



AM SERVICES

SIVIS
part of Pointsharp

MANAGE SAP-USER & THEIR PERMISSIONS EFFECTIVELY

Your IT department no longer knows how to handle all its daily tasks?
Your projects are dragging on endlessly due to a lack of resources?
Your resource planning has gaps due to holidays, illness etc.?

Concentrate on your core business and leave the maintenance of users and their authorizations in the SAP world to us!

Once the transition phase has been completed, you can choose which services we should take on for you and to what extent.

THE TRANSITION PHASE

- Overview of authorization processes & business processes
- Publication & announcement of the new support channels at the customer' site
- 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



USER MAINTENANCE: EXACTLY WHAT WE DO!

- Create user master records in SAP
- Change & delete user master records
- Reset user password to initial password
- Lock or unlock user
- Maintenance of user groups

PERMISSIONS: TO YOU FROM US!

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



The services listed here are only a small part of our portfolio.
We gladly advise you on the complete service catalogue of AM Services for
users as well as their authorizations.

ADVANTAGES AT A GLANCE

- Balancing employee shortages and support in your critical project phases
- Cost transparency through standardized services
- Support from our proven specialists
- Professional addition to your IT staff

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