



# How is AI Changing the World of SAP AMS?

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# Meet Today's Panel



**Michelle Van Rooyen**

**Director  
Customer Solutions**

Michelle Van Rooyen is a Customer Solutions Director focusing on optimizing SAP solutions to empower businesses to run, grow, and innovate effectively.



**Danny Schaarmann**

**Global VP,  
AMS Client Delivery**

Danny Schaarmann is Global VP of Client Delivery, AMS and Optimization services enabling and companies to drive innovation and growth



**Amar Karande**

**VP, Sales AMS  
Global Head of Private Equity**

Amar Karande is the VP Sales AMS and Global Head of Private Equity working as a trusted partner to help companies with value creation, risk mitigation and cost optimization.

# Here's What We Will Cover Today

- **The 2026 AMS Landscape:** Why the "basics" of managing SAP environments have fundamentally changed
- **The "Run vs. Grow" Strategy:** How minimizing operational overhead creates the capacity to focus on innovation and system improvements
- **Practical AI Integration:** The tangible differences between AI-enabled support and traditional resource pools
- **Strategic Roadmaps:** How to use data and analytics to help you make informed growth decisions rather than just keeping the lights on

# Company Overview



26

Offices

15

Countries

52

Years strong  
Founded in 1972

900+

Customers

2,800+

Employees

1,300+

SAP Professionals

150+

SAP S/4HANA  
implementations

40+

Years supporting  
SAP



GROW and RISE  
Certified



# Question 1

“Let’s start with the basics: why is AMS such a hot topic again in 2026? What’s changed in how customers think about managing their SAP environments?”

## Question 2

“When we talk about *AI-led AMS*, what does that really mean in practical terms? How is it different from traditional AMS?”

## Question 3

“What kind of measurable impact are clients seeing from AI-enabled AMS, for example, in terms of ticket reduction and response time?”

# 2 client examples for the Months of January

## Client 1

- Within 12 months of implementing SAP S/4HANA
- Limited internal capacity & SAP expertise

### Results

- 21% of incidents solved by AI
- 79% of incidents solved with human in the loop
- 29% efficiency increase in time per ticket
- **44% savings in RUN Spend**

## Client 2

- Mature client that have been on ECC for many years
- Strong internal SAP with deep business & SAP knowledge

### Results

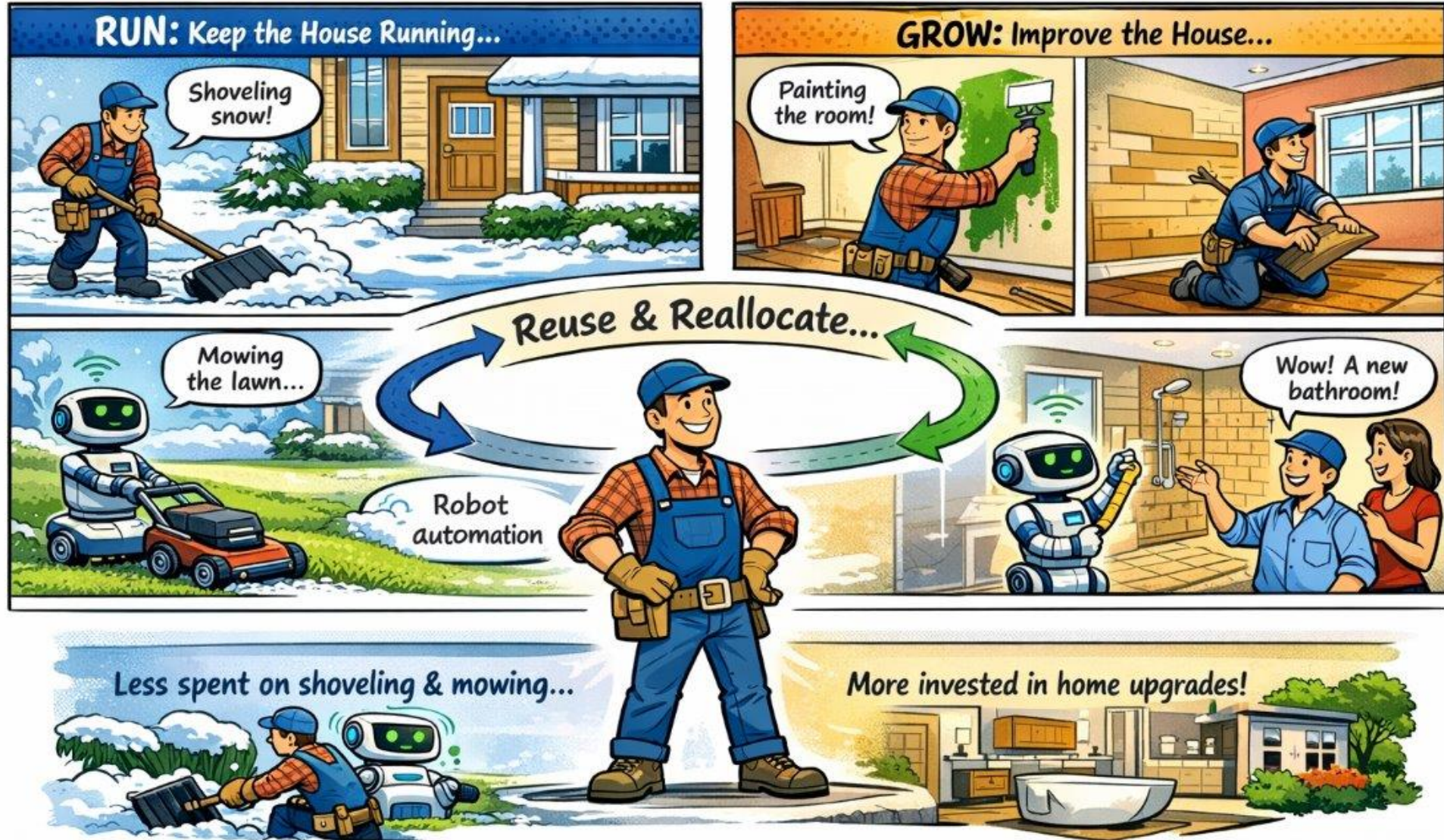
- 100% of incidents solved by AI
- **100% savings in RUN Spend and reallocation to actual optimization initiatives**

## Question 4

“Let’s talk about the concept of *Minimize RUN, Maximize GROW*. What does that mean in the AMS context?”

# Minimize RUN. Maximize GROW.

— A homeowner & handyman analogy —



## Question 5

“How exactly do you help clients make those growth decisions? How do you leverage data, analytics, and AI when you create innovation roadmaps with your clients?”

## Question 6

“While AI handles the high-volume tasks, the 'human in the loop' still matters. How does having a consistent, named team—rather than a rotating resource pool—impact the long-term health and institutional knowledge of a client’s SAP environment?”

## Question 7

“If you had to summarize it in one line — why is now the time for organizations to rethink their AMS model?”

## Question 8

“What are companies missing if they are not switching to an AI-led AMS model?”



Thank You

Q&A

