



ORBIS X RISE WITH SAP

Full service performance with our
ORBIS RISE Offering



The full-service package for cloud success

RISE with SAP is more than just a software suite – it's a comprehensive response to the challenges and fast pace of today's business world. The package combines **cloud tools, infrastructure, and services in a single solution** to ensure a secure and smooth transition to the cloud.

SAP S/4HANA Cloud Private Edition provides you with a custom-fit cloud ERP solution that flexibly adapts to your specific business requirements and significantly increases productivity across all areas of your organization.

A range of essential benefits are waiting for you:



Just one contract

You benefit from just one contract that covers all solutions, services, and infrastructure. The system is supported end-to-end from a single source – from operating system to application layer.



Automation

Map automated business processes with the low-code functions offered by SAP Build.



Process optimization

SAP Signavio gives you the agility you need for a successful transformation with RISE with SAP, enabling you to understand, proactively manage, and optimize your business processes – speed and scalability are guaranteed.



Intelligent technologies

Get access to the SAP Business Technology Platform (SAP BTP) via RISE with SAP and benefit from advanced analytics, AI and machine learning features. These provide you with valuable support in making data-driven decisions and improving operational efficiency.



Security

Sophisticated security and compliance functions with integrated control and monitoring features ensure that your data is secure and that legal requirements are always met!



Premium functions

Opting for the Premium version equips you with more tools to make informed decisions faster and optimize business processes. The package offers new AI functions, an enhanced overview of sustainability data, the latest financial solutions, and additional access to supplier networks.

We bring together expertise – ORBIS x SAP

The ORBIS RISE solution

Our **ORBIS services** are designed to extend the RISE product range. We provide the optimal addition to your RISE contract with the services you need!

Increase your productivity with **RISE with SAP** and **ORBIS** in the form of a modern, resilient cloud ERP!

We offer additional services in the following areas:

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**SAP
APPLICATION
MANAGEMENT
SERVICES**

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**SAP
TECHNICAL
MANAGED
SERVICES**

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**PROJECT
MANAGEMENT**

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**INTEGRATION
SERVICES**

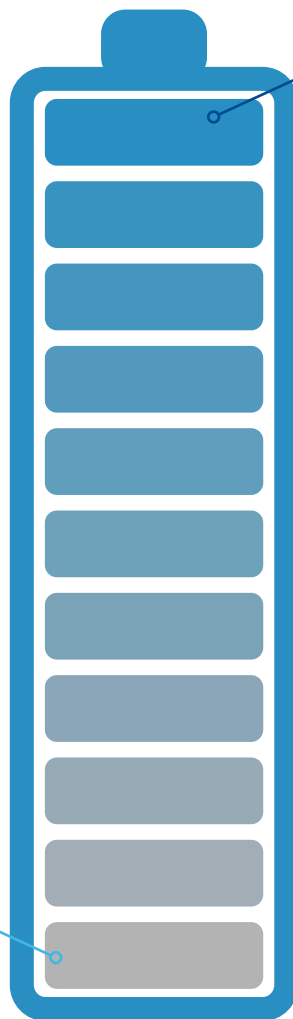
A circular icon with a blue gradient border. The background image shows a person wearing glasses and a headset, looking at a computer screen.

**SERVICE
MANAGEMENT
& SUPPORT**





FULL POWER WITH ORBIT



- ♦ Application management & support
- ♦ 1st, 2nd & 3rd Level support
- ♦ 24/7 hotline
- ♦ Multilingual service agents
- ♦ Support centers on 3 continents
- ♦ (Germany, USA, China)
- ♦ Active problem management
- ♦ Implementation of approved change requests
- ♦ Holding of training sessions



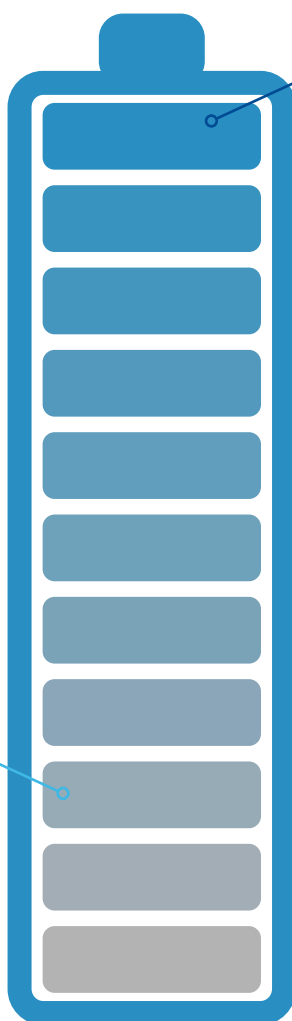
- ♦ Cloud Support Framework





FULL POWER WITH ORBIS

- ◆ Backup management
- ◆ Operating system management
- ◆ SAP database management
- ◆ SAP Basis operation

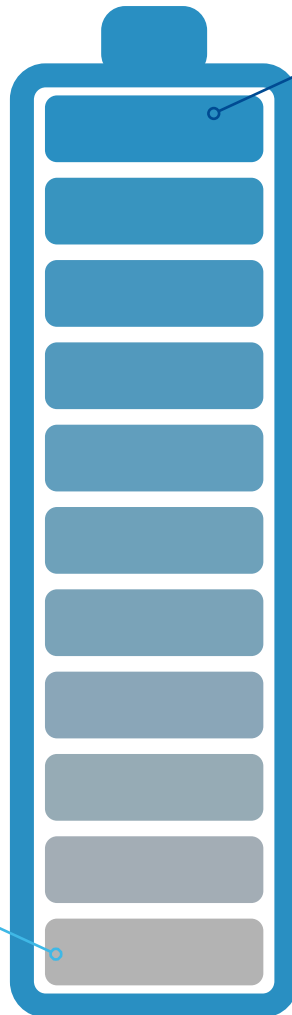


- ◆ Conceptual SAP technology and infrastructure consulting
- ◆ Coordination of all technical requirements
 - ◆ Communication with SAP
 - ◆ Implementation of specific measures e.g. setting up sand-box systems and client copies
- ◆ User and permission administration
- ◆ User access management
- ◆ System performance analyses and health checks
- ◆ Operation of SAP systems that you don't move to the private cloud
- ◆ Modular operational support that can be adapted to your requirements
- ◆ Customer-focused expert support with 24/7 on-call service
- ◆ Comprehensive service packages at fixed prices





FULL POWER WITH ORBIS



- ♦ Overall project management
- ♦ Assistance with the technical migration to S/4HANA Private Cloud Edition
- ♦ Assistance with the S/4 conversion process in HANA Private Cloud Edition
- ♦ Data and process migration
- ♦ Process optimization and redesign



- ♦ SAP project services





FULL POWER WITH ORBIS



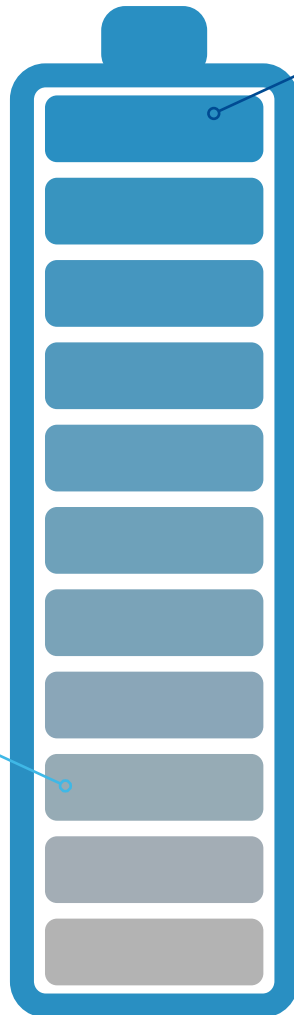
- ♦ SAP Business Technology Platform integration
- ♦ SAP Data Warehouse Cloud integration
- ♦ SAP Analytics Cloud integration

- ♦ Concept creation and consulting for SAP BTP services
- ♦ Identity & authentication management in hybrid SAP landscapes
- ♦ Integration of Microsoft 365 and cloud services/Azure





FULL POWER WITH ORBIS



- ◆ Service desk & dedicated service manager
- ◆ SLA and service reporting
- ◆ System and security monitoring
- ◆ Qualification and control of SAP tickets
- ◆ SAP and Microsoft ticket management

Flexible FUE-based subscription, incl.

- ◆ SAP S/4HANA license
- ◆ Software maintenance
- ◆ SAP software support



Full power for your SAP system

**RISE
WITH
SAP**

Driving Business
Innovation
Together



RISE BY ORBIS BASIC

Fixed price

- ◆ SLA management
- ◆ Monthly SLA reporting
- ◆ Access to your personal service management
- ◆ Access to ticket system and specialized ORBIS consultants
- ◆ System health checks incl. reports



ADDITIONAL SERVICES

Fixed price

- ◆ Technical service packages
- ◆ Flexible, adaptable hourly rates
- ◆ Control and qualification of SAP tickets
- ◆ Automated system and security monitoring



FLEXIBLE ADDITIONAL SERVICES

Time & Material

- ◆ Project support
- ◆ Hybrid operating models





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