



Global Support as a Service

Where Knowledge Takes Action

For forward-thinking companies, enterprise management systems are the backbone for remaining competitive in a vastly more complex global economy. They understand that proactively managing systems to run at peak performance is critical to support business now and in the future. What is their secret for balancing between day-to-day maintenance and innovation? Finding the right support partner reduces the burden placed on internal teams and opens the door to new opportunities that can differentiate a business.

Partner With The Experts

Movilitas Global Support Services facilitates the maintenance and support of your enterprise management systems. Our team provides rapid response to ensure your systems work as designed, as expected – all the time. We're committed to the success of your business transformation, day-to-day operations and future innovations.

Manage Your Digital Enterprise with Comprehensive Support Services



Concierge, dedicated support



Industry-recognized SAP expertise



Easy-to-use support portal



Proactive support service and resources



Outcome-based services



Innovation as standard



Minimize maintenance costs



Quarterly reporting and measurement

Find The Support That Meets Your Business Needs

Movilitas provides support services bundled as end-to-end packages or a la carte to provide the right solution at the right time. Our team brings in-depth expertise and process knowledge across multiple geographic regions and languages. Global Support Services includes a 24x7 self-service portal with easy access to all your tickets and their status as well as a resource rich knowledge base.

Service Catalog



SAP Fiori Support Services

- SAP Fiori included in all options



Track and Trace Support Services

- SAP Advanced Track & Trace for Pharma (ATTP)*
- SAP object event repository (OER)
- SAP Auto-ID Infrastructure (AII)
- SAP Global Track & Trace (GTT)
- SAP Process Integration (PI) (PI/PO)
- SAP Information and Collaboration Hub (ICH)



Warehouse Logistics Support Services

- SAP Extended Warehouse Management (EWM)
- SAP Warehouse Management (WMS)
- Radio Frequency (RF) for Inventor Management (IM), WMS, and EWM



Digital Manufacturing Support Services

- SAP Digital Manufacturing Cloud (DMC), SAP Digital Manufacturing Cloud for execution (DMCe), SAP Digital Manufacturing Cloud for insights (DMCi)
- SAP Manufacturing Integration and Intelligence (MII)
- SAP Manufacturing Execution (ME)
- Real-Time Production Management (RPM) or Veri95
- Radio Frequency (RF) for SAP MII
- SAP Plant Connectivity (PCo)



Asset Management Support Services

- SAP Intelligent Asset Management (SAP IAM)
- SAP Multiresource Scheduling (MRS)
- SAP Field Service Management (FSM)
- Movilizer for SAP (PM/CS, IS-U, CATS, MM)



Movilitas.Cloud Support Services

- Premium Support for Movilitas.Cloud, a software-as-a-service (SaaS) solution

* ATTP is not exclusively for Pharmaceuticals and can be used for non-pharma customers

Get started today
movilitas.com/gss

