oXya
A Hitachi Group Company

oXya is at the forefront of technology leadership for SAP, having implemented more than 50 live SAP HANA production environments and several SAP S/4HANA production environments as of summer of 2016.



SOLUTION PROFILE

oXya: Comprehensive Services for All Your Technical SAP Challenges

Founded in 1998 and acquired in early 2015 by Hitachi, oXya is a leading provider of managed services and cloud solutions for SAP systems, with more than 700 SAP experts serving 335 customers worldwide.

oXya operates by core values that highlight technical mastery and innovative services, to the benefit of our customers. For example, oXya was the first to offer an all-inclusive service to SAP customers, for a fixed monthly price; we're still unique with this service offering, which all of our customers enjoy.

With worldwide headquarters outside of Paris, Americas headquarters in Jersey City, and technical support teams around the world, oXya is positioned to serve global enterprises. We provide local, onshore or near-shore technical support for our customers' international IT operations.

oXya is also at the forefront of technology leadership for SAP. As of summer of 2016, we have already implemented more than 50 live SAP HANA production environments for various clients, as well as several SAP S/4HANA production environments. One of our SAP S/4HANA customers was among the first live production environments in all of North America.

oXya Services

oXya provides two primary services, SAP Technical Consulting and Managed Services for SAP Systems.

SAP Technical Consulting

This is a project-based service, to supplement your internal SAP team when it requires additional experience and expertise to perform highly complex and innovative SAP projects. Do you need to design and install a new SAP landscape? Migrate to SAP HANA or to SAP S/4HANA? Build and install a new disaster recovery solution? Revise and improve your backup solution? Perform a comprehensive audit on your SAP environment, to discover vulnerabilities? These are just a few samples of the technical project-based services that oXya offers.

Managed Services for SAP Systems

For organizations seeking to have an external team of SAP professionals manage their SAP environment, we provide two services to meet your needs.

- **oXya Run Management Service:** We provide you with an assigned oXya team that manages the entire SAP platform stack. This team provides SAP Basis support, 24/7 monitoring, continuous performance tuning to achieve best performance, critical landscape management, and more. Your organization owns the infrastructure, which can be located in your own data center, or in one of oXya's data centers around the world. oXya handles the rest, and makes sure your SAP environment always performs at its peak. You pay a fixed monthly fee for the Run Management Service, and enjoy our famous all-inclusive commitment.

- **oXya Cloud Delivered Service:** A fully managed private or hybrid cloud service for SAP landscapes, this service includes everything offered in the oXya Run Management Service. In addition, we provide you with cutting-edge Hitachi infrastructure for your SAP environment. The infrastructure can be installed at either our data centers or yours. You avoid high capital expenditure (capex) costs, and pay a fixed monthly fee that includes both the infrastructure portion and the Run Management Service. You buy a service level agreement (SLA) and we commit to it!

oXya Unique Value Points

At oXya, customers always come first. While many service providers may say that, oXya proves it every day. We were the first in the world to offer a unique set of value points to SAP customers, and we've been providing the following for many years.

Specific, Assigned Team

oXya offers a unique support model. Wherever you are in the world, you call your own, local, assigned team. You know the team members by name, and they know you and your SAP environment, and act as an extension to your IT organization. This team manages all your SAP activities, from onboarding to various projects, and all the Run Management activities.

Each oXya team consists of 8-12 SAP experts, with all relevant skill sets, such as SAP Basis, databases, operating systems, hardware, network, scheduler, and more. Since oXya team members are intimately familiar with your SAP environment, they can be highly proactive, to prevent issues before they happen. This familiarity with your systems also enables us to considerably shorten the time to resolution, when there is an issue.



Onshore or Near-Shore Support

SAP customers prefer onshore support. At oXya, you don't call overseas, to an anonymous call center in a different time zone. Your specific, assigned oXya team, handling your SAP environment, is usually located in the same country, or nearby. For example, North American customers receive service from teams located in New Jersey, or Denver, or Montreal. European customers call teams located in France, UK and Belgium. Asia-Pacific teams speak with teams in China and Japan.

All-Inclusive Commitment

We know you don't like surprises, and want to know exactly how much our services will cost your company each month. That's why we created a simple, all-inclusive pricing model. For a fixed monthly fee, you get all the technical support services for SAP that you need, with no limits. Even if you have more activity in certain months, you just pay the fixed, agreed-upon bill. Moreover, if you purchased our Cloud Delivered Service, then we include the infrastructure portion in your monthly bill, so you avoid high capex costs.

High Customer Satisfaction

All of the above value points lead to high customer satisfaction rates. Our biennial customer surveys, conducted by an external research firm, report extremely high customer satisfaction rates. The last survey, conducted in summer of 2016, showed that 98% of oXya customers are completely satisfied with our services.

To learn more about how oXya can help you with your SAP and non-SAP systems, visit www.oXya.com

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