

SAP Application Management Services

Mission-critical SAP. Operated with control.



Senior-led support across applications, integrations, infrastructure and security — governed through clear ownership, measurable service levels and continuous improvement.

THE OPERATING MANDATE

From reactive support to operational control.

Your SAP environment should enable the business — without depending on firefighting, fragmented ownership or recurring incidents.

Nexton combines senior SAP expertise with a governed service model that stabilizes today's operation while building the visibility, discipline and internal ownership required for tomorrow.

PREVENT Monitor signals, patterns, capacity and technical debt before they become disruption.	STABILIZE Contain incidents quickly, restore service and coordinate functional, technical and third-party teams.
IMPROVE Use root-cause analysis and an accountable backlog to reduce recurrence and optimize performance.	GOVERN Run clear SLAs, KPIs, escalation paths, change controls and structured service reviews.

OPERATING PRINCIPLE

Restore service fast. Remove recurring causes. Make performance visible. Keep accountability clear.

Every engagement is tailored to the business impact, landscape complexity, support demand and governance requirements defined in the applicable service agreement.

SERVICE COVERAGE

What we operate.

Operational coverage across the SAP landscape — from business applications to the technical foundation and controls that keep them running.

SERVICE AREA	OPERATIONAL COVERAGE
Functional applications	FI/CO, MM, SD, PP, EWM, QM, PM and TM support aligned with business priorities.
SAP Basis & technical operations	System health, jobs, transports, performance, availability, upgrades and technical coordination.
Integrations & interfaces	IDocs, APIs, middleware, BTP and interface monitoring with traceable ownership.
Cloud & infrastructure	Operational coordination across AWS, Microsoft Azure and hybrid SAP landscapes.
Security & authorizations	Access, roles, segregation of duties and security-first operational controls.
Incident, problem & change	Business-impact prioritization, restoration, root-cause analysis and controlled change execution.

LANDSCAPE REACH

SAP ECC and S/4HANA · Private and public cloud editions · Business applications · Data and integrations · Enterprise infrastructure

Scope is defined around the client's actual environment and may combine functional, technical, infrastructure and governance responsibilities.

OPERATING MODEL

A disciplined flow from signal to improvement.

Operational work moves through one accountable cycle. Every incident, problem, change and improvement remains visible from detection through closure.

01 DETECT	02 TRIAGE	03 RESTORE	04 ANALYZE	05 IMPROVE
Signals, patterns and business impact	Priority, ownership and coordination	Service recovery and communication	Root cause, risk and recurrence	Backlog, automation and optimization

GOVERNANCE THAT MAKES OPERATIONS ACCOUNTABLE

Service governance	Named service leadership, defined roles, escalation paths, change and release controls, and third-party coordination.
SLAs & resilience	Business-impact severity, measurable commitments, availability targets and recovery objectives.
KPIs, observability & FinOps	Performance trends, incident recurrence, capacity and cost visibility, risk tracking and an accountable improvement backlog.

Critical-incident coverage, service hours, response commitments and recovery objectives are agreed by engagement and documented in the governing statement of work.

ENGAGEMENT MODELS

Capacity without losing ownership.

Choose the model that fits business criticality, volume, internal capability and the level of operational control required.

MODEL	BEST FIT	OWNERSHIP	CAPACITY
Dedicated AMS Team	Mission-critical, high-volume environments	Fully assigned team with deep landscape knowledge	Stable, planned capacity
Named Core Team	Operations needing continuity with variable demand	Named leads backed by specialist capability	Scales with demand
Hybrid AMS Model	Complex landscapes with critical and non-critical areas	Dedicated ownership for critical domains; shared expertise elsewhere	Balanced control and cost

ONE MODEL CAN EVOLVE INTO ANOTHER

Support demand changes. Your operating model should be able to change with it — while preserving knowledge, governance and accountability.

Same-time-zone collaboration Coordination across the Americas and Europe.	English and Spanish delivery Communication aligned with client teams.	Senior-led execution Experienced professionals guide decisions and delivery.
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WHY NEXTON

A service model built for enterprise reality.

Lean senior teams, clear ownership and operational discipline — connected to the business outcomes your SAP landscape must support.

- 01 Senior-led delivery** Engagements are guided by experienced SAP professionals with direct access to decision-makers.
- 02 Governance by design** Roles, service levels, escalation paths, evidence and performance reviews are built into the operation.
- 03 End-to-end accountability** Applications, integrations, infrastructure and security are coordinated as one operating landscape.
- 04 Transparent performance** SLAs, KPIs, trends, risks and improvement commitments remain visible to business and IT leadership.
- 05 Continuity beyond support** Knowledge transfer and documentation strengthen client ownership over time.

MAKE SAP OPERATIONS PREDICTABLE.

Let's assess your landscape, operational risks, support demand and governance needs — then design the AMS model that fits your business.

[Assess your SAP operation](#) →

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