

Managed Services SAP Basis

SAP Managed Service	Bronze		Silver		Gold		Platinum	
	productive SAP system	non-productive SAP systems	productive SAP system	non-productive SAP systems	productive SAP system	non-productive SAP systems	productive SAP system	non-productive SAP systems
Automated Monitoring	8/5	8/5	24/7	8/5	24/7	8/5	24/7	8/5
SAP Basis Checks	daily	weekly	daily	weekly	daily	weekly	daily	daily
SAP Performance Checks			monthly		weekly	monthly	weekly	monthly
SAP Security Baseline Check			monthly		daily	weekly	daily	weekly
Troubleshooting included*					24/7	8/5	24/7	8/5
SAP Security Notes Service**			monthly	monthly	monthly	monthly	monthly	monthly
SAP EarlyWatch Alert (EWA) Service			weekly		weekly	monthly	weekly	monthly
SAP Support Package Stack Upgrade Service with latest SAP-Kernel					semi-annual	semi-annual	semi-annual	semi-annual
Database Patching					semi-annual	semi-annual	semi-annual	semi-annual
OS Patching (Linux, Windows Server)					monthly	monthly	monthly	monthly
SAP Housekeeping Services							monthly	monthly
SAP System Copies							annual	
Service Level Reporting	quarterly	quarterly	monthly	monthly	monthly	monthly	monthly	monthly

Managed Services SAP Solution Manager

	Bronze	Silver	Gold	Platinum
SAP Managed Service				
Automated Monitoring	8/5	24/7	24/7	24/7
SAP Basis Checks	daily	daily	daily	daily
SAP Solution Manager specific basis Checks (ABAP & JAVA Stack)	weekly	weekly	weekly	weekly
SAP Performance Checks		monthly	weekly	weekly
SAP Security Baseline Check		weekly	daily	daily
Troubleshooting included*			24/7	24/7
SAP Security Notes Service**		monthly	monthly	monthly
SAP EarlyWatch Alert (EWA) Service		weekly	weekly	weekly
Database Patching			semi-annual	semi-annual
OS Patching (Linux, Windows Server)			quarterly	monthly
Solution Manager Update Service		quarterly	quarterly	monthly
SAP Housekeeping Services				weekly
Service Level Reporting	quarterly	monthly	monthly	monthly

Managed Services SAP BW+

The services offered within the SAP BW+ package are exclusively available when bundled with a Gold or Platinum package.

	productive SAP system	non-productive SAP systems
SAP BW specific Basis Checks	daily	weekly
SAP BW Performance Checks	weekly	weekly
SAP BW Dataload Monitoring	daily	weekly
SAP BW Query Performance Checks	monthly	monthly
SAP BW specific Upgrade Steps	semi-annual	semi-annual
SAP BW Troubleshooting	✓	✓

Optional: modification adjustment and implementation of side effect notes during BW upgrade

Managed Services SAP Fiori+

The services offered within the SAP Fiori+ package are exclusively available when bundled with a Gold or Platinum package.

	productive SAP system	non-productive SAP systems
SAP Fiori Frontend Server Checks	daily	weekly
SAP Fiori Communication Component Checks	daily	weekly
SAP Fiori Backend Server Checks	daily	weekly
SAP Fiori App specific Checks	weekly	monthly
SAP Fiori Troubleshooting	✓	✓

Optional: development of custom Fiori apps according to your requirements

Service Description

Managed Services SAP Basis

Automated Monitoring

With the help of SAP Solution Manager MAI (Monitoring and Alerting Infrastructure), relevant availability related monitoring objects of the associated SAP systems are monitored. In the event of an alert, fully automated e-mails are sent to predefined administrators of the customer as well as optionally to the support staff of Claranet. If the option "Troubleshooting" is chosen, the Claranet support staff respond within the defined timeframe according to the SLA specifications, analyze the problem and solve it.

SAP Basis Checks

In addition to automated MAI monitoring, we recommend checking SAP transactions, such as system logs, program such as system log, program aborts etc. regularly analyze and, if necessary, correct any problems found. Claranet uses RFC-based, installation-free tools, which collect the data for analysis from the specified transactions. The result of this analysis is provided to the customer with detailed information how the problems found can be solved. If the option "Troubleshooting" is chosen, the Claranet support staff is solving the problems on behalf of the customer and reports results.

SAP Performance Checks

To ensure maximum performance of the systems, numerous performance factors must be optimally configured and monitored. With our automated SAP Performance checks, we ensure that your mission-critical systems always have optimal performance.

SAP Security Baseline Check

Security knows no standstill: companies must continuously adapt to new cyber-attacks and IT risks. Regular security baseline checks ensure that your SAP systems meet current requirements. The SAP Security Baseline Check from Claranet is oriented towards the recommendations of the DSAG Security Guidelines, establishes a baseline for this purpose and regularly checks for compliance. The security strategy developed on this basis ensures the sustainable secure operation of the SAP systems and documents the high level of security status for auditors and external bodies.

SAP Security Notes Service

The security maintenance of the installed SAP software is of crucial importance to protect against new types of attacks or newly identified potential vulnerabilities. On the second Tuesday of every month, SAP publishes new Security Notes which focus exclusively on security to protect against potential vulnerabilities or attacks. Claranet reviews these notes for relevance to your SAP systems and carries out the technical implementation.

SAP EarlyWatch Alert (EWA) Service

SAP Solution Manager provides a weekly EWA report for each customer system. Such a report can easily contain up to 80 pages or more and is rarely read by the customer due to its size and the time involved. Yet, it provides very comprehensive information about the current system status, shows trend analyses, and often makes helpful recommendations. Claranet offers the service to review and evaluate the EWA reports and to provide condensed recommendations for action.

SAP Support Package Stack Upgrade Service

SAP systems must be regularly patched to ensure both full functionality and the security of mission-critical applications. In close coordination with the customer and at intervals chosen by them, Claranet can reliably implement the latest support packages, optimized for downtime according to SAP best practices, with its certified SAP specialists.

Database Patching

The databases used in the SAP system landscape must be regularly patched, like the SAP systems themselves, to ensure both compatibility with the applications and database security. Claranet uses the tools recommended by the database manufacturer or by SAP for this purpose.

Operating System Patching

Operating systems must be patched due to security compatibility with SAP- and database- releases. Claranet carries out the patching in accordance with the manufacturer and SAP specifications at the intervals requested by the customer. In doing so, Claranet uses the software distribution tools used by the customer.

SAP Housekeeping Services

In addition to cleaning up rapidly growing SAP base tables and SAP memory management, there are many SAP recommended standard housekeeping jobs, as well as tasks such as cleaning up obsolete printers within SAP, outdated files in the application server file system, or unused users and authorizations. This not only enhances the performance and security of your SAP systems, but can also help reduce SAP licensing costs.

SAP System Copies

In order to have a reliable test environment in the QAS system that corresponds as closely as possible to the productive environment, it is customary to perform a so-called backward copy from the production system to the QAS system. The entire database content is copied to the QAS system, and all necessary post-copy-steps are performed according to the SAP System Copy Guide.

Managed Services SAP Solution Manager

Solution Manager Update Service

The SAP Solution Manager is the technical centerpiece of the SAP system landscape and the link to SAP (SAP backbone). To ensure technical support of the customer landscape, the SAP Solution Manager must be regularly updated. This not only applies to support packages and patches, but also often involves updating the so-called 'Managed System Configuration' and SAP backbone connection. If SAP Solution Manager MAI monitoring (automated monitoring) is used, adjustments usually have to be made after patching as well.

SAP Solution Manager specific Basis Checks (ABAP & Java Stack)

To operate the SAP Solution Manager cleanly and stably, additional transactions must be checked to ensure the integration of managed systems, data collection on these systems, and system monitoring. For regular patching, it must also be ensured that the backbone connection to SAP is functioning properly and that the latest customer system information is transferred.

Service Level Reporting

By means of regular reports, the service levels defined in the SLA are monitored and recorded to ensure compliance with the conditions defined in the contract. The Service Level Reporting includes the most important system indicators for your SAP landscape. This way, you can determine whether the predetermined goals have been achieved.

Managed Services SAP BW+

SAP BW specific Basis Checks

Our SAP BW Number Range Monitoring solution provides you with the assurance that the generation of unique identifiers for your SAP BW objects consistently and accurately occurs. As a Managed Service, we monitor the integrity of your number ranges to prevent data errors and ensure smooth operations.

SAP BW Performance Checks

Our service for monitoring the connectivity of source systems in SAP BW guarantees seamless data transfer. We achieve this by closely monitoring the connection of your source systems through transaction RSA1 and associated SAP standard monitoring reports. As a managed service, we provide you with the assurance that your data integration remains consistent, reliable, and uninterrupted.

SAP BW Dataload Monitoring

Our specialised managed service provides comprehensive monitoring of the ten most critical loading processes in SAP BW. We ensure that your data loading is efficient and reliable, so you can be confident in your data availability of critical business data in SAP BW.

SAP BW Query Performance Checks

Our specialized managed service offering involves conducting an in-depth analysis of the TOP10 queries with the longest runtimes from the previous month. Our aim is to efficiently optimize your queries, reducing the risk of performance degradation and ensuring fast, efficient reporting.

SAP BW specific Upgrade Steps

Within our dedicated Managed Service, we provide expert implementation of SAP BW-specific pre- and post-upgrade steps, seamlessly integrated with the technical SPS upgrade included in the Gold and Platinum packages. Our commitment is to guarantee a smooth upgrade process and the efficient implementation of all necessary adjustments.

SAP BW Troubleshooting

The BW+ package incorporates an extra allocation of 2 hours per system per month for troubleshooting within the scope of the services outlined in this package. Any supplementary troubleshooting requirements are billed through a 'Managed Service Support Contingent.' This approach ensures a seamless problem analysis without unwarranted interruptions and safeguards customers from incurring excessive monthly troubleshooting expenses.

Managed Services SAP Fiori+

SAP Fiori Frontend Server Checks

SAP Fiori is a collection of applications based on SAPUI5 technology that provides an enhanced user experience (UX) for SAP applications. When monitoring an SAP Fiori Frontend Server, several aspects need to be taken into account to ensure that the system runs smoothly and efficiently.

SAP Fiori Communication Component Checks

Effective communication between the SAP Fiori Frontend Server, backend systems, and clients involves several components. These components play a crucial role in ensuring error-free operation, and their monitoring and analysis are imperative in case of any errors.

SAP Fiori Backend Server Checks

Monitor the performance and availability of the backend systems (e.g. SAP S/4HANA or SAP ERP) accessed by Fiori applications to ensure that all data and functions are provided correctly.

SAP Fiori App specific Checks

These checks ensure that the SAPUI5 libraries used are up to date and compatible to avoid potential problems. In addition, the security of the Fiori system, including user permissions and authentication, is checked to protect against cyber attacks.

SAP Fiori Troubleshooting

The Fiori+ package incorporates an extra allocation of 2 hours per system per month for troubleshooting within the scope of the services outlined in this package. Any supplementary troubleshooting requirements are billed through a 'Managed Service Support Contingent.' This approach ensures a seamless problem analysis without unwarranted interruptions and safeguards customers from incurring excessive monthly troubleshooting expenses.