

Our SAP Capability Snapshot

Presented by Bluzee

About Bluzee

Bluzee is a Dubai-headquartered business consulting and IT services firm with operational presence in Saudi Arabia and India. We specialize in digital transformation, ERP advisory, and high-impact technology delivery. While Bluzee is not a direct SAP partner, our leadership team holds more than **35 years of cumulative SAP experience**, spanning global implementations, AMS (Application Management Services), and rollouts across diverse industries.

Our SAP delivery model is enabled through a **strategic collaboration with a certified SAP Gold Partner in India**, which brings over **20 years of proven SAP service excellence**. This partnership ensures that every SAP engagement led by Bluzee is executed with SAP-certified professionals, tools, and compliance, under Bluzee's client-facing governance.

Key SAP Service Offerings

- **Application Management Services (AMS)**
- **End-to-End SAP Support Transition**
- **SAP ECC and S/4HANA Migration**
- **Module-Level Support (FI, CO, MM, SD, PP, HCM, etc.)**
- **Basis & Infrastructure Monitoring (On-prem / Cloud)**
- **Functional Enhancements and Localization Support**
- **Performance Optimization & Health Audits**

Strategic Framework for SAP Support Takeover

Seamless Transition from Incumbent Vendor

1. Engagement Due Diligence

- Stakeholder mapping
- Documentation audit & system inventory
- Review of open incidents, SLAs, and pending tickets

2. Transition Planning & Knowledge Transfer

- Shadow and reverse-shadow period
- SOP documentation and process maps
- Establish access rights and role matrices

3. Stabilization Phase

- Parallel support window
- KPI-driven validation for continuity
- Early risk detection and mitigation planning

4. Operationalization

- Dedicated support POD (Process + Operations + Delivery)
- Escalation matrix and governance calendar
- SLA compliance & monthly performance dashboards

Bluzee's SAP Operational Delivery Model

Client Ownership: Bluzee remains the sole contractual and engagement lead, ensuring a single window for accountability and communication.

Delivery Engine: SAP-certified consultants are deployed through our Gold Partner ecosystem, seamlessly integrated into Bluzee's governance model.

Regional Readiness: With a Dubai HQ and Saudi operational hub, Bluzee offers timezone alignment, Arabic-speaking liaisons, and regional compliance familiarity.

Governance Excellence:

- Monthly business reviews
- SLA-driven ticket resolution
- Joint improvement initiatives
- Cost transparency and forecasting

Why Clients Choose Bluzee for SAP Support

- Deep regional presence and leadership accountability
- Proven SAP support methodologies from legacy to S/4HANA
- Access to 100+ SAP-certified experts via Gold Partner ecosystem
- Strong transition capability from incumbent vendors
- Blended onsite-offshore support model for optimized cost and speed

Contact Us

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Let's enable dependable, agile, and outcome-driven SAP support together.