oXya Managed Cloud Services for SAP Customers

oXya
A Hitachi Group Company

FACT SHEET

Founded in 1998 and acquired in early 2015 by Hitachi, oXya is a global leader of technical services, managed services and cloud solutions for SAP clients. oXya is an independent consultant that runs SAP for its customers on a variety of clouds – private & public – including AWS, Azure, and Google Cloud. We operate by core values that highlight technical mastery and innovative services for the benefit of our customers.



Key Differentiators

Assigned Team of Experts. You will know your team members by name and call them directly; they will know your SAP environments in detail – from SAP Basis to the Data Center floor, and everything in between.

Onshore / Nearshore & Global. Your assigned oXya team is located nearby where you need them, speaking the right language, during the right time of day (North America, Europe and Asia), and available 24x7.

All-Inclusive Pricing. For a low, fixed monthly fee, you will receive all the technical support you will need for your SAP systems.

Satisfaction Included. 99% of oXya customers are "Completely Satisfied" with our services (Summer 2018 results, external research company).

Supports multiple SAP cloud platforms. As an independent consultant, oXya helps you choose the best cloud for your needs, and then manages your SAP environment on that cloud. We provide Private cloud, and have multiple customers running SAP on AWS, Azure, and Google Cloud.

Backed by Hitachi. oXya enjoys unparalleled financial strength from Hitachi, a Fortune Global 500 group.

Basic Facts

- SAP Managed Services customers: ~400
- SAP customers, projects: > 1,000
- Full-time employees: ~800, most are SAP experts
- Worldwide offices & support teams:
  - USA: Jersey City, NJ; Denver, CO; Dallas, TX; Grand Rapids, MI
  - Canada: Montreal
  - France: Paris, Lille, Emerainville
  - UK: Southampton
  - Benelux: Kortrijk
  - Spain: Barcelona
  - China: Shanghai
  - Japan: Tokyo

SAP Basis Administration Services (Included)

Security Management (customer defined)
Incident Resolution and Problem Management
Performance Optimization (entire Platform Stack)
DB Management
OS Management
VMware Management
Backup and Recovery Management
Cluster Technology Administration
Patch Management (SAP Basis, DB, OS / VM, Infrastructure)
SAP load balancing
Change Management (customer integrated)
Capacity Management
SAP Instance Refresh (customer defined)
SAP HANA Performance Analysis and Management

Reporting / Transparency

Real-time Access to Performance and Capacity Information

Global 24/7 Monitoring (Included)

HANA / AnyDB Performance, Alarms, Incidents
Operating System Performance, Alarms, Incidents
Backup Scheduling and Incidents
SAP Basis Performance, Alarms, Incidents
- Update Processes
- Lock Entries
- Logs
- Tasks and Batch Jobs
- Queues
- Archiving Jobs
- Events
- Print Spools

Disaster Recovery (Standard, *not* Optional)

Platinum SLAs Included (low RPO/RTO)
DR Planning, Testing, Execution Included

Priority 1 & 2 – Immediate Response
Priority 3 – Same Day Response
Priority 4 – Next Day Response

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