



SAP Application Support (Zalaris Care)

Empower your business with uninterrupted SAP performance and unlock its full potential with SAP Application Support service by Zalaris Care. Our expert team ensures seamless operation and quick issue resolution so that you can focus on driving business growth and innovation.

Overview:

Implementing a cloud-based HR solution like SAP SuccessFactors future-proofs a company's HR technology but maintaining and enhancing the system with new SAP releases is crucial. The comprehensive SAP Application Support service by Zalaris known as Zalaris Care offers post go-live assistance, from simple break fixes to adapting the system to evolving business needs, and release management services to ensure organisations are leveraging new SAP releases at ease. With flexible commercial models and access to Zalaris' HR domain experts for coaching sessions and guidance on industry trends, Zalaris Care provides the support needed for clients' solutions so they can focus on their people while unlocking the full potential of the SAP system and achieving operational excellence.

The suite of services include:

- End User Support
- Administrative & Functional Support
- Release Update Support
- Change Management & User Adoption Services
- Strategic Check-In Services
- Health Check & Optimisation Services

What makes SAP Application Support services by Zalaris unique?

- Comprehensive end-to-end post go-live services, from Zalaris serves as your primary SAP SuccessFactors HXM Suite contact. With expert oversight, we resolve bugs and handle updates for your team's peak efficiency.
- Offers secure and reliable services through binding SLAs (Service Level Agreement), ensuring that clients receive consistent and timely support, thereby minimising disruptions to their operations.



- Zalaris covers the entire SAP environment, including BASIS support and hosting. This encompasses core business processes like installations, upgrades, maintenance, and configurations.
- Zalaris provides comprehensive support for various SAP applications, including SAP SuccessFactors, HCM & Payroll, Finance, and BI. Consolidating support needs under one partner, streamlining communication and management.

Benefits of the service:

Zalaris' comprehensive post-live support services ensure that the SAP system is maintained and evolves in line with the latest SAP releases, enabling clients to keep up with the latest innovations in HR technology. Our flexible commercial models allow clients to select the elements of our post go-live support services that best suit their needs, including access to our HR domain experts for guidance. This means that you have a trusted partner by your side, providing the care for your solutions, so that you can focus on your own people.

With Zalaris Care, you can be confident that your SAP system will remain up-to-date, secure, and compliant, while also improving user adoption and reducing downtime. Zalaris' support services also allow you to reduce total cost of ownership and avoid costly system errors. Ultimately, this means that you can focus on your core business activities, while we take care of your SAP system.

How does this elevate your HR and payroll?

SAP Application Support services offered by Zalaris can help businesses elevate their HR and payroll functions in several ways. With our expert support, companies can ensure the smooth operation of their SAP systems, avoiding costly downtime and errors. Our release management services keep our clients up-to-date with the latest SAP innovations, enabling them to stay ahead of the curve in terms of HR and payroll best practices.

Want to get started? **Get in touch with our experts today.**