



# Global SAP Optimization Services

Building the most efficient global  
SAP Center of Excellence

Datasheet



Unlock the full potential of your SAP systems with Syntax's Global SAP Optimization Services. As an extension of your SAP Center of Excellence (CoE), we provide the required talent, technology, process and governance elasticity in a flexible and personalized way. It ensures to increase SAP solution adoption, unmatched performance for your applications and meet your business imperatives.

As part of our client's SAP CoE, we act as a trusted partner to minimize 'Run' costs to maximize value-added 'Grow' initiatives. We enable our client's SAP CoE's to reap the benefits of automation, artificial intelligence, analytics in a secured and adaptable way.



## Why Syntax

**300+**

AMS client, globally

**1700+**

SAP Professionals worldwide

**SAP Certified**

in **Global** SAP Business Suite Solutions Operations

**SAP Certified**

in **global** SAP S/4HANA solutions operations and works with RISE with SAP

**SAP Certified**

in SAP SuccessFactors Solutions Operations

**SAP Certified**

in **global** SAP BTP operations and works with RISE with SAP

**SAP Certified**

in **Global** SAP HANA Operations

**24/7 Support**

with industry leading SLAs

**15+ Countries**

worldwide with global, and in-region support

**40+ Years**

of experience supporting SAP applications

**71 NPS\***

score with high client satisfaction

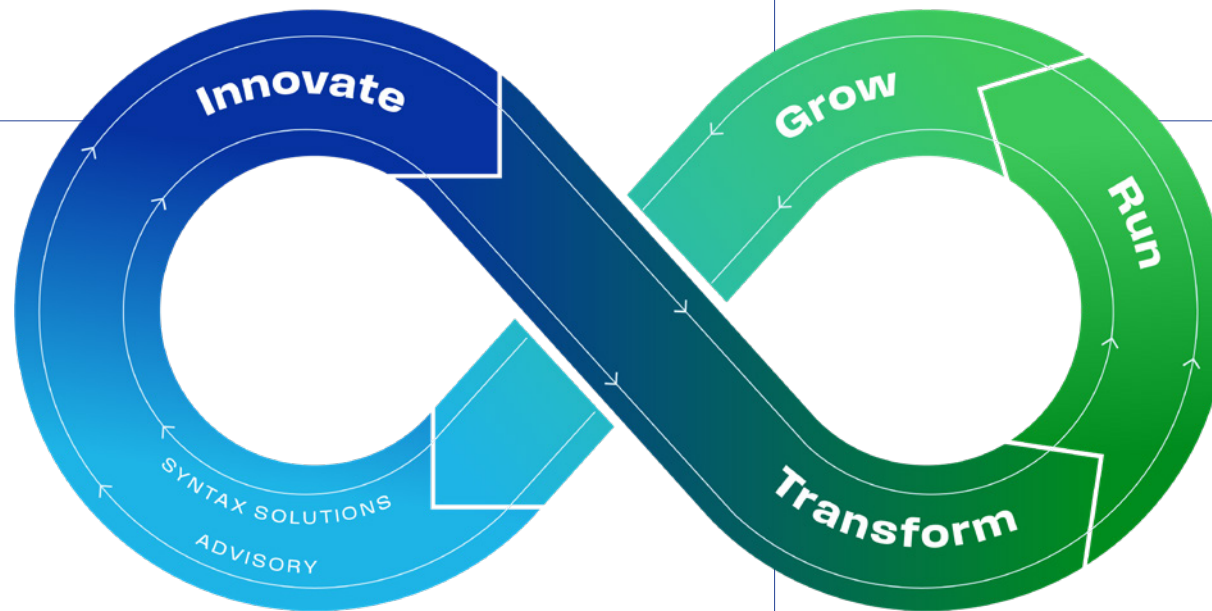
\*Net Promoter Score

# SAP Center of Excellence (CoE)

## INNOVATE

Identify and plan value

- Extend COE with focus on innovating and improving existing SAP processes
- Address evolving needs and process optimization
- Integrating GenAI into best practices



## GROW

Sustain value

- Provide extended CoE with focus on enhancements
- Strategic Planning contributing to organization's long term goals and developments.
- Business Process Transformation using Signavio for process modelling, analysis and optimization

## RUN

Support and maintain value

- Ongoing support and maintenance of an organization's SAP software applications
- Ensure smooth operations of applications including troubleshooting, breakfix, and performance monitoring.

## TRANSFORM

Create value

- Implement process innovation to deliver optimization
- Drive Organizational Change management for successful adoption and get desired benefits

# Our Flexible Center of Excellence models

Maximize your SAP investments with a dedicated SAP CoE, where you are in the driver's seat and Syntax provides an expert support for streamlined operations and continuous innovation.



Customer Testimonial



**“Syntax has been instrumental in our growth, providing us with expert SAP consulting in our Run, Grow, and Transform services. Our partnership with Syntax has helped us improve our operations and is positioning us for future growth and innovation.”**

- Martin Beaudry, CIO, Pharma Science



# Benefits and Features

- **Elasticity based on your business needs** – We can scale up or down an extended team of specific experts depending on challenges in your business.
- **Flexibility by combining global capabilities with in-region coverage** – Your service tickets stays in your region with local time coverage, language support, knowledge requirement and proximity, building a trusted advisor relationship with productivity.
- **Personalization by knowing our team by name** – You receive named AMS account resources. A consistent support team known by name rather than a pooled model of resources.
- **Top Talent with low turnover** – Senior, tenured SAP talent with less than 4% annual turnover leading to higher customer satisfaction and NPS
- **Drive continuous innovation** – With a more holistic focus on Run, Grow and Innovate, we keep optimizing processes, creating room for larger transformations.

# Going Beyond RISE with SAP

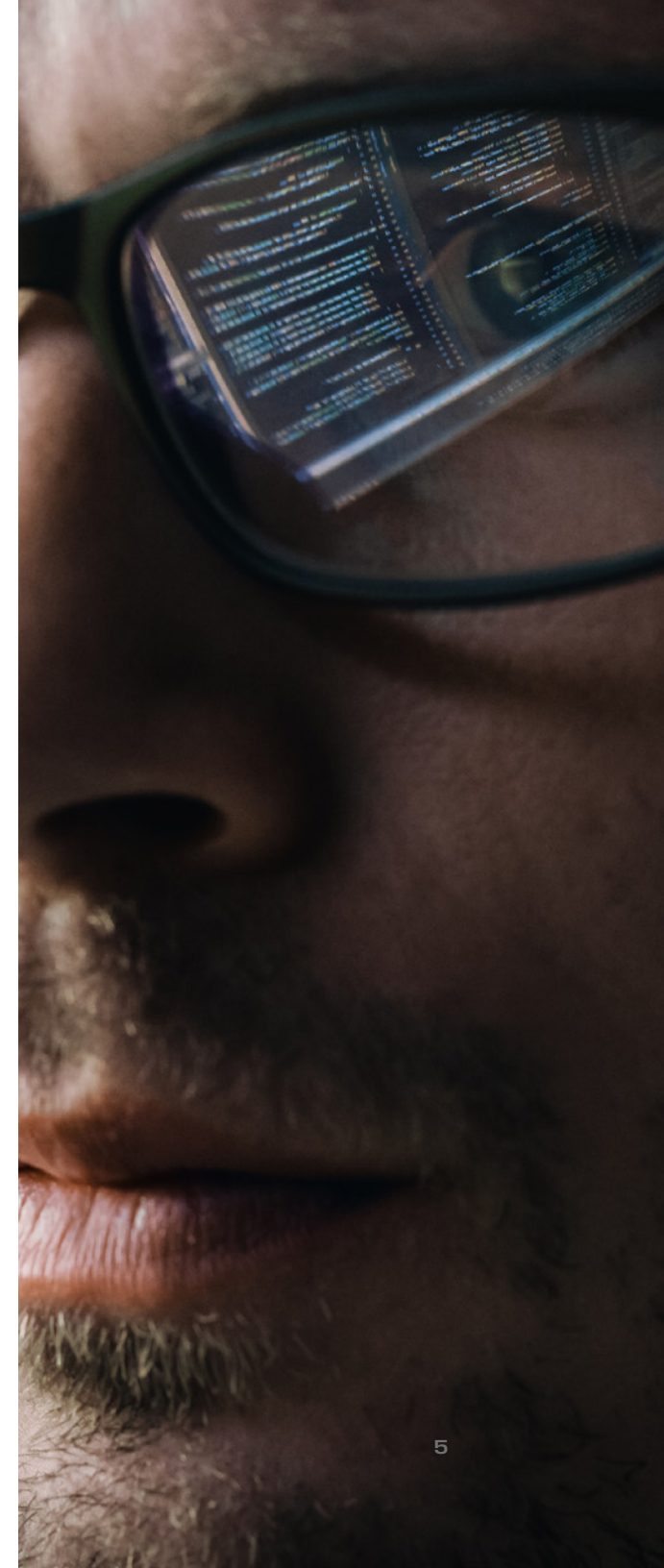
- Cover end to end application management and support for RISE with SAP applications
- Full support for hybrid hosted SAP environments in RISE with SAP, SAP Cloud solution and on-premises or hyperscaler deployments
- Manage critical ongoing basis and technical tasks not covered by the RISE with SAP support model
- Provides technical support and co-ordination with SAP service desk for issues and service requests
- Complete landscape, architecture, and release management planning and advisory

## Customer Testimonial



**“Every individual on our team brings a unique value, but in general we see around 85% of the productivity from our extended team at Puebla, compared to the productivity we have with our United States-based consultants, at around 65% of the cost.”**

- Pat Jerding, Senior Vice President & CIO, Univar Solutions



## Take the First Step

Learn how Syntax can help your business.

### Contact us

If you want to learn more about SAP Solutions and how it can help you deliver a more proactive, insight-driven, and value-focused customer experience, contact us today.



## About Syntax

Syntax provides comprehensive technology solutions and trusted professional, advisory, and application management services to power businesses' mission-critical applications in the cloud. With 50 years of experience, 700+ customers, and 2,700 employees around the world, Syntax has deep expertise in implementing and managing multi-ERP deployments in secure private, public, or hybrid environments. Syntax partners with SAP, Oracle, AWS, Microsoft, and other global technology leaders to ensure customers' applications are seamless, secure, and at the forefront of enterprise technology innovation.

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North American as part  
of United VARS Alliance



Europe and South  
Africa Regions