

Protera Services SAP Functional AMS

Flexible. Transparent. Responsive.



Modern AMS Support

Business Value

Outcome-focused SAP AMS designed to ensure that your SAP environment operates seamlessly and delivers the performance the modern business demands.

Integrated Capabilities

28+ years of SAP services and a modern perspective provides top-tier functional support that looks beyond “the incident” to deliver a self-improving SAP ecosystem.

Next Gen Delivery

UX platform CloudVantage uses AI tools & automation to detect emerging patterns earlier, proactively stabilize workloads, and identify cloud cost optimizations.

How we do IT.



Improve time-to-value

Modernize legacy tools & processes with automation and agile practices.

Resourcing flexibility

Our service allows for hours to be rolled over from month-to-month. No quarterly reset. We do what you need done.

Project-friendly

Tailor your AMS hours to fit your business needs. No separate contracts required for project work.

Service transparency

Enterprise-grade UX platform, CloudVantage, provides real-time visibility into status and hours & service orchestration.

Performance assurance

Provide measurable service outcomes with defined SLA response times and support benchmarks.

Service Features

Maintain

Ensure stable day-to-day operations through effective incident & service request management, maintaining system availability and performance.

Improve

Review, scope, and perform approved enhancements and manage and execute on change requests.

Innovate

Serve as strategic advisory + execute on project-based work to modernize or enhance the SAP ecosystem.