



Customer Expert Service by FIS

**SAP SUPPORT AND
RELIABLE ALL-ROUND CONSULTING**





From a single provider: Consulting, implementation and smooth operation



Competent: More than 100 professionals in our Customer Expert Service



Individual: Service manager and individual team of consultants possible

25+

Industry expertise: Long-term experience in wholesale trade & industry

Business processes within the entire company are continuously changing. IT systems and landscapes become more and more complex. As a consequence, integrated processes increasingly gain in importance, also in Lifecycle Management.

The IT specialists at FIS are your reliable partners for SAP consulting, all aspects of architecture, software and SAP optimizations as well as a smooth operation of your ERP system landscape.

WHICH SAP SUPPORT SERVICES AND OTHER SERVICES DOES FIS PROVIDE?

■ Consulting & Change Management

Our Customer Expert Service professionals will advise you on "Lifecycle Management" of SAP systems or SAP optimizations by FIS. Furthermore, they will support you in rollouts and transition projects to SAP S/4HANA and offer individual consulting and training courses.

In addition to consulting activities, our professionals also assume the strategic design of your SAP landscapes as well as the implementation of new processes and functions - and all of this from a single source.

Here, a personal service manager will assist you and, as a consequence, provide for short communication paths as well as fast replies to your requests.

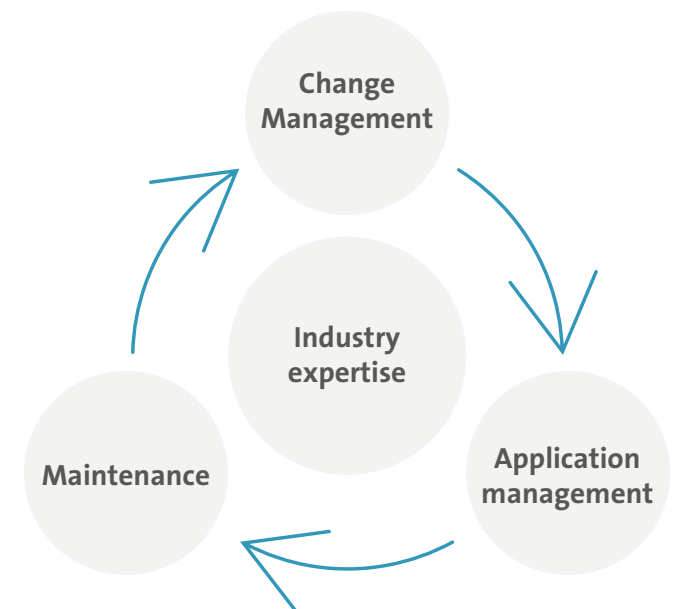
■ Expertise in trade & industry

Our SAP professionals have technical know-how as well as distinct knowledge of your industry sectors and business processes: from quotation creation, shipping notification to invoice. Due to a seamless integration of customers, vendors and authorities, you will obtain completely integrated business processes.

■ Application management & proactive support

In application management, our team will answer your questions concerning SAP and FIS services and products.

By means of regular monitoring and remote services of your systems, errors are prevented or quickly rectified. Here, our support team works according to ITIL standards allowing you to benefit from clear responsibilities and consequent error prevention.





FIS has been an SAP partner with "Gold" status since 2008.



Our Customer Expert Services Team is a certified "SAP Partner Center of Expertise" (PCoE).



FIS has been certified according to ISO 9001:2015.

■ SAP software maintenance

Our team supports you in SAP software maintenance during updates and release upgrades. Furthermore, it processes messages created by end users in case of malfunctions during daily operation.

The FIS IT specialists receive your message, perform an acute root-cause analysis and, if necessary, forward it to SAP Global Support for processing. Here, a central contact person is available to respond to your requests.

■ SAP Cloud developments and hosting solutions

Our expert team develops individual cloud solutions based on SAP Cloud Platform or innovative technologies.

Together with our FIS-ASP subsidiary, FIS additionally provides hosting and outsourcing services to ensure the security of your IT systems for instance. In this way, your company is well-prepared in terms of future security and competitiveness.

REFERENCES

RICHTER+FRENZEL



AIRBUS



KNAUF



STIHL®



HGC

HÄFELE



THE FIS GROUP

FIS Informationssysteme und Consulting GmbH is an expanding and independent enterprise and the parent company of the FIS Group, which employs more than 700 employees making companies more modern, economic and competitive every day. FIS focuses on SAP projects and the development of efficient solutions promoting digitization within companies. As one of the leading value-added SAP resellers in Germany, Austria and Switzerland, FIS is the market leader in technical wholesale with the all-in-one FIS/ www solution. Together with its Medienwerft subsidiary, FIS covers the complete range of SAP topics in the field of Customer Experience (CX).

More than 100 specialists operate and administer the customers' SAP systems in the FIS-ASP subsidiary data centers in Southern Germany. The FIS-SST subsidiary is the competent partner for nearshoring projects. The FIS-iLog subsidiary develops collaborative solutions for the convenient and secure process management of different companies on shared platforms.

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