

Digital Guardian RMS<sup>MS</sup>

# A SEAMLESS ADD-ON SOLUTION FOR OPERATING SYSTEM, DATABASE AND BASIS MONITORING AND ADMINISTRATION SERVICES

NTT DATA Business Solutions





When digitizing their business, SAP customers seek ways to access critical data easily and reliably. Our focus lies in optimizing business applications from the cloud to the customer.

Norbert Rotter, CEO, NTT DATA Business Solutions AG

# GET THE TECHNICAL EXPERTISE YOU NEED TO RUN SAP SOLUTIONS ON A CLOUD PLATFORM

Businesses are increasingly moving SAP workloads from their internal or third-party data centers to run on private or public cloud platforms to take advantage of the latest technologies, experiment, and innovate more rapidly than ever before.

## Running SAP on Cloud Platforms Requires Expertise

Running SAP solutions on cloud platforms requires technical expertise in Operating System (OS), Database (DB), and Basis administration along with the ability to build, manage and monitor the virtual network, storage, and compute layers of cloud platforms. Specialized skills and knowledge of SAP tool-sets are vital to the smooth running of SAP solutions.

Organizations that fail to adapt and adopt to the new technologies run the real risk of obsolescence and falling behind their peers. With the battle for talent becoming even more intense, many businesses are looking for an experienced and forward-looking partner that can help them stay on the technology curve by bringing in the required capabilities and expertise.

## A Full Range of Managed Cloud Services

Our Managed Cloud services provide comprehensive management and monitoring of the entire suite of cloud infrastructure services and components (network, storage, compute, backup, data protections, high availability, disaster recovery and other services) along with operating system (OS), database (DB) and Basis monitoring and administration services for SAP landscapes.



### Cloud Platform Solutions

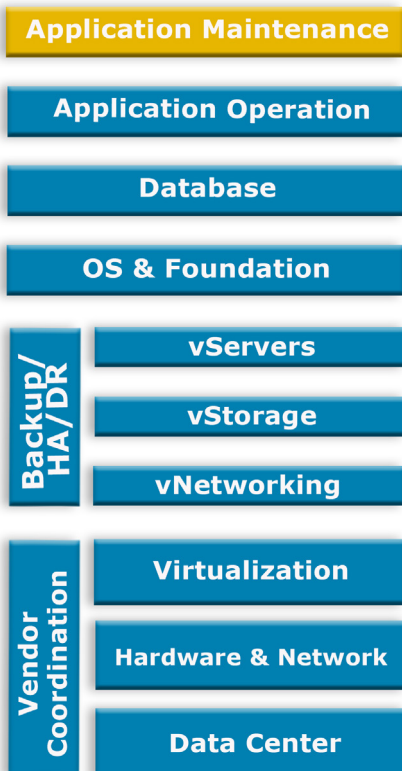
For NTT DATA Business Solutions-owned or managed private or public cloud solutions with high availability (HA) setup, our full Managed Cloud services provide an industry-leading application-level availability service level agreement (SLA) of 99.9%.

However, there are occasions where your business may want to manage and own the enterprise-wide private or public cloud infrastructure, while collaborating with an external partner for the specialized expertise needed in technical management.

**99.9%**  
SLA adherence

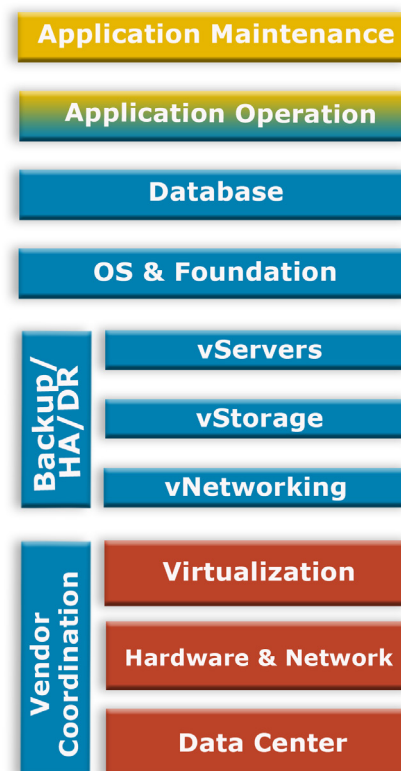
#### Private Managed Cloud for SAP

Private Cloud subscription



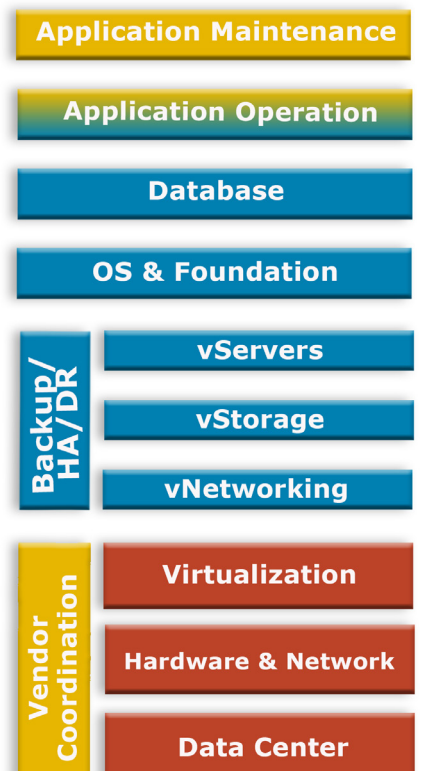
#### Public Managed Cloud for SAP

Public Cloud subscription



#### Public Managed Cloud for SAP

Customer provides Public Cloud subscription



**NTT DATA**

**Customer**

**Public Cloud Provider**

### Key features of Digital Guardian RMS<sup>MS</sup>

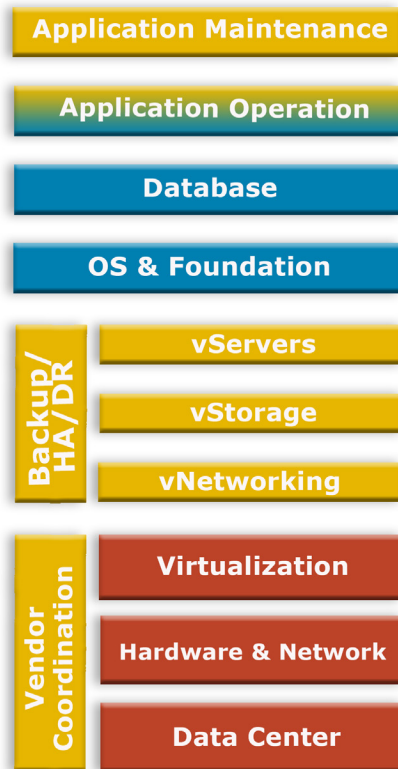
- Add-on to customer-managed private or public cloud infrastructure services
- Remote management and monitoring of the SAP solution stack (OS, DB, Basis)
- Hybrid IT (on-premises, private cloud, public cloud) landscape monitoring through a single pane, leveraging common toolsets and processes
- 24x7x365 Service Desk support

### Supported Cloud Platforms

- Customer on-premises or third-party private clouds
- Public Clouds (AWS, Azure, GCP)

### Digital Guardian RMS<sup>MS</sup>

Customer provides and manages Private/Public Cloud subscription



### Cloud Migration & Transformation

Our full suite of cloud advisory, assessment, planning, and execution services ensures that your business is embarking on a proven cloud adoption journey for your SAP solution landscape.

The initial assessment and advisory phase focuses on business and technical requirements and constraints. The objective is to develop a migration plan and to-be solution architecture in the chosen cloud platform(s) prior to executing the move. Once completed, our Managed Cloud team provisions the to-be cloud environment and migrates the workloads into the new platform.

After successful migration, the Digital Guardian RMS solution continues to provide on-going steady-state management and monitoring services of the SAP solution stack.

**SAP Basis Administration:** This service includes standard SAP Basis administration activities including patching, instance and client management, output management, and performance tuning.

**Database Administration:** This service includes managing and monitoring the SAP databases, performing periodic reorganization, and resolving database related issues.

**Batch/Interface Monitoring:** This provides job monitoring services in regards to failed jobs and interface connections.

**SAP Online Support Services (OSS) Management:** This service includes SAP Online Support Services (OSS) Management, which includes managing OSS accounts, managing service connections, troubleshooting problems and other services.

**SAP Transport Management Services:** This service includes transport management services such as managing transport tools and processes, and importing transports. Transports are executed using automated SAP tools. Support for manual transport execution is available upon request.

**Monitoring for SAP:** This service includes monitoring the OS, databases, and SAP products using SAP-compliant tools.

**SAP Security Profile Changes:** This optional service includes basic security administration services such as maintaining SAP security authorizations, maintaining custom profiles, maintaining user profile templates, and supporting client audit requirements.

**SAP User Administration:** This optional service includes user administration services for SAP, such as creating and deleting users, unlocking locked users, maintaining passwords and setting up initial passwords.

**Tax Support:** This service includes the following bolt-ons for Tax Functionality: Vertex, Taxware, and BSI Tax Factory. Services include installation, setup, and monthly updates.

**System Refresh and Client Copies:** This optional service includes an on-demand refresh of a non-production environment based on the most recent backup of the production database.

### **Consider Application Management Services as an Add-On**

Your business can also take advantage of our Application Management Services as an additional service, which includes run operations as well as support for optimizations and enhancements. Run operations typically cover user support services, including Level 1, 2 & 3 help desk services, "how to" support, and functional troubleshooting and resolution services. Optimization and enhancement services cover changes and mini-projects such as the development of new enhancements and reports; ongoing configuration changes; implementation services for new modules and major version upgrades, and other services.

### **Why NTT DATA Business Solutions?**

Digital transformation helps companies reach their full potential - if the underlying technologies work for the people using them! At NTT DATA Business Solutions, we design, implement, manage and continuously enhance SAP solutions to make them work for companies - and for their people.

Aiming to transform, grow and become more successful? We provide you with more than in-depth expertise for SAP solutions: As your passionate partner, we connect your business opportunities with the latest technologies - and offer you a unique approach to get the job done as smoothly as possible.

Our close ties to SAP and other partners give you access to innovative solutions and developments. Being part of the global NTT DATA group enables us to master any scope of project.

With operations in more than 30 countries, we have enabled thousands of companies to become more efficient and effective during the last three decades. Our 10,000 experts around the world will also accompany you on your journey toward a truly intelligent enterprise - wherever you want to start!

Ready to Get Started?  
Contact us:

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