

### Corporate Profile

NBS, an end-to-end IT Solutions Company since 1999, offers solutions including business re-engineering, enterprise solutions, Business Intelligence, software development, application maintenance support and networking. NBS provides solutions for internal enterprise automation in the form of EAI (Enterprise Application Integration) solutions, as well as external automation, in the form of Value Chain Management services through SCM and CRM applications. NBS helps its clients define their IT project strategies, design, architect, implement and maintain solutions.

NBS maintains rigid industry standards through in-house processes. With our blend of India and Europe based consultants, NBS is able to provide a distinctly flexible service to meet the exact requirements of today's ever maturing SAP client base. With ready-made as well as customized offerings, flexible resourcing, managed delivery, dynamic and innovative strategies and right-shore approach we provide deliverables that are 'best in class', on time and within budget, resulting in customer delight.

### NBS Value Proposition

- ✓ To enable the implementation of Best Practices across industries.
- ✓ To automate routine work and reduce the effort to extract, reconcile and present information, thereby improving productivity.
- ✓ To remain flexible and adaptable to the changes that will be made in any organization practices – changes due to growth, innovation, infrastructure and technology availability.

### Factors That Set Us Apart

- Global management team having vast SAP experience.
- Across industry exposure.
- Knowledge repository with readily available prototypes for industry specific scenarios.
- Proven expertise in implementation and application management support.
- Domestic (India) & International presence with offices in Spain, Sweden and UK.
- Ability to ramp up and ramp down resources as per project need.

### SAP Practice Resources

NBS has a balanced team of functional and technical consultants. With its process background and experience in implementing and supporting Enterprise Applications, team is well versed to study and map client requirements to SAP functionality, through standard configuration. Where development is necessary, team is extremely competent in creating well documented functional and technical solutions that are stringently tested for meeting the requirement, as well as for performance and durability. Here is a summary of our SAP expertise:-

<b>SAP practice total</b>	<b>130</b>
Project managers	10
Functional	80
Technical (ABAP)	30
BASIS	10

Skills span breadth of SAP portfolio (ECC6.0, CRM, BI, SEM, Solution Manager, PI, EP, ESS/MSS).

### Application Maintenance Support (AMS) Service

We specialize in SAP enterprise applications and collaborative solutions' support services to help companies derive maximum out of their SAP investments and to enable valuable business transformation through our proven methodologies, domain expertise and process knowledge. We provide RightShore model (Onsite+offshore) which translates cost advantage to our customers and enables them to leverage our presence in Europe and India.

Our size and flexibility allows a clients' business needs to dictate the level of AMS service we provide. As standard, NBS provides the following delivery models: 12X6, 8X5 but these can be modified according to client's needs. Our quality and user satisfaction is judged and monitored against SLAs that can also be tailored per client.

Our AMS clients include Dorman Long, Tower Aluminium Nigeria Plc., Oberoi Construction Pvt. Ltd., Medley pharmaceuticals Ltd., Godavari Sugar Mills Ltd., Ship Building Centre, ICICI Prudential.

### Support Service Features

- ✓ Dedicated On-Call person available 24\*7 for urgent issue reporting, escalations.
- ✓ Well versed with use of different ticketing tool such as Remedy, Solution manager etc. (We recommend use of Solution Manager ticketing tool as per SAP Best Practices.)
- ✓ Close ties with SAP enabling faster resolution of business critical issues.

### Application Maintenance Support Services

1. Supporting users with technical problems.
2. Supporting users with usability issues.
3. Application integration/interfaces.
4. Data conversions and data migration.
5. Application extensions.
6. Bespoke report development.
7. Application audit.
8. Problem solving / trouble-shooting.

### Technical (BASIS) Services

1. Landscape design & Architecture review.
2. Server installation and Client installation.
3. User administration, Roles & Authorizations.
4. Application & Database administration.
5. Transport management.
6. Proactive monitoring and Issue resolution.
7. Performance tuning.
8. Remote client administration.

### Looking for expertise in Application Management?

Call us on +34 93 181 5322 (Spain), +44 203 3188 536 (UK), +91 224 050 4600 (India) or  
Email us at [info\\_am@eu.nbssap.com](mailto:info_am@eu.nbssap.com) or [info\\_am@in.nbssap.com](mailto:info_am@in.nbssap.com)

## AMS Service Levels

The following provide information about our typical service. All aspects can be amended and agreed to meet client's specific requirements.

Level	Typical Activities	Ownership
L1	Helpdesk Support. a. Answering end user queries. b. Training for End Users. c. Creation and Providing FAQ documentation to end users. d. Resolving Issues. If issue is not resolved, raising Ticket for NBS Support.	SAP Core Team of Client.
L2	Application Support. (Available 6 days a week, during normal business hours*) a. Minor changes in the existing SAP Implementation, which do not exceed 1 day in effort.	NBS Support Team.
L3	Application Support. (Available 6 days a week, during normal business hours*) a. Changes in the existing SAP Implementation that requires effort of more than a day.	NBS Support Team.
L4	SAP Product Support. a. Notification on the changes to Product. b. Notification on the changes to Product by virtue of Statutory Changes.	NBS Support Team.

## AMS Ticket Handling Process

- Client Core team members shall register tickets. Client will provide access and authentication details for the NBS Core Team / IT Team as part of a generic common user ID for NBS.
- For every issue, there must be a ticket, i.e. any given ticket should not contain more than 1 issue as part of ticket description. This will ensure that all issues are tracked to closure effectively.
- Each Ticket will be allocated a severity (Critical, High, Medium, Low) depending upon its business impact.

### Ticket Handling

- NBS will access the ticket and request further details or clarity if required.
- On receipt of clarification on issues, NBS will acknowledge the ticket & take up ticket for processing.
- On completion of ticket, NBS Support consultant will enter the solution/remedy into the tool.
- Consultant will trigger email to requester informing change in ticket status or when new update is made in the activity log.

### Ticket Closing

- Requester will follow instructions given by NBS Support Team and will complete testing of the ticket.
- If there are additional requirements on existing tickets, requester will create a new ticket for the additional requirements.
- Consultant shall review such requirement and take up work with intimation of additional efforts and changes in requirements.

## AMS Monitoring and SLAs

SLA records a common understanding about services, priorities and responsibilities. Our AMS will adhere to SLAs mutually agreed between Client and NBS. For Status report and AMS monitoring:-

- NBS will submit weekly status report (WSR) to Client Project Manager.
- WSR will contain summary of tickets with statuses (pending/closed/awaiting UAT, etc).
- SLA monitoring shall be carried out manually using data available with NBS.
- Consultant and NBS will have weekly review meetings over the phone to discuss project status.
- Monthly SLA report will be sent within 8 business days of the month end.

The following Metrics will be included:-

Report	Description
Service Level Attainment.	Indicator of SLA compliance.
Basic Work Categorization Trend.	Provides trending information about how much time is being spent in each category of work and, for the current month, displays the percentages for each category.
Ticket trend.	Report on volume of ticket creation, closure and balance carry forward on monthly basis.
Open Requests.	Detailed list of outstanding requests by service category and estimated time of completion.
Additional Services.	Detailed information on the status of additional services requested against the support agreement.

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