



Thinking about changing AMS Provider?

Here's what that actually involves.

Most businesses stay with an underperforming AMS provider for longer than they should. Not because switching is impossible, but because nobody has laid out what the process really looks like. So we have.



Why businesses make the move

Support tickets pile up. SLAs get missed, then quietly renegotiated downwards. Reporting tells you what happened last month, not what to fix next. Sound familiar? These are the everyday signs of a reactive AMS relationship, and they rarely improve on their own.

A proactive AMS provider works differently. Issues get caught before they become incidents. Your landscape gets monitored, not just maintained. And the relationship is built around your roadmap, not just your ticket queue.



Our AMS customers stay with us.

Twenty years in, that's not an accident.

What switching actually looks like



01 A conversation, not a commitment.

We start by listening. What is working, what isn't, and what you need from an AMS partner that you're not getting today. No obligation, no cost, no sales script.



02 A proper assessment before anything moves.

Once you're ready, our transition team reviews your SAP landscape, including architecture, integrations, workflows, batch jobs, support procedures and documentation, to identify technical debt, risks and quick wins.



03 Governance from day one.

Every transition runs against a defined scope, timeline and set of responsibilities. Milestones are agreed upfront, not improvised as we go. Risks are logged and mitigated, not discovered halfway through.



04 Knowledge transfer that actually transfers knowledge.

Playback sessions with your team confirm we understand your business processes, custom developments and reporting requirements, not just your technical setup.



05 Service management, defined properly.

We agree SLAs, KPIs and the incident, problem, change and release management processes we'll operate within, so expectations are clear before go-live rather than argued about after it.



06 A careful handover.

Before takeover, we confirm system access, complete security & compliance checks, plus we make sure every tool required is in place and working. Then support begins, with closer oversight during the initial weeks while the new relationship beds in.



The timeframe

Most transitions run six to eight weeks from first conversation to takeover. Thorough, not sluggish.



What happens after takeover

This is where a proactive AMS provider earns the name. We monitor your SAP landscape continuously, use automation to catch issues early and automate service requests where it makes sense, and analyse recurring incidents so root causes get fixed, not just patched.



Next step

Tell us what you have, what you want, and what's missing. We'll tell you honestly whether a switch makes sense.

