

AI-First Application Managed Services for SAP

A New Era of SAP Operations

Run Smarter. Grow Faster. Innovate Continuously.

Managing SAP environments today requires more expertise, automation, and proactive insight than traditional support models provide. Syntax's AI-First Application Managed Services (AMS) for SAP offers a next-generation support model that delivers proven AI-driven efficiency from a reliable, traceable, secured, and fully integrated AI platform. AI-First AMS combines AI innovation with Syntax's deep SAP expertise to help enterprises run their SAP environments more efficiently and focus on innovation and growth.



Overcoming Complexity and Resource Constraints

As SAP landscapes grow more complex across hybrid and cloud environments, traditional support models often struggle to keep pace.

Migration Complexity

Migrating to the cloud introduces complexity in data migration, integration, and process redesign—often exceeding internal resource capacity.

Resource Constraints

Shortage of skilled SAP professionals makes it hard to maintain, optimize, and innovate simultaneously.

Reactive Operations

Traditional AMS models focus on issue resolution, not prevention or continuous improvement.

High Cost of Ownership

In-house support teams and legacy AMS models drive high operational costs without measurable business outcomes.

Security & Compliance Pressures

Increasing regulatory demands and evolving threat landscapes require embedded, always-on security within AMS.

Innovation Stagnation

Businesses struggle to integrate GenAI, analytics, and automation into existing SAP systems efficiently.



The Syntax Approach

Intelligent Operations for SAP Environments

Syntax's AI-First AMS provides intelligent, end-to-end management across the full SAP landscape, enabling organizations to spend less time maintaining complex landscapes and more time optimizing, innovating, and driving business growth.



Syntax helps organizations improve system reliability, boost performance, and create the capacity to innovate.



Comprehensive AMS Support Capabilities

Syntax delivers end-to-end SAP support that keeps systems stable today while enabling continuous improvement and innovation for tomorrow.

Application Maintenance & Support

- Level 1/2/3 SAP application support and functional support
- Incident and service request management
- Standard changes and configuration adjustments
- Preventive maintenance and issue prevention
- Business process issue resolution with SLA-based response

Enhancement and Continuous Improvement

- Enhancements and functional extension developments
- Business process optimization and workflow improvements
- Integration and interface management
- Business or regulatory change request support
- Innovation and automation development

AMS Advisory

- SAP CoE Heatmap Assessment
- SAP Health Check and Maintenance Plan
- SAP Adoption Analysis
- SAP Automated Monitoring Review

Technology and Analytics Operations

- Testing/quality assurance and release support
- Database monitoring and infrastructure support
- Compliance and governance support
- Data lake and data warehouse support
- Data integrity validation support

Advanced SAP Basis Management

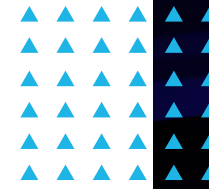
- Proactive Technical SAP Basis operations
- Application-level SAP Basis support such as job scheduling and transport management
- End-to-end infrastructure management across security, compute, storage, virtualization, backup, and operating system

SAP Cloud Managed Services

- Strategic planning for SAP Cloud ERP Private technical applications
- Seamless orchestration between the customer and SAP
- Comprehensive coordination of support across SAP Cloud ERP Private and Syntax-supported environments
- Proactive SAP Basis technical and application support

AI-Powered SAP Operations

Syntax's AI-First AMS embeds AI directly into SAP operations—automating routine tasks, identifying root causes faster, and delivering actionable insights that continuously improve system performance.



Agentic AI Automation

Multi-agent AI framework with specialized subject matter agents and coordinators resolves many customer tickets automatically from detection to resolution.

AI-Enhanced Knowledge Management

AI CodeGenie automatically documents RUN-related data, creating structured operational knowledge and improving troubleshooting efficiency.

AI-Driven Operational Intelligence

AI-powered ticket analysis identifies recurring issues, uncovers root causes, and drives continuous improvement across SAP environments.

Actionable Insights for Business Impact

Value Delivery & Innovation leadership translates AI insights and technical patterns into clear operational and business improvements.

Dedicated AMS Engagement Model

Named AMS team replaces traditional pooled support, providing deeper system knowledge, accountability, and faster resolution.

AI-Experience Portal

Intelligent monitoring dashboards through CxHub provide real-time visibility into SAP system health, performance trends, and operational risks.



Transformation, Powered by Syntax

▶ Boutique @ Scale

Dedicated SAP experts provide personalized support backed by Syntax's global 24x7 multilingual service model.

▶ Innovation Built-In

GenAI and analytics drive continuous improvement and intelligent AMS.

▶ Proven Experience

50+ years modernizing, managing, and securing enterprise environments, with 2,600+ experts in 15 countries.

▶ Always-On Optimization

Real-time operational insights fine-tune performance, helping organizations control costs and maintain reliable SAP operations.



About Syntax

Syntax is a leading global technology solutions provider driving enterprise transformation in the cloud. We help organizations modernize mission-critical applications through AI-enabled innovation, industry-tailored outcomes, and end-to-end solutions across strategic advisory, implementation, and managed services. Through our Boutique @ Scale approach, we tailor every engagement to our customers' priorities, blending boutique-level agility and care with the reach and resilience of a global enterprise. Supported by strategic partnerships with SAP and other technology leaders, we empower customers to scale faster, work smarter, and build for what's next.

SAP Certified
in global SAP BTP operations
and works with RISE with SAP

SAP Certified
in global SAP HANA Cloud
and database operations

SAP Certified
in global SAP S/4HANA operations
and works with RISE with SAP

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