

Lemongrass SAP on Cloud Operate Services

Reduce Cost and Remove Complexity

Our clients choose to migrate their SAP systems to a Hyperscale Cloud provider to:

- Substantially reduce cost
- Get close to zero-downtime reliable operations
- Increase business and IT flexibility

But, these benefits are not delivered by the migration itself. They are enabled through the ongoing focus and management that occurs while operating these systems.

World Class Proactive Management and Support

Organizations that migrate their SAP systems to the Cloud often face challenges on how to mitigate the risk of not having the new skills required to support their SAP systems on a Hyperscale Cloud Platform, or how to manage the upside of infinite capacity with a downside of infinite cost. To manage these challenges and opportunities more effectively, many of our customers opt to outsource the ongoing day-to-day management of their SAP systems to Lemongrass.

Lemongrass offers ongoing support in a way that works for your business. We keep support costs to a minimum with our target pricing model and have an established, low-cost, follow-the-sun support service for any issues that may occur. We also use our industry-leading automation to detect incidents and automatically deploy self-healing solutions as needed. With our near-zero preventable incidents, any issue should be avoidable and therefore should not incur any costs.

Lemongrass Hypercare Post Migration Support

Even customers who have substantial internal teams engage Lemongrass for the first 12 months after their migration to both manage the risk of the change and complete a knowledge and skills transfer. Lemongrass is committed to this process and we don't undertake any migration without at least one year of our Hypercare Post Migration Support included in the project plan.

Lemongrass Cloud Platform (LCP)

Our platform offers a full set of tools that will transform your experience managing SAP on Cloud including:

- System monitoring
- Self-healing and self-service
- System provisioning
- Near-zero downtime patching
- Financial & consumption management

Business-as-Usual (BAU) Support

Getting the right BAU support means that your business can spend less time and money just “keeping the lights on” and focus more on innovation and change. We can help you do this by:

- Managing your project systems like they are production systems with project-specific Service Level Agreements (SLAs)
- Helping your business transition to “doing more for less” by reducing project complexity, cycle times and costs with SAP DevOps
- Driving innovation through Lemongrass’s Innovation Workshops

About Lemongrass

Lemongrass is a global leader in deploying, implementing, migrating, operating, and automating SAP workloads in the Cloud. As a distinguished Microsoft Co-Innovation Partner with SAP on Azure advanced specialization and Azure Migration and Modernization Program (AMMP) accreditation, Lemongrass is committed to excellence in evolving Microsoft technologies and maximizing the benefits that clients receive by expertly implemented SAP on Azure solutions.

Leveraging a unique combination of experience, expertise and best practices designed to deliver the desired business outcomes from an SAP on Azure transformation, we engineer strategies and services that enable the economics, scales and agility of Azure while unlocking business innovation and controlling risks and uncertainties. Our customers span multiple verticals and geographies across the Americas, EMEA and APAC.