



## RISE with SAP Managed Services

Reliable Operation. Clear Responsibility.  
Future-Proof with Sap Cloud Solutions.

Arvato Systems supplements the RISE model where SAP no longer provides operational services – ensuring structure, stability, and clarity in ongoing SAP operations.

### Initial Situation and Challenges

RISE with SAP is changing the traditional division of labor in operations between SAP and the customer or its IT provider: While SAP is increasingly taking on central infrastructure and basic services as part of its software-as-a-service offering, there is also a redistribution of tasks and responsibilities in the familiar and established collaboration between the partners involved.

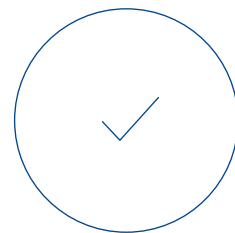
Customers are confronted with a complex matrix of roles and responsibilities, the boundaries of which are not always clear. Tasks such as release management, user and authorization management, interface control, BTP Core Operations, Core Operations for SAP Cloud ALM, and the continuous development of applications are not covered by SAP in the RISE model – they remain the responsibility of the customer. SAP summarizes these operational tasks under the term “Cloud Application Services” (CAS for short).



**„Is the SAP R&R matrix too complex? We transform it into clear responsibilities and areas of action.“**

**Pascal Leppich**  
Expert in SAP Cloud ERP,  
Arvato Systems

## Benefits



- Reduction of operational risks through proactive system monitoring
- Clear responsibilities through SPOC & role assumption
- Fast problem solving through competent contact persons
- Flexible service scope – even for hybrid SAP landscapes
- Access to innovative added value services
- Use of GenAI for process automation and data analysis
- Extensibility through SAP BTP & platform services



## Managed Services for RISE with SAP

Arvato Systems takes on responsibility for operational tasks that are not covered by SAP in the RISE model, allowing our customers to focus fully on their business objectives. Our specialized managed service offering ensures stable, clearly regulated, and future-proof SAP operations in the cloud.

We provide you with a customized service package – with a clear division of roles, comprehensive technical expertise, and a single point of contact (SPOC) who understands your requirements and can communicate efficiently with SAP.

Our services are tailored to your individual needs, taking into account the official SAP R&R matrix. We cover all cloud application services that are not provided by SAP in the RISE with SAP offering, upon request.

## Our Experience Makes the Difference

Arvato Systems has been reliably supporting SAP customers in complex transformation projects for many years – including in the context of RISE with SAP. We analyzed the structure and challenges of this operating model early on and used this to develop specific service offerings.

Based on numerous customer projects, we identified typical service deltas, developed recommendations for action, and established suitable managed services. As a certified SAP hosting and AMS partner, we have in-depth technical and procedural expertise – and speak both the language of business and that of the SAP system world.

This combination of experience, technical depth, and understanding of operational realities makes us a strong partner – in both conversion and operation.

## Our Managed Services

- **SPOC for SAP & Arvato Systems:** A central point of contact for all technical and organizational matters – we handle your requests efficiently and coordinate communication with SAP on your behalf, successfully bringing together the “language” of our customers and the “language” of SAP.
- **Service & Application Owner:** Reliable responsibility for your applications: Our experts take over the control and quality assurance of your SAP operations – with a focus on stability, further development, and user satisfaction.
- **Release Version Management:** Planning, implementation, and follow-up of release changes – including risk assessment, communication, and coordination of all parties involved. So that your system always remains up to date.
- **Interface Management:** We take care of monitoring and controlling your technical interfaces – so that your system landscape communicates reliably and efficiently, even in complex hybrid scenarios.





## Added Value Services from Arvato Systems

In addition to CAS services, Arvato Systems offers other services that can provide customers with significant added value. These include, among others:

- **Streamworks:** Process automation & job control
- **Archiving:** Cloud archiving system & optical document storage
- **Monitoring:** Interface monitoring, job monitoring, trend analyses
- **Delta workshops:** Your individual RISE with SAP gap analysis for managed services



**„We are the ones who understand the customer and speak the SAP language at the same time. Our RISE workshops not only ensure project success, but also sustainable operation and customer loyalty.“**

**Andreas Maas**

Expert in S/4 HANA Transformation & Finance,  
Arvato Systems

- **Core Technical Operations:** Basic technical services such as job control, client maintenance, and system copies – reliable, predictable, and audit-proof.
- **Authorization Management:** Secure and compliant management of roles and rights – including role model consulting and user administration.
- **Fiori configuration & customizing:** Individual adaptation and configuration of your SAP Fiori apps – for an intuitive user experience and efficient processes.
- **Application monitoring & regression testing:** Early error detection through automated monitoring and testing – for stable systems and fast recovery in the event of an error.

**You have questions, need information or a contact?  
Get in touch with us.**

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Arvato Systems is an international IT specialist that supports major companies in Digital Transformation. We stand for strong industry knowledge, in-depth technology expertise and a clear focus on customer requirements. Working as a team, we develop innovative IT solutions, transition our clients into the Cloud, integrate digital processes, and take on IT systems operation and support. As part of Bertelsmann, we are built on the solid foundations of a German global corporation. At the same time, we rely on our strong strategic partner network with top international players such as AWS, Google, Microsoft and SAP. We make the digital world easier, more efficient and more secure and our customers more successful. We Empower Digital Leaders.

