

abat

consult

Space for the business of tomorrow.

OVERview

Nearshore SAP



Development in Nearshore

We at abat understand nearshore as the mix of offshore and the deployment of consultants and developer at the customer on location. They record the requirements, develop the business and technical concept, test the finished solution, apply it on the customer system and assume the full communication to the employees of our customers.

Only the actual programming is performed by our subsidiaries BELabat in Minsk (Belarus) or MEXabat in Puebla (Mexico), which are managed by abat like external company departments. The entire communication to the developers is exclusively performed by abat employees in Germany. Our customers do not come into contact with the offshore portion of their development orders - however, they enjoy the substantial price advantage that this mixed calculation offers and abat passes that on to its customers.

Application Management

An external helpline that has actual knowledge of the company-specific SAP systems and processes would be a significant improvement in support process for many companies. Here we are not just addressing potential program errors but also cases where a member of customer staff does not know how to arrive at a solution regarding the SAP process - in other words providing a real helpline.

It is of vital importance that a helpline is staffed by employees who know the specific SAP systems and business processes of their customers - and are available during business hours when such issues arise, (up to 24/7) so that Application Management can really guarantee smooth processes in a company.

In order to be able to meet all these requirements, the helpline consultants must not only be experienced specialists for SAP software, but also be familiar with the specific system landscape and business processes on site at the customer. After that, the consultants

are available for the customer on the helpline as their contact person. Also smaller Change Requests can be realised by our nearshore employees as part of the Application Management.

Such requirements are of course realisable – at a German wage level however, only at costs that are disproportionate to the benefit. abat provides personnel who perform this task from the subsidiaries BELabat from Minsk and MEXabat from Puebla and can thus arrive at a price calculation that is extremely attractive with regard to the benefit. In this case, our international employees are the direct contact persons for our customers - however, here too a mix calculation is possible such that when an appropriately large support request occurs, also a German employee can record the issues at the customer on location and either solve them or forward them.

abat offers Application Management at fixed monthly rates. The actual price depends on the duration of the



required period of familiarisation at the customer, the number of areas to be supported and the time slot of the staffed helpline. Talk to us – we will gladly draw up a non-binding offer for you.

Development orders can be performed already from a volume of 15 man-days in nearshore. abat offers this service at attractive hourly rates according to effort. Fixed price offers are also possible.

The Application Management by abat guarantees the smooth running of your business processes at fixed flat monthly rates.

Are you also looking for a competent partner who offers project management, conception, realisation and support from one source and is also familiar with the processes? You are in good hands at abat.

Our service is called
„Full Service“ from one source.



ABOUT US



The abat Group, founded in 1998, is an SAP service provider, innovative software developer and provider of complete solutions for software-supported process optimization –

primarily in the core industries of automotive and discrete manufacturing as well as in logistics processes and production control. With our six service areas, we give companies the freedom they need for new ideas, efficient processes, and future-oriented solutions.

In the **consulting** service area, we advise and support you in all phases of an SAP project – from conception to implementation to operation of your SAP system. With abat **manufacture**, you receive digital, high-availability solutions for production control in the complex manufacturing industry. With abat **transform** we offer you innovative and unique solutions that make you special: from AI to cloud to X-Reality. The **PLM** area offers comprehensive process consulting with the goal of achieving a continuous data flow across PLM, ERP and MES. Offerings from the **protect** area help customers secure information and maintain the confidentiality, availability, and integrity of business relationships. Finally, our **sustain** experts advise on how sustainability and CSR reporting can be strategically and structurally anchored in the company.



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