

Service Transformation to Digital ITSM

As the Organizations prepare for the future, the pace of digital transformation is accelerating. Unprecedented levels of disruption are forcing many enterprises to rethink their business models and accelerate their own transformation agendas to compete and grow. Organizations are shifting or increasing their technology spend to pivot their businesses to the digital future.

However, adapting to the scale and pace of change, enterprises must be guided by real-time, accurate visibility and clarity into operational performance and customer behaviour.

SAP enables you to digitalize your business core and accelerate transformation into a data-driven intelligent enterprise. Powered by AI and with advanced analytics, SAP achieves breakthrough outcomes in business models, processes, and innovation.

Considering the current record of fast-tracked digital transformation, the stakeholder expectations are also increasing. As a result of digitalization, enterprises are expected to be Agile to market, resilient & Scalable, real time data driven ensuring faster technology adoption, operational excellency, enhanced user and customer experience across the whole value chain. To cope with this fast-paced setting and the expectations that come with it, IT service management must become more agile and accessible



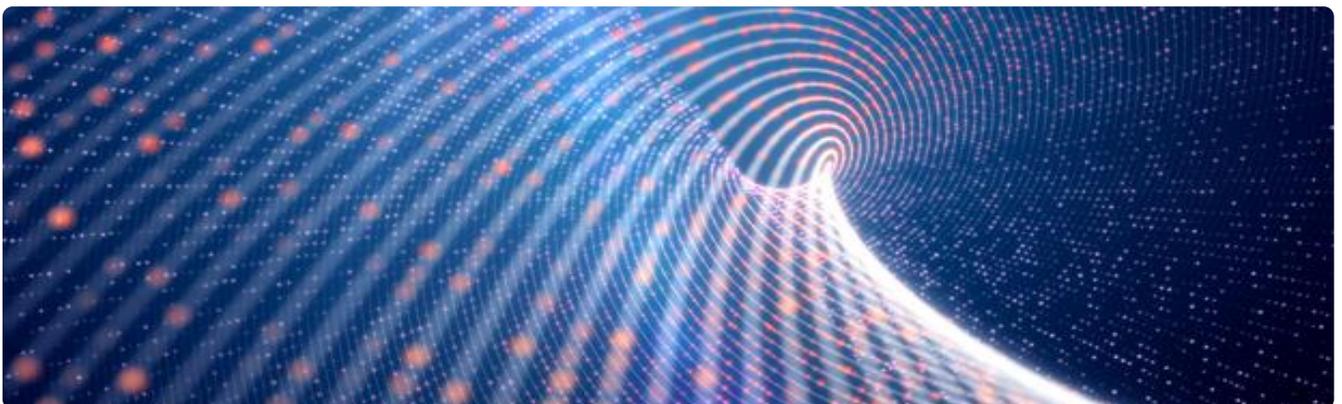
Of enterprise are adopting an agile/DevOps transformation



Of SAP customers believe these technologies (AL and ML) will have significant effects on their organizations in next two years.



Of organizations saw an increase in volume of support cases post pandemic, as an effect of push to an accelerated ecosystem to facilitate agile goals



Eviden Value Proposition

Organizations must realize their long term objectives; To improve the quality and speed of service delivery and to maximizes customer satisfaction. As per, Gartner®Predicts 2022, Modernizing Software Development is Key to successful Digital Transformation. With 35+ years of experience in providing successful SAP transformation, Eviden offers you NextGen digital ITSM services with right ecosystem comprising of processes, people, frameworks, tools & accelerators ensuring smooth & agile digital transformation with best-in-class support.

Business Aligned Agile Dev/Sec/Ops

- Eviden offers DevOps and DevSecOps framework for entire lifecycle complementing cloud platforms, dynamic provisioning, and shared resources
- Continuous Integration/Continuous Development, out-of-the-box integration into SAP CP technologies and services, Open to integration with 3rd party (or Open Source) tools.
- Automation framework & QA Bots to automate production & non-production Application & Infrastructure support

Accelerated Transition to SAP Digital Portfolio

We ensure hassle less & fast-tracked transition to SAP through integrated ecosystem of Proprietary solutions/ERP with 3rd party Applications such as:

- **SAP Signavio** – enables to visualize "as-is" process, foster data-driven discussions, and enable organizations to take corrective action based on meaningful insights
- **Salesforce:** client digital ecosystem in integration with salesforce provides full 360- degree view of customer for sales, marketing, and services with omnichannel communication capabilities.
- **Cisco App Dynamics** – associate client infrastructure to the impact it has on their applications and business
- **Service Now:** Service Now integration provides highly automated and efficient IT managed services
- **Bridge** – Enables client to monitor and analyze business critical process and the impact the IT performance has on them (Business KPI monitoring)

Strong Methodology & Frameworks

- **RBE Plus** - SAP assessment framework to enable Impact assessment of moving to SAP S/4 HANA, process optimization and improvement opportunities, Detailed roadmap and action plan in <3 months
- **Eviden KARP Methodology** - Knowledge Acquisition and Retention Process (KARP) defines a process for the acquisition, measurement, and retention of knowledge and the activities for updating the information, ensuring that a defined level of knowledge is maintained throughout the deployment and that the overall level of knowledge in the team is improved.

Shared Services

We offer NxtGen SAP Solution for Managed services for SAP S/4 HANA ,SAP SaaS products , SAP ECC etc.

- **End to End Application Support:** enabled by our multi-pronged approach- Simplify, Evolve, Transform (Business Value Enhancement)
- **Security Administration:** SAP security & compliance monitoring with Atos world class Cyber security solution
- **SAP Basis Operations** -Automated monitoring and self-heal ,Systems refresh, Kernal Upgrade ,Patching etc.
- **Functional & Technical Support** - Incidents, Service Requests, Change Requests management, Proactive system and infra monitoring

EVIDEN

an atos business

Our Credentials

Leader in

Managed Application Service –
ISG

190+ HANA customers

65+ active engagements

60+ live customers

(6300+ SAP projects)

14000+ SAP experts

12+ SAP Agile Dev Ops and
50+ Hybrid programs

1500+

SAP Consultants

Local presence in
42 countries

5 Global Delivery Centers

(India, Poland, Bulgaria,
Romania, Mexico)

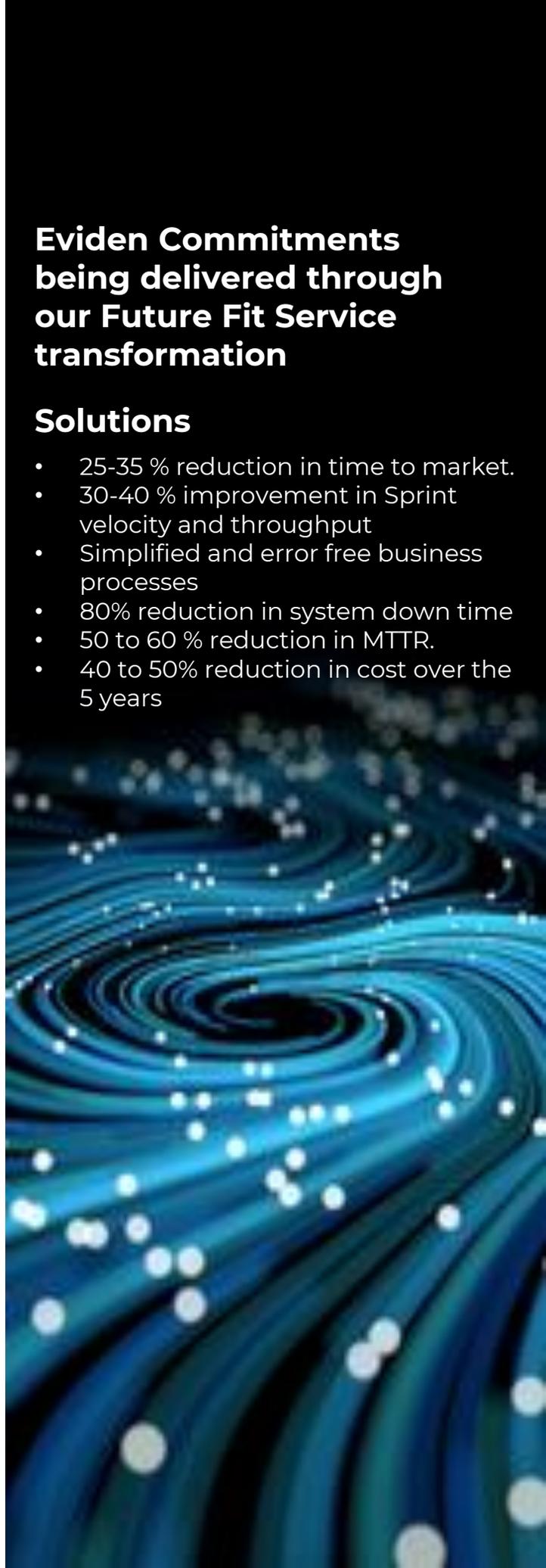
4 Nearshore centers

(Canary Islands, China,,
Thailand, Morocco)

**Eviden Commitments
being delivered through
our Future Fit Service
transformation**

Solutions

- 25-35 % reduction in time to market.
- 30-40 % improvement in Sprint velocity and throughput
- Simplified and error free business processes
- 80% reduction in system down time
- 50 to 60 % reduction in MTTR.
- 40 to 50% reduction in cost over the 5 years



For more information please contact:

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