

Hitachi managed cloud services for SAP

Delivered by oXya, a Hitachi Group company

Hitachi Consulting and oXya, a Hitachi Group company, have joined forces to provide comprehensive cloud managed services for SAP. Founded in 1998 and acquired in early 2015 by Hitachi, oXya is a leading provider of managed services and cloud solutions for SAP systems.

Key differentiators

Assigned team of experts. Know your team members by name and call them directly, and they'll know your SAP environments in detail – from SAP Basis to the Data Center floor, and everything in between.

Onshore / nearshore and global. Your assigned oXya team is located nearby where you need them and available 24x7.

All-inclusive pricing. For a low, fixed monthly fee, you'll receive all the technical support you'll need for your SAP systems.

Satisfaction included. 98 percent of oXya customers are "completely satisfied" with our services based on 2016 survey results.

Powered by Hitachi. oXya managed cloud services are powered by cutting-edge Hitachi infrastructure.

Fast facts (oXya and Hitachi)

- SAP Managed Services customers: 375
- SAP customers, projects: 1,000+
- Full-time SAP experts worldwide: 800+
- SAP HANA customers: 65+
- SAP S/4HANA customers: 20+
- Worldwide delivery centers:
 - USA: Somerset, NJ, Dallas, TX, San Jose, CA
 - Canada: Montreal and Toronto
 - France: Lille and Emerainville
 - 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 / Any DB 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 and 2 – Immediate Response
Priority 3 – Same Day Response
Priority 4 – Next Day Response



About Hitachi Consulting

Hitachi Consulting is the global solutions and professional services organization within Hitachi Ltd., a global innovation leader in industrial and information technology solutions and an early pioneer of the Internet of Things. Hitachi Consulting is a business integrator for the IoT era and a catalyst for digital transformation. Using our deep domain knowledge, we collaborate with clients to help them innovate faster, maximize operational efficiency and realize measurable, sustainable business and societal value. As a consulting-led solutions company, we can help you leverage data as a strategic asset to drive competitive differentiation, customer loyalty and growth. To learn more, visit www.hitachiconsulting.com.