

A large, glowing blue hexagon with the word 'SAP' in white, bold, sans-serif font centered inside it. The background is a dark blue grid with various icons like a bar chart, a group of people, a gear, and a network diagram, all connected by lines and dots.

**Kellton Applications  
Management Services &  
SAP Enterprise Support**



# Kellton Applications Management Services & SAP Enterprise Support



## Why Kellton?

Kellton is proud to be among 5% of the global SAP partners who have met the rigorous standards of the Partner Center of Expertise (PCoE) Certification. We demonstrate a commitment to providing the highest quality SAP support. We strive for excellence in delivering the three pillars of support: implementation, operation, and innovation.

The Kellton support model balances both onshore and offshore resources to ensure uninterrupted support while optimizing costs. Our global team members are certified SAP Support Consultants and many hold SAP certifications for their areas of expertise. We have expertise in SAP ECC, SAP BAiO, SAP S/4HANA, SAP S/4HANA Public Cloud, SAP C/4Hana, SAP Commerce Cloud, SAP Marketing Cloud, SAP Sales Cloud, SAP Service Cloud, and SAP Customer Data Cloud (Formerly Hybris Platform).



## How clients benefit?



Achieve optimal SAP implementation results with Kellton's end-to-end support infrastructure, services, and end-to-end lifecycle management.



Experience operations excellence through improved supportability, performance, reduced total cost of ownership (TCO), and better collaboration with SAP.



Accelerate innovation with Kellton's SAP technical and application Best Practices to ensure continuous growth and achieve competitive advantage.



**SAP**® Certified  
Partner Center of Expertise





## PCoE certified Help Desk Support

- 24/7 production down support and root cause analysis
- Incident Management
- Access to SAP certified Functional and Technical Support consultants
- Assistance in identifying opportunities for additional training



## Software updates and upgrades

- Core bug fixes and support packages
- Risk mitigation
- New functionality and security updates



## Remote Services & Technical Quality Checks (TQCs)

- Business process analysis
- SAP Early Watch Checks



## System Administration & Monitoring via Solution Manager

- System performance improvements
- Data volume management
- Security improvements and optimization



## Service Level Agreements (SLAs)

- Core bug fixes and support packages
- Risk mitigation
- New functionality and security updates



## Experienced Logistics

- Materials Management
- Inventory & Warehouse Management

- Plant Maintenance
- Sales & Distribution

- Logistics Execution
- Production Planning

- Customer Service
- CRM

## Experienced Accounting

- Financial Accounting
- Accounts Receivable

- Accounts Payable
- Fixed Assets

- Credit Management
- Controlling

- Project Systems

## Technical Support

- Basis Support
- WRICE objects
- ALV reports
- Smartforms

- SAPscript
- LSMW
- Workflow
- ALE/EDI/IDOC

- BW/BI
- Fiori
- Personas
- Security

- GRC
- Custom Transactions
- User Exits & BADI

## Customer Experience Support

- Commerce

- Marketing

- Sales

- Service

## SAP CX Technical Support

- SAP Commerce Cloud
- SAP Marketing Cloud

- SAP Sales Cloud
- SAP Service Cloud

- SAP C/4Hana
- Data Hub

- SAP Cloud Platform
- Integration