



# apiphani

## A New Approach to **MISSION CRITICAL**

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Your business depends on its core applications. Now more than ever, you need a partner that will keep them available and running at peak performance. With decades of experience, industry leading tools, and proprietary technologies, apiphani is changing how mission critical applications are managed.

**SAP® Certified**  
in SAP HANA® Operations

**SAP® Certified**  
in Hosting Operations

### Application **MANAGED SERVICES**

**ERP in the cloud? Easy.** We believe that it should be simple to work with your managed services provider. That's why we've developed Luumen - a SaaS delivered application management framework that helps to make every interaction with us as effortless and efficient as possible.

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### Deep **AUTOMATION™**

**Fewer hands, more intelligence.** Our proprietary full-stack automation technology frees our engineers to spend their time adding value for our clients, not putting out fires. In addition, fewer hands on the keyboard greatly reduces the risk of human error and cuts mean time to resolution (MTTR) by up to 80%.

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### AI Enhanced **INCIDENT AVOIDANCE**

**At the speed of machine.** Our AI enabled incident avoidance solution predicts where problems are likely to arise, alerts the supporting engineer, and proposes possible solutions to the problem. Paired with our automation technologies, we can quickly address issues before they turn into service disruptions.

# Minimize Risk & Reduce Cost

Reliance on outdated processes and tools have left many legacy providers struggling to leverage the promise of emerging technologies. At apiphani, we've built our business on a foundation of ITIL v4 processes, machine learning and the most advanced monitoring software available. Upon this foundation we deploy our Deep Automation™ technology to reduce the manual tasks associated with the operation of mission critical applications. The result is the most resilient, efficient, and scalable managed service in the industry, delivered at a highly competitive price point and an unbeatable ROI. Welcome to a new approach to mission critical.

**Human Error** accounts for at least **70%** of unplanned application outages.

Moving applications to the cloud - or even adopting an automation strategy - will not alleviate the impact of service disruptions caused by configuration errors or insufficient process discipline.

At apiphani, we leverage decades of experience and the very latest technology to create a robust and future-proof solution that alleviates these operational risks.

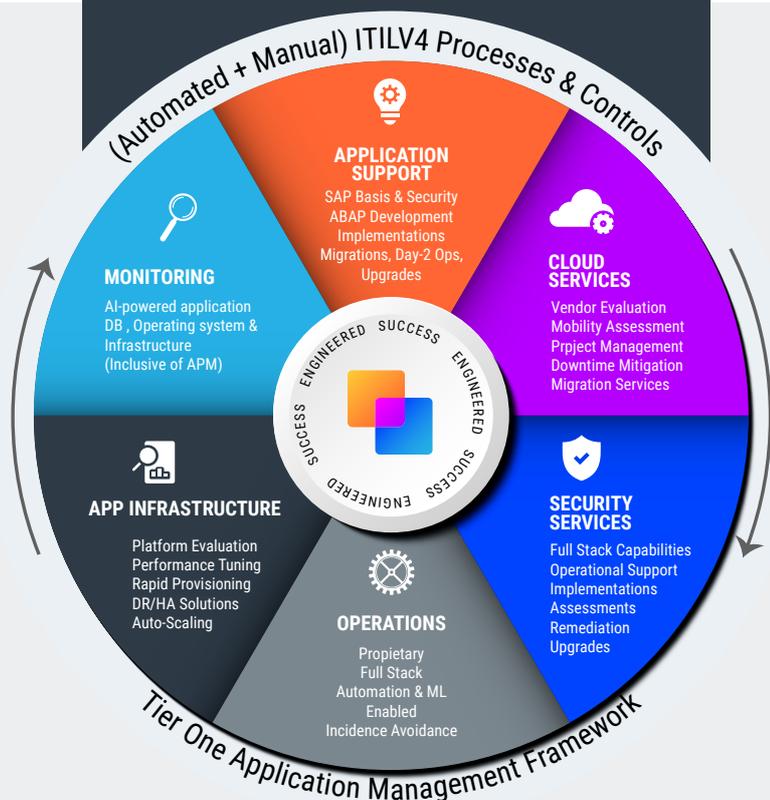


## Unified MANAGED SERVICES

**Many requirements, one solution.** Your environment is complex and comprised of disparate applications, each critical to the successful operation of your company. We take a holistic approach to managed services at apiphani, focusing on your business, rather than a specific application. Apiphani supports not only core applications such as SAP, but many ancillary apps as well. And because we believe that it is in everyone's best interest to keep your environment up to date, we include all system, database, and application level patching of all managed systems within our base price.

Apiphani provides a full suite of services to support your environment, from full-stack SAP Security services to specialized application support for products such as SAP Hybris.

As a cloud agnostic provider we regularly assist our clients in identifying the best cloud platform for their applications. Our specialists have executed thousands of successful migrations and have the experience and acumen to support even the most complex engagement, no matter the destination platform.



## Complex Cloud Migrations

**Born in the cloud.** Apiphani was built in the cloud, for the cloud. Whether moving applications from your company's data center or from another cloud platform, apiphani has the expertise, experience, and technology to securely migrate your mission critical workloads with minimal downtime.

## Platform Agnostic Provider

**The right platform.** Selecting the right platform for your business systems is rarely straight forward. Each cloud platform is different and comes with their own strengths and weaknesses. We specialize in the pairing of technology and platform so that you can be certain that your applications will run optimally.

## Senior Support Staff

**The best people.** apiphani is home to the best engineers in the industry and they are empowered to do what they do best: Develop, deploy, and maintain industry leading solutions to our clients. We don't use large pools of lowcost resources but rather rely on the unbeatable combination of talent and tech.



**The promise of process.** At apiphani we are proud of our robust DevOps culture and firmly believe that fast iteration is a productive approach to developing in an industry that moves as quickly as ours. We also know how critical processes and controls are to managing business applications. ITILv4 provides us the structure needed to maintain a hyper-resilient environment while also allowing the flexibility required to adapt and change to meet the ever evolving needs of our clients.



**It's all about the data.** We harvest system and application log information and aggregate this and other machine data across multiple client environments. We then leverage this information to enable our predictive incident avoidance models. By integrating this capability with true application performance management tools, our monitoring process creates far less noise and much more actionable intelligence to the benefit of our automations, engineers and clients.