WORLD IT COE striving for Excellence

with

COMTEK Keep IT Simple

FREE GUIDE · SAP AMS & TRANSFORMATION

Keep SAP running. Then move it forward.

A practical guide to SAP support, Business One, ECC, S/4HANA with RISE or GROW, AI strategy and SAP Signavio — from WorldITCOE, delivered with ComTek.

ABOUT THIS GUIDE

What WorldITCOE and ComTek deliver — and how to get started.

WorldITCOE brings independent SAP advice and Centers of Excellence for SAP, Data & AI and change management. ComTek Solutions, an SAP services company founded in 2008 with delivery centers in the US, India, the Netherlands and the UAE, brings SAP-certified support and delivery. Together, that is one team that keeps your SAP running today and plans what comes next.

This guide walks through what that team covers, the situations we are most often asked to help with, the ways you can work with us, and how every engagement runs. It ends with a short checklist to help you decide whether a conversation is worth your time.

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WHO IT'S FOR

IT & SAP LEADERS

Renewing support or planning S/4HANA

Lower support costs and a clear roadmap.

FINANCE & OPERATIONS

Relying on SAP every day

A system that works at month-end, every month.

OWNERS OF GROWING BUSINESSES

Outgrowing spreadsheets

A full ERP with SAP Business One, set up right.

> **One team that keeps SAP running today — and plans what comes next.**

01

THE CHALLENGE

Support and transformation shouldn't pull in different directions.

Small and mid-sized businesses depend on SAP as much as large ones do — but with leaner teams. Support know-how often sits with one or two people, tickets wait, and costs creep up.

At the same time, the next decision is coming. Mainstream maintenance for ECC ends in 2027, RISE with SAP and GROW with SAP offer two different routes to S/4HANA, and leadership is asking what AI could do. Growing businesses on spreadsheets face a different question: when to move to a full ERP like SAP Business One.

Our answer is one team for both: SAP-certified support that keeps you running, and independent advice and delivery for what comes next — so the people who know your system help decide where it goes.

SUPPORT EFFORT, ISSUE BY ISSUE

Ad-hoc support · Managed AMS

TASK	AD-HOC SUPPORT	MANAGED AMS
A priority-1 incident	Best effort	SLA-backed
A month-end close issue	Days	Hours
A small change request	3 weeks	1 week
Patches and support packs	Postponed	Planned
Know-how when someone leaves	Lost	Documented

Illustrative pattern, not client data.

HOW WE DELIVER

ADVISE
Independent SAP advice
Options weighed, no vendor bias

SUPPORT
AMS you can rely on
24×5 and on-demand cover

TRANSFORM
S/4HANA, RISE or GROW
Planned, tested and supported

ADOPT
People and processes
Change management and SAP Signavio

02

INTRODUCING COMTEK

SAP support and delivery, onshore and offshore.

ComTek Solutions is an SAP services company founded in 2008 and headquartered in Virginia, in the Washington DC area, with offshore delivery centers in India, the Netherlands and the UAE. Its SAP-certified team supports small and mid-sized businesses with remote SAP support, S/4HANA migrations and SAP cloud support — and is certified to CMMI Level 3 and ISO 9001:2015.

SAP AMS | S/4HANA migrations | SAP cloud support | SuccessFactors & Ariba | CMMI Level 3 | ISO 9001:2015 | US · India · Netherlands · UAE

The partnership — the right expertise, working as one

Independent SAP advice
WorldITCOE: options, roadmaps and business cases, with no vendor bias.

SAP AMS and delivery
ComTek: functional and technical SAP support, onshore and offshore.

S/4HANA with RISE or GROW
Conversions and new implementations, planned and tested.

AI and change
AI strategy, change management and SAP Signavio, from our Centers of Excellence.

WHAT THE TEAM COVERS

Support today, transformation tomorrow — one team

SAP AMS support
Functional and technical support, 24×5 and on demand, with agreed service levels and monthly reporting.

SAP Business One
Implementation, support and add-ons for growing businesses that need a full ERP without the overhead.

AMS for SAP ECC
Affordable support for small and mid-sized ECC customers — stable today, ready for what comes next.

S/4HANA with RISE or GROW
Conversions and new implementations — RISE with SAP for private cloud, GROW with SAP for public cloud.

AI strategy
Use cases, data readiness and a roadmap — for SAP and non-SAP businesses alike.

OCM & SAP Signavio
Processes mapped and improved with SAP Signavio, and people brought along with change management.

03

YOUR SAP TODAY

Wherever you are with SAP, there's a clear next step.

Five situations we are often asked to help with — the usual pain points, and what we put in place.

GROW WITHOUT THE OVERHEAD

SAP Business One

Growing businesses outgrow spreadsheets and entry-level accounting fast. SAP Business One gives them a full ERP — and it needs a partner who can set it up and keep it running.

TYPICAL LANDSCAPE

Spreadsheets or basic accounting | Business One, on-premise or cloud | A small IT team | Several entities

COMMON PAIN POINTS

- Numbers kept in several places
- Month-end that takes too long
- Nobody to call when something breaks

WHAT WE PUT IN PLACE

- SAP Business One set up for how you work
- Data moved over and checked
- Training for every team
- Support on call after go-live

SMALL AND MID-SIZED ECC CUSTOMERS

AMS for SAP ECC

Many small and mid-sized businesses will run ECC for a while yet. They need dependable, affordable support while they decide what comes next.

TYPICAL LANDSCAPE

SAP ECC 6.0 | Custom code and Z-reports | A lean in-house team | Support up for renewal

COMMON PAIN POINTS

- Support know-how held by one or two people
- Tickets that wait for days
- Support costs that keep creeping up

WHAT WE PUT IN PLACE

- 24×5 functional and technical support
- Agreed service levels and monthly reports
- Knowledge documented, not kept in heads
- An independent view of when — and whether — to move

CHOOSE THE RIGHT PATH

S/4HANA with RISE or GROW

Mainstream maintenance for ECC ends in 2027. RISE with SAP and GROW with SAP are two routes to S/4HANA — and choosing one is a business decision, not just a technical one.

TYPICAL LANDSCAPE

RISE (private cloud) · GROW (public cloud) · Conversion or new build · A target go-live date

COMMON PAIN POINTS

- Unclear which route fits
- Custom code nobody has reviewed
- Too few experienced SAP hands

WHAT WE PUT IN PLACE

- An independent RISE vs GROW assessment
- Custom code and data reviewed early
- Tested at every phase
- AMS ready from the day you go live

FOR SAP AND NON-SAP BUSINESSES

AI strategy

Everyone is being asked about AI. A good strategy starts with the business problems worth solving and the data you already have — whatever systems you run.

TYPICAL LANDSCAPE

SAP or non-SAP systems · Early AI pilots, or none yet · SAP Business AI and Joule · Data questions

COMMON PAIN POINTS

- Pilots that never reach production
- Data that isn't ready
- No agreed view of where AI pays back

WHAT WE PUT IN PLACE

- A shortlist of use cases, ranked by value
- Data readiness checked
- Governance and guardrails agreed
- A path to production with our Data & AI CoE

PROCESSES AND PEOPLE

OCM & SAP Signavio

New systems only pay back when processes improve and people use them well. SAP Signavio shows how work really flows; change management makes the new way stick.

TYPICAL LANDSCAPE

A transformation under way · Processes vary by site · Interest in SAP Signavio · Unclear what changes

COMMON PAIN POINTS

- Processes designed on assumptions
- Low adoption after go-live
- Workarounds that quietly come back

WHAT WE PUT IN PLACE

- Processes mapped and mined with SAP Signavio
- Change impact understood, team by team
- Training and communication planned
- Adoption measured after go-live

Working on more than one? Most clients are.

One team covers support and transformation, so the people who know your system today help plan where it goes next.

04

WHAT WE DELIVER FIRST

The work that pays back fastest.

We start where SAP effort or risk costs you most today — then build from there.

Incident support
Priority issues picked up fast, with agreed service levels.

Month-end close
On-call help when finance needs it most.

Changes & enhancements
Small changes delivered in days, not weeks.

Patches & upgrades
Support packs and security notes, planned in.

Business One go-live
A full ERP for growing businesses, done right.

ECC health check
Custom code, performance and risks, reviewed.

RISE or GROW readiness
The right route to S/4HANA, chosen on facts.

Process mining
SAP Signavio shows where work gets stuck.

IS THIS FOR YOU?

Signs it’s time to talk

If two or more of these sound familiar, a 30-minute call is likely to be worth it.

- [ ] SAP support know-how sits with one or two people.
- [ ] Support costs keep rising, but tickets still wait.
- [ ] Your ECC support contract is up for renewal.
- [ ] You’re unsure whether RISE or GROW fits your business.
- [ ] The business is outgrowing spreadsheets or entry-level accounting.
- [ ] Leadership is asking about AI, but nobody owns the answer.

05

HOW WE ENGAGE

Three ways to work with us.

Whether you need a second opinion, a support team or a project team, the right level depends on your landscape and your plans.

01

SAP AMS & Roadmap Assessment

START HERE

See where your SAP stands.

A fixed-scope review of your SAP system, how it is supported and what comes next — with a ranked plan.

Best for: businesses renewing support, or planning S/4HANA.

02

Managed AMS

A support team on call.

Functional and technical SAP support on a monthly plan, 24×5 and on demand, with agreed service levels.

Best for: lean IT teams running Business One, ECC or S/4HANA.

03

Transformation projects

Scoped, staffed and delivered.

Business One, S/4HANA with RISE or GROW, AI and SAP Signavio — delivered by one WorldITCOE and ComTek team.

Best for: a move to S/4HANA, a new ERP, or an AI program.

THE FREE 30-MINUTE CALL

Not sure yet? Start with a free call.

A free 30-minute call with the WorldITCOE and ComTek team — no obligation and no pitch deck.

- ✓ A first view of your SAP system and how it's supported
- ✓ Two or three quick wins worth doing first
- ✓ A straight answer on RISE, GROW or staying put
- ✓ A clear next step — assessment, support, project, or neither

THE SAP AMS & ROADMAP ASSESSMENT

Know where you stand — before you renew or commit budget.

A paid, fixed-scope engagement, scoped and priced up front. You keep everything it produces — whether or not we do the next step together.

- **System review**
  Your SAP release, add-ons and where it runs.
- **Support review**
  Tickets, service levels and what support costs today.
- **Custom code check**
  What's used, what's risky and what can go.
- **RISE or GROW**
  Which route to S/4HANA fits — or whether to stay for now.
- **AI opportunities**
  Use cases worth exploring, for SAP and beyond.
- **Roadmap & costs**
  Support and project work, sequenced and costed.

GETTING READY

Worth having to hand for the call

None of this is required — but it helps us give you a more useful first view.

- [ ] Your SAP release, add-ons and where your system runs.
- [ ] A rough count of support tickets in a typical month.
- [ ] Dates that matter — a support renewal, a go-live, a budget cycle.
- [ ] The processes or reports that cause the most pain today.

Two different things

The 30-minute call is free and carries no obligation. The SAP AMS & Roadmap Assessment is a separate, paid engagement, scoped and priced up front.

06

OUR APPROACH

Four steps from first call to steady state.

The same four steps on every engagement — so you always know where the work stands and what comes next.

1 ASSESS
Where you are today
- System and support reviewed
- Risks and quick wins found
- Goals you can measure

2 PLAN
The right next step
- Support model agreed
- Roadmap and costs signed off
- Service levels set

3 TRANSITION
Hand over safely
- Knowledge transferred and documented
- Shadow, then lead
- No gap in cover

4 RUN & IMPROVE
Steady and getting better
- Monthly service reports
- Continuous improvements
- Projects when you're ready

BUSINESS OUTCOMES

Steadier SAP, at a predictable cost.

Lower support costs
An onshore and offshore model, sized to your needs.

Fewer firefights
Agreed service levels and issues fixed for good.

A clear path to S/4HANA
RISE or GROW, chosen on facts and planned early.

Ready for AI
Use cases ranked by value, on data you can trust.

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NEXT STEP

Tell us what you're working on.

A free 30-minute call with the WorldITCOE and ComTek team — no obligation and no pitch deck.

- ✓ A first view of your SAP system and how it's supported
- ✓ Two or three quick wins worth doing first
- ✓ A straight answer on RISE, GROW or staying put
- ✓ A clear next step — assessment, support, project, or neither

Book your free call at ams.worlditcoe.com →

Prefer email? Write to ams@worlditcoe.com

The call is not the paid SAP AMS & Roadmap Assessment. If the Assessment turns out to be the right next step, we'll say so on the call.

THE WORLDITCOE FAMILY

SAP Center of Excellence
Keep your SAP core, modernize around it, and change platform if — and when — the business case is right.
sap.worlditcoe.com

Data & AI Center of Excellence
Clean, governed data and production AI, running on the landscape you already have.
ai.worlditcoe.com

Change Management Center of Excellence
Readiness, adoption and sustained change for ERP and AI programs.
ocm.worlditcoe.com

SAP Operations — powered by Avantra
Monitoring, automation and root-cause analysis for every SAP system.
av.worlditcoe.com

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