



# Managed Services for SAP ERP Applications

Tame application complexity with SAP ERP management.

Inadequate infrastructure and a lack of in-house expertise to implement and manage SAP® Enterprise Resource Planning (ERP) applications is holding many businesses back. Applications are becoming more tightly integrated with other systems, requiring ever greater knowledge of how they interact.

You need skilled professionals who can apply their expertise to enable you to implement and manage SAP ERP and transform your vision into a reality.

## Experts Dedicated to Your Success

The SAP-certified experts at Rackspace can provide the right level of assistance to fill any internal gaps in IT expertise, including collaborative support for fully managed end-to-end solutions and standard and custom SAP ERP implementations (including S/4 HANA).

As an SAP Silver Partner, Rackspace has proven experience managing SAP services and technologies while supporting SAP customers globally.

## Key Features and Benefits

**Managed Infrastructure:** Enjoy flexible hosting options for your SAP ERP applications and choose the solution that meets your business requirements for a scalable infrastructure:

- Fully managed dedicated servers (in a Rackspace data center)
- Single-tenant private cloud (in your own data center, or a service provider's)
- Dedicated server connected to a private or public cloud (hybrid cloud)

Rackspace managed hosting services include servers, operating systems, storage, backups, networking and security.

**Managed Applications:** Rackspace expertise extends beyond infrastructure to the SAP applications your business uses every day. Leverage industry-leading expertise to manage — and provide on-going support for — your SAP ERP applications.

Rackspace supports you by:

- Offering best-practice guidance
- Implementing and supporting features and functionality
- Answering questions, troubleshooting and resolving issues
- Adhering to stringent, industry-leading SLAs

Managed application services for SAP include functional support for business processes, customization, consulting and database administration.

## About Rackspace

Rackspace is your trusted partner across cloud, applications, security, data and infrastructure.

- A leader in the 2019 Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide
- 3,000+ cloud experts
- Hosting provider for more than half of the Fortune 100
- 20+ years of hosting experience
- Customers in 150+ countries
- SAP Silver Partner

*"We knew we were partnering with a best-in-class company that shared our vision of getting it done."*

**Brian McManus** :: Former Senior Director of Technology, Under Armor

## Fanatical Experience™

Experts on your side, doing what it takes to get the job done right. From first consultation to daily operations, Rackspace combines the power of always-on service with best-in-class tools and automation to deliver technology when and how you need it.

**Customized Solutions:** Certified experts are always available to help you customize your SAP solution and work with you to:

- Identify ways to optimize your solution
- Create a strategic roadmap for implementation
- Fulfill development requests to support improvements

**New Implementations:** The SAP experts at Rackspace can assist you with everything from SAP ERP solution design and implementation to performance tuning and analysis, including:

- Operational support to help ensure system availability
- Help identifying opportunities to meet business objectives
- Ongoing quality assurance to proactively identify potential problems

**Patches and Upgrades:** Rackspace will apply fixes and performance upgrades for your SAP solution and help ensure that everything continues to work as intended, enabling your IT team to focus on higher-value activities and more strategic initiatives.

### Take the Next Step

Let's talk about how Rackspace can help you implement and manage SAP ERP applications.

Call: **1-800-961-2888**