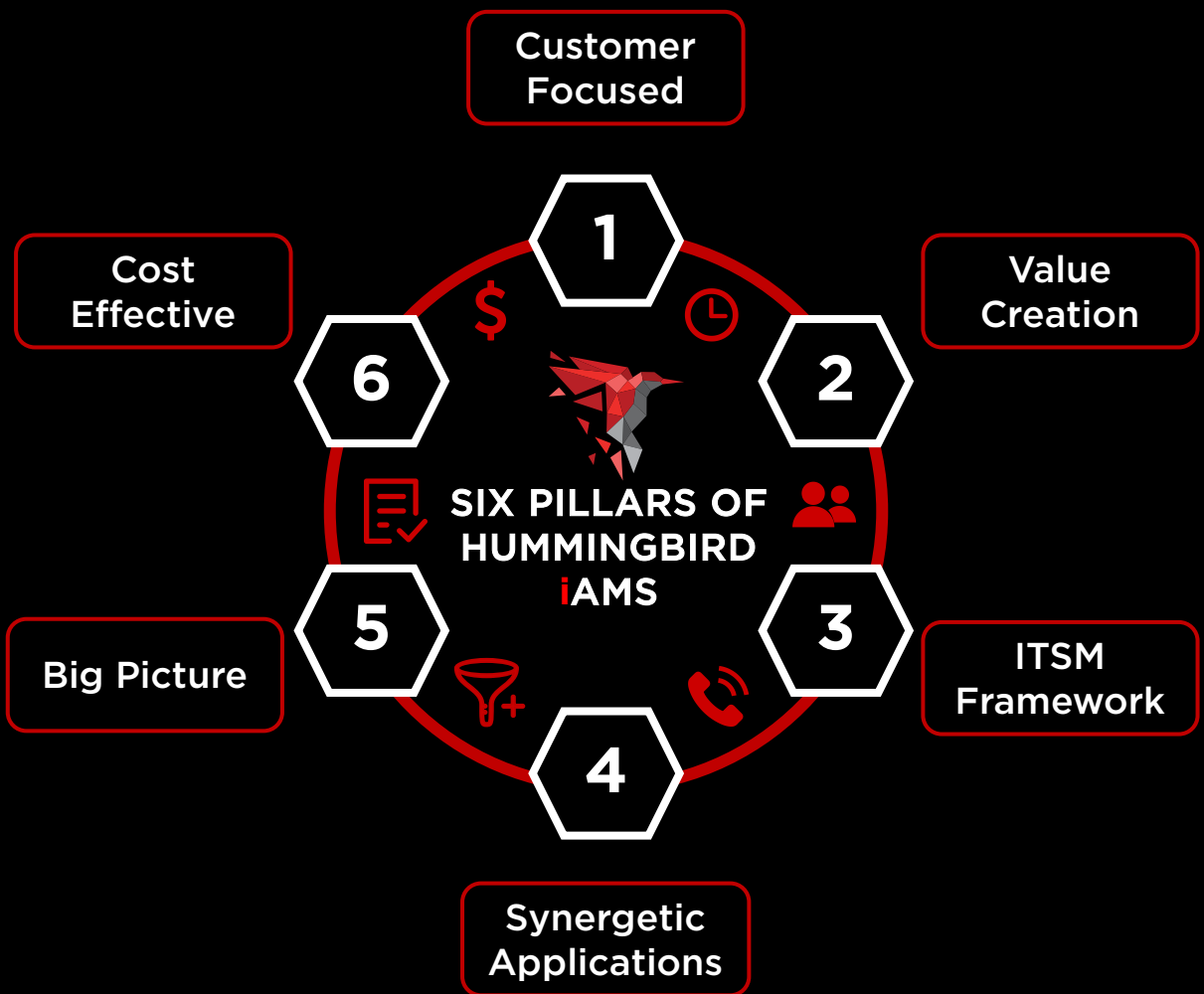


Cognitus' HUMMINGBIRD intelligent Application Management Services helps companies strengthen their competitive position by reducing cost of ownership while improving business performance And facilitating round-the-clock support services.

We strive to stabilize, optimize and transform your business while following an automation-first approach to bring the best out of your existing ERP implementation.



THE SIX PILLARS OF HUMMINGBIRD iAMS

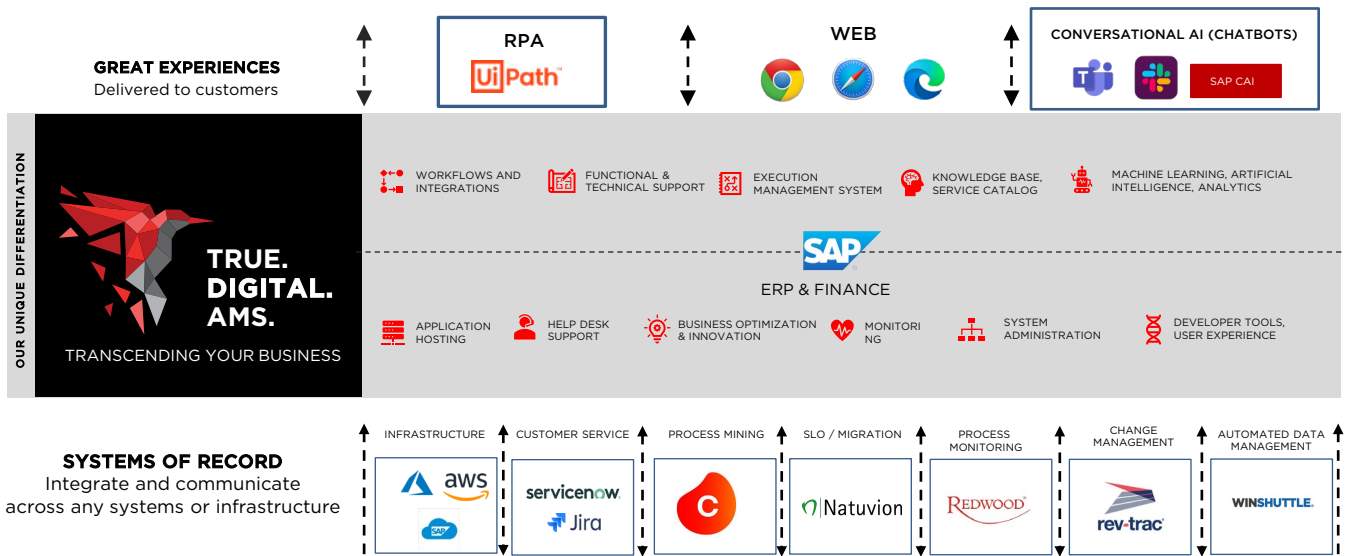




Offering a competitive consumption-based model, *HUMMINGBIRD* employs Best-in class tools to bring a truly integrated digital ecosystem for your enterprise application landscape, enabling you to sit back and focus on your business while we take care of your software systems.



CONNECTING PEOPLE, FUNCTIONS AND SYSTEMS TO DRIVE INNOVATION, INCREASE BUSINESS AGILITY AND UNLOCK PRODUCTIVITY



HUMMINGBIRD iAMS PROVEN ADVANTAGES



89%

Critical Incident Reduction (Y/Y)



98%

Adjusted SAL Adherence



42%

Faster Book-to-report



25%

Annual Ticket Generation Reduction



36%

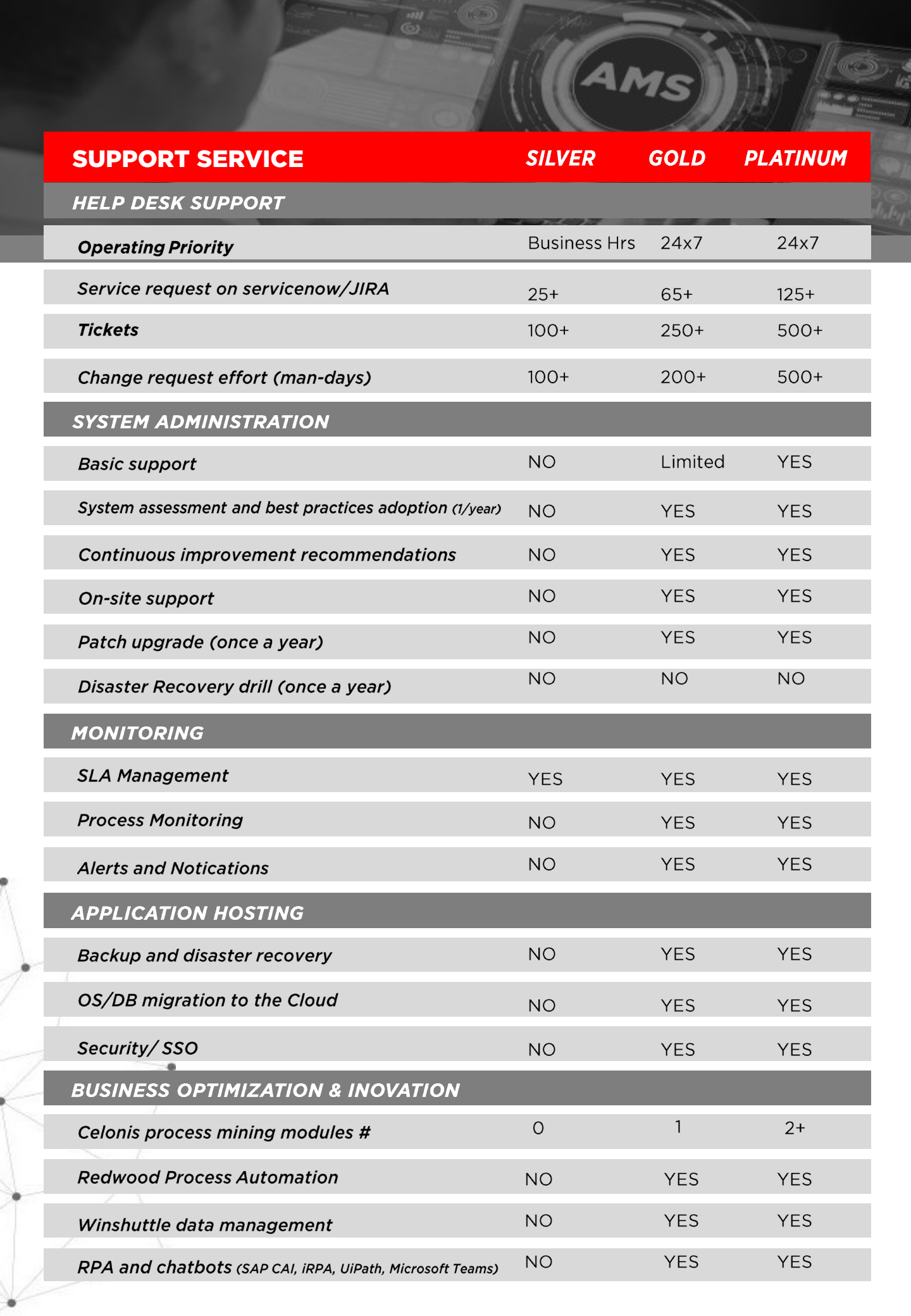
Cycle time Reduction for User ticket Resolution (Y/Y)



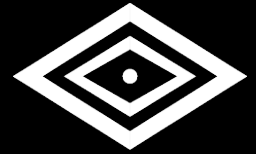
47%

Service Requests Resolved per Month through Automation

- ▶ **INTEGRATED:** Automated change & transport management, execution management system
- ▶ **INTELLIGENT:** 24X7 service desk, 360-degree process monitoring, Process Improvement
- ▶ **IMMEDIATE:** Incident Resolution, SLA Management, Application Operations



SUPPORT SERVICE	SILVER	GOLD	PLATINUM
HELP DESK SUPPORT			
Operating Priority	Business Hrs	24x7	24x7
Service request on servicenow/JIRA	25+	65+	125+
Tickets	100+	250+	500+
Change request effort (man-days)	100+	200+	500+
SYSTEM ADMINISTRATION			
Basic support	NO	Limited	YES
System assessment and best practices adoption (1/year)	NO	YES	YES
Continuous improvement recommendations	NO	YES	YES
On-site support	NO	YES	YES
Patch upgrade (once a year)	NO	YES	YES
Disaster Recovery drill (once a year)	NO	NO	NO
MONITORING			
SLA Management	YES	YES	YES
Process Monitoring	NO	YES	YES
Alerts and Notifications	NO	YES	YES
APPLICATION HOSTING			
Backup and disaster recovery	NO	YES	YES
OS/DB migration to the Cloud	NO	YES	YES
Security/ SSO	NO	YES	YES
BUSINESS OPTIMIZATION & INOVATION			
Celonis process mining modules #	0	1	2+
Redwood Process Automation	NO	YES	YES
Winshuttle data management	NO	YES	YES
RPA and chatbots (SAP CAI, iRPA, UiPath, Microsoft Teams)	NO	YES	YES



▶ ABOUT US

SCHEDULE A MEETING AND MOVE FORWARD TOWARDS THE FUTURE WITH US!

Cognitus is an SAP GOLD PARTNER that drives companies' growth with a full range of services and solutions for SAP S/4HANA.

As SAP build, service, sell and SAP certified outsourcing partners, we are committed to innovation and transformation of our partners' business processes.

▶ REGIONAL OFFICES



+850
SAP EMPLOYEES
GLOBALLY

+14
OFFICES ACROSS USA,
EMEA, APAC & LATAM

2002
ESTABLISHED

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