MEDIALINE

Cloud Computing

SAP Basis Service

Stable and efficient operation of your SAP system landscape!

With our SAP Basis team, we ensure that your SAP systems function optimally from a technical and are operated in a high-performance, secure and stable manner.

Our services

Whether SAP ERP, S/4 HANA, SCM, HCM, PI, BW etc. – your company depends on the availability and security of these systems. This requires an SAP Basis operations team with many years of experience like the Medialine team. We are happy to relieve you relieve you of the provision of the infrastructure and all technical installation, support and maintenance work. We also offer all services on customer's own system landscapes.

Installation / Configuration
- Installation and configuration of SAP systems (OS, DB, SAP)

Monitoring / Administration
- Monitoring and administration of all SAP Basis relevant parameters
- Monitoring and administration of the database
- Monitoring and administration/ optimization of performance and resources
- Monitoring and administration of interface systems
- Error analysis and correction
- Backup and restore management
- Software updates/patches (OS, database, SAP kernel)

Update / Upgrade / Migration
- Installation of SAP updates (support packages, support package stacks)
- Installation of upgrades (OS, database, SAP Enhancement Packages). Technical release changes
- Implementation of system / client copies
- Implementation of OS and/or DB migrations
- Support in customer projects

Archiving / Reorganization
- SAP document archiving using SARA (incl. DART)
- Reorganization of databases / tables

Correction and transport management
- Configuration of the transport management system (TMS)
- Carrying out transports according to customer specifications, importing preliminary corrections

Early Watch Service
- Analysis of early-watch reports and implementation of recommendations

Further services for you

24/7 Support
- On-call service even outside regular working hours

User management
- Creating, deleting and maintaining SAP users and assigning roles and rights according to customer specifications

Job management
- Scheduling and monitoring job processing

Print management
- Setting up printers and device types in the SAP system

Document management
- SAP-side configuration archive link and content repositories

System measurement / IT audits
- Carrying out the annual SAP system measurement
- Support with IT audits

SAP Support Portal
- Provision and configuration of SAP Router
- Administration of S-users, application for developer and object keys in the SAP Support Portal

Benefit from our SAP Basis operations team

Expert knowledge – SAP Basis operation requires not only a high-quality technical infrastructure, but also extensive know-how, many years of experience and expert knowledge. Our team is specialized in SAP Basis and brings a high level of of specialist knowledge. This enables us to practices and ensure more efficient SAP system administration for you.

Cost efficiency – Instead of tying up internal resources for SAP Basis operation, you can plan and control your IT costs thanks to the monthly flat rate.

Focus on core competencies – By outsourcing outsourcing of SAP Basis operations allows internal IT teams can focus their resources on strategically more important tasks and business processes. The company can concentrate on its core competencies while we take care of the ongoing operation of the operation of the SAP system landscape.

Scalability, flexibility and adaptability – We can flexibly adapt our services to your needs. This can be particularly advantageous in the event of changes in the scope SAP systems or for new projects where additional support is required.

Risk mitigation – We specialize in handling security-relevant aspects of SAP Basis operations handling. In this way, we help to minimize risks minimize risks associated with security vulnerabilities and compliance violations.

Availability and support – We offer you 24/7 hour support. This enables us to guarantee continuous monitoring and a rapid response to problems, even outside regular working hours.

SAP and the cloud

Do you want to be successful with your business through flexibility, scalability and innovative technologies? Then integrating your SAP systems into the cloud can play a decisive role. We can provide reliable and high-performance hosting of SAP products and our SAP IaaS in our specially operated CompanyCloud operated by us.

Contact request

We will advise you on your options without obligation and you determine the scope of the services to be provided. Would you like to know more about our SAP Basis Service? Then contact our experts today at **sales@medialine.com**.