Application Management Services

The great retirement means scarce IT resources and wide skills gaps.

What if you could have expert Oracle and SAP engineers managing your systems **24/7**– with preventative

maintenance included? Results such as:





accelerating the path to digital



of manual processing removed to improve cash flow²

60%

incident volumes — reducing invoicing errors³

Year-over-year decrease in open





82% decline in the number of incidents

opened for more than 30 days⁴

available ERP engineering expertise to keep your software from breaking.

We have the brains – 15 years of always-

and maintain systems — and more time

There's less effort to run

for self-funding initiatives.



Closing the IT skills gap

Staff augmentation and temporary contractors probably won't solve the problem. Application Management Services can.

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¹ Source: Iguatemi Empresa de Shopping Centers S.A. https://www.riministreet.com/clients/iguatemi/

² Source: NIBCO https://www.riministreet.com/clients/nibco/ ³ Source: Internal PSEG GSD Service Delivery Dashboard for AMS for SAP Client PSEG. (75% YoY reduction in new incidents created for Ariba application – January 2020 (178 new incidents created) through February 2021 (55 new incidents created)

⁴ Source: Internal GSD Service Delivery Dashboard for AMS for Oracle Client – May, 2020 – October, 2020 (82% reduction in aging incidents opened for greater than 30 days compared to previous managed service provider Tech Mahindra.)