KEEP YOUR **SAP** SYSTEMS AT THE CUTTING-EDGE OF CHANGE

As a certified SAP Partner Center of Excellence (PCoE) and SAP Value-Added Reseller (VAR), we have the knowledge, the resources, and the network to facilitate delivery and support for your unique SAP implementation, operational, and optimization needs. Our mission is to drive continuous advancements across your SAP system landscape, ensure the quality of service and experiences, and enable a sustainable foundation for value.

SAP KELLTON TECH | BROCHURE

We, at **Kellton Tech**, help orchestrate the current and future state of your business by leveraging strategic advantages that come by being an SAP PCoE, which includes:

RESOURCE		BENEFITS TO CUSTOMERS
Access to **Benchmarks** within the peer group		Understand where one stands against the competition
Special SAP incident flagging for faster incident progressing		Ensure agile incident and risk response
Free access to **SAP Learning Hub**		Build and maintain competitive SAP skills
Knowledge Transfer by SAP Experts		Maintain supportability
Accelerator Programs		Enable value development
Exclusive Access to the SAP PCoE community		Stay abreast of the information, training, and tools they need for SAP system optimization
Incident Quality Dashboard in the SAP One Support Launchpad		Get an overview of all incidents, their statutes, and response tracking

ACHIEVE SAP SERVICE EXCELLENCE

Today's enterprises demand rapid time to value from their ERP investments. However, the complexity of managing a high-end SAP ecosystem harms value generation and triggers lingering effects on overall growth prospects.

We deliver business-aligned, standardized SAP systems and processes by bridging the IT and skill gaps. We do this through:

A ticket system, managed in the Partner's Solution Manager console, for faster processing of your queries.

The targeted involvement of business specialists.

A well-thought-of delivery model underpinned by proven practices, hyperscalers, and a solidifying commitment to detail.

OUR VALUE PROPOSITION

As an **SAP PCoE**, we help organizations address SAP performance gaps, deliver prioritized enhancements, and tightly align business investments with long-term objectives and market requirements - while making effective use of SAP's proprietary, class-leading resources. In other words, we lead enterprises towards achieving SAP service excellence and also deliver cost reduction and risk mitigation they expected in the first place.

Incident and Problem Management

Complete Implementation Support

Continuous Improvement

Release and Deployment Management

OUR GAMUT OF SERVICES

Our services focus on providing best-in-class consultancy, implementation, and deployment support with regard to SAP software solutions and services.

Business Process Monitoring

Process Optimization

Proactive Support/SAP EWA

Support Process Monitoring

KEY CONSIDERATIONS FOR CUSTOMERS WHILE COLLABORATING WITH US

The customer must be registered as a PCoE customer with us.

The customer who has no visibility of the number of tickets processed/addressed per month or quarter can avail of PCoE.

Note that as a PCoE, we are obligated to offer on-demand SAP support, and so, there is no minimum hour requirement for the engagement.

Whether the customer has less than a few tickets per month or close to 100 tickets for a year, he can avail of PCoE services.

WHY CHOOSE KELLTON TECH, A CERTIFIED PCOE, FOR YOUR SAP SUPPORT SERVICES?

- We have worked diligently to complete the necessary support certifications, acquire the requisite support infrastructure and test systems to enable the highest-quality service to our customers.

- We are among a few that have passed the complex audit process for the PCoE certification and meet SAP's requirements at peaks.

- We are dedicated to maintaining a strong relationship with SAP and providing our clients with best-in-class performance across their SAP solutions and systems.

- We are trusted for offering consistent, uniform, and high-level SAP expertise, resource augmentation services, and service quality to their clients.

Kellton Tech is a "Born Digital" technology consulting and services company with operations across the US, Europe, and Asia. Its team of 1,500 plus dedicated Kelltonites takes a technology agnostic approach to deliver innovative solutions that drive exceptional business value, empowering **"Infinite Possibilites with Technology"**

KELLTON TECH

North America: +1.844.469.8900
Asia: +91.124.469.8900
Europe: +353.76.604.2716

General Inquiries:
ask@kelltontech.com

www.kelltontech.com