

# Bridge your Basis gap in SAP Business Suite

Streamline your SAP journey with our BRIDGE Managed Services

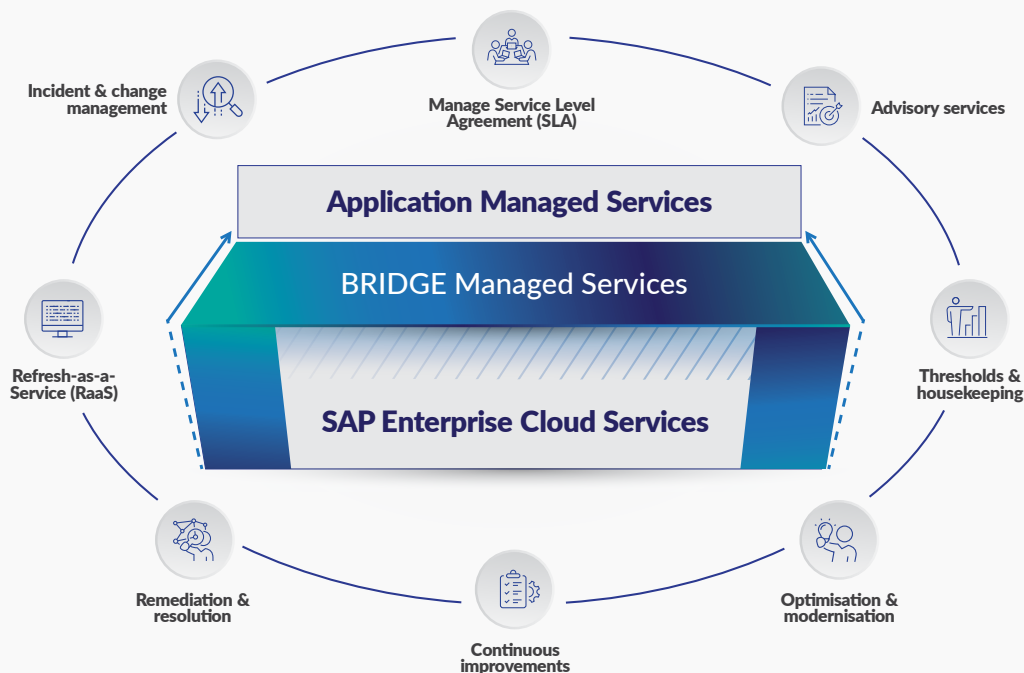
Navigating the complexities of Business Suite with SAP®? EPI-USE Labs offers a seamless, complementary solution to bridge the gaps after your migration. Our specialised Basis Managed Services will enhance and complement the SAP Cloud Enterprise Services.

After your migration with RISE with SAP, you will require two service partners:

- SAP for Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), and certain SAP Basis tasks
- Additional SAP Basis support and Application Managed Services (AMS).

Partner with EPI-USE Labs to bridge the gap seamlessly from your SAP Enterprise Cloud Services through to your Application Managed Services provider, ensuring optimal outcomes with regard to performance and continuous improvement.

## How we bridge the Basis gap: EPI-USE Labs BRIDGE Managed Services



RISE with SAP and EPI-USE Labs Basis Managed Services are seamlessly integrated, with clearly-defined responsibilities. EPI-USE Labs understands the responsibility matrix as summarised below:

	SAP Cloud	BRIDGE Managed Services	
Service Request Management	✓	✓	Response SLA and follow-up
Incident Management	✓	✓	Response SLA and follow-up
SAP Online Support Services	✓	—	
Infrastructure Management (Network, Storage, OS, DB, SFTP, Security Services)	✓	✓	Advisory services
Backup & Restore, Startup & Shutdown, Disaster Recovery	✓	✓	Manage process, liaise with SAP, pre- & post-steps
Monitoring	✓	—	
Daily Checks (Thresholds)	—	✓	
Landscape Health (Early Watch Analysis (EWA), System Logs, Short Dumps, SAP Notes, Printers)	—	✓	
Job Monitoring	—	✓	
Performance Management (SAP and HANA Studio)	—	✓	
SAP Upgrades, Support Packages, System Copies	✓	✓	Manage process, liaise with SAP, pre- & post-steps
SAP Refreshes	✓	✓	Reduce footprint & mask data
System Installations / Migrations	✓	✓	Installations/migrations outside SAP
Client 000 Management	✓	✓	Manage process, liaise with SAP
Client Management (Production)	—	✓	
Transport Management (Change Control)	—	✓	EPI-USE Labs automated transport

✓ Complementary to the RISE offering

## Ready to simplify your SAP journey?

Contact us today to learn how our **BRIDGE Managed Services** can empower your business.

As a global software solutions and managed services company, EPI-USE Labs helps you to maximise the performance, management and security of your SAP® and SAP SuccessFactors® systems. Our clients tell us every day how we have transformed their business operations. Contact us to find out how we can help you solve your business challenges.