

A woman with dark hair, wearing a white short-sleeved shirt with a small black dot pattern, is sitting at a desk and looking intently at a laptop screen. A man with glasses and a dark sweater is sitting next to her, also looking at the laptop. The background is a bright, out-of-focus office environment with windows. A large, semi-transparent grey circle is overlaid on the right side of the image, containing the text 'AM Services'.

AM Services

EFFECTIVE MANAGEMENT OF SAP USERS AND THEIR AUTHORIZATIONS

Does your IT department no longer know how to cope with all of the daily work? Your projects drag on endlessly due to a lack of resources? Are there gaps in your resource planning due to vacation, illness, etc.?

Concentrate on your core business and let us take care of the users and their authorizations in the SAP world! After the transition phase, you can choose which services we should take over for you and to what extent.

THE TRANSITION PHASE

- Overview of authorization processes & business processes
- Publication and notification of the new support channels to the customer
- Introduction of the support process & set-up of the customer interface
- Validation ticketing & problem tracking tool
- Set up measurement criteria & SLA reports
- Technical operational preparation • Verify escalation processes



AUTHORIZATIONS: FROM US FOR YOU!

- Add or remove transactions from a role
- Add or remove objects from a role
- Change the objects
- Maintenance of composite profiles, single roles and structural authorizations
- Maintenance of the attributes in SAP ERP HCM & organizational management
- Maintenance of the ESS / MSS roles

USER CARE:

EXACTLY OUR THING!

- Create user master records in SAP
- Change & delete user master records
- Reset user password to initial password
- Block or unblock users
- Maintenance of user groups.

The services listed here are only a small part of our portfolio. We would be happy to advise you on the full range of AM Services for users and their authorizations.

ADVANTAGES AT A GLANCE

- Compensation for staff shortages and support in your hot project phases
- Cost transparency through standardized service
- Support from our proven specialists
- Technical addition to your IT staff

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