



# Clarity through every complex turn.

## A New Approach to **Mission Critical:** **AI-Enabled Outcomes-as-a-Service** for Managing Complex IT Environments

At apiphani, we've adopted the Outcomes-as-a-Service (OaaS) approach, because what matters isn't the number of incidents resolved or even avoided, but the results you can count on.

By pairing our deep cloud expertise with agentic AI, we keep complex IT environments, like SAP, performing (even singing) without the friction and firefighting that slows everyone down.

Our focus is uptime, problem solving, and speed – not headcount. By uniting highly skilled engineers with AI-driven observability and automation, we lower system “noise,” shrink MTTR, and keep mission-critical ecosystems running at peak efficiency. Keywords for us are: quiet, reliable, fast, resilient.

## Others Talk About Automation We Built It

Luumen is apiphani's AI-powered observability and automation engine – purpose built for mission-critical environments where downtime isn't an option. It continuously detects, diagnoses, and resolves issues in real time, ensuring configuration compliance, stability, and performance at scale.

## Trusted Where the Stakes Are Highest

While industry agnostic, we often work in sectors where reliability and security can't slip, including energy & utilities, ITAR manufacturing, aerospace & defense, telecom, and other commercial regulated industries.

## People ++

Every engineer at apiphani brings an average of 16 years of real-world experience. We hire for breadth, accountability, and curiosity – qualities that elevate our problem-solving capability and professional services chops.

AI enables. People innovate. That's how we deliver outcomes that outperform.



# Turning Complexity Into Confidence.

Here's how we keep mission-critical environments **fast, reliable, and ready for what's next.**



## Deep Automation™ Fewer Hands

Performance doesn't usually fail in big moments — it erodes in the small ones. Manual triage and repetitive fixes slow teams down, introduce errors, and distract from real work.

### Deep Automation™ changes that.

By embedding AI-driven orchestration and self-healing workflows into every layer of the stack, we remove the friction that causes outages and slowdowns.

Deep Automation™ **handles the routine and the repetitive**, letting engineers focus on problem-solving. In addition, fewer hands on the keyboard greatly reduces the risk of human error, cutting MTTR by up to 80%.

Automation doesn't replace people—it **amplifies their capability**. The result is steadier systems, faster recovery, and fewer surprises.

## Luumen More Intelligence

In most environments, visibility is fragmented. Alerts overlap, incidents multiply, and teams end up chasing noise instead of focusing on actionable insights.

### Luumen creates clarity.

Luumen is our cloud-native observability and intelligent automation platform.

Purpose-built for complex, mission-critical workloads, Luumen gives one unified view of environment health and performance. It ingests telemetry across applications, databases, operating systems, and infrastructure, then **turns the raw observability data into actionable, automated outcomes**.

It's the backbone of our Site-Reliability-Engineering-as-a-Service. Luumen drives outcome-based SLAs by catching and **fixing issues before users even notice**.

## Aegis Supplemental Support for SAP Cloud ERP

As clients move to SAP Cloud ERP (private), **both the architecture and support model change dramatically** from a traditional on-prem model. While SAP bundles many technical support services into the subscription, others are noticeably absent.

### Aegis fills the gaps.

Aegis, apiphani's SAP Cloud ERP managed service, **fills in the gaps**. With Aegis support, apiphani focuses on the continuous improvement of your SAP Cloud ERP environment, constantly monitoring the performance and security of your mission-critical applications to promote the most performant and stable landscape for your business.

**1,200+**  
Environments  
Supported

**100% Uptime**  
for Production  
Environments since 2023

**98%**  
Client  
Retention

**Inc. 5000**  
Fastest Growing List  
3 Years Running

We're proud to be an **SAP Silver Partner** with an **SAP Services Competency on AWS**.

## Services We Deliver

Apiphani provides end-to-end IT and managed services for complex SAP environments. We offer a boutique experience with highly skilled resources at competitive rates.

### Advisory Services

A variety of mission-critical assessments, from SAP migrations to data readiness, AI strategy, changes in regulatory posture, and more.

### SAP Services

Aegis, our supplemental support for SAP Cloud ERP environments, plus a comprehensive list of additional SAP technical and functional services, including full-service AMS.

### AI Automation & Workflow Mgmt

Luumen, our proprietary AI-driven observability platform, including Deep Automation™, ServiceNow integration, automated SAP HotNews analysis, and more.

### Data, Analytics & AI

Data strategy & products roadmap, data products roadmap development, data platform architecture, managed DataOps, data governance & self-service CoE, and more.

### Cloud & Infrastructure

Managed services, cloud strategy & optimization, cloud migration, cloud infrastructure mgmt, cybersecurity, DevOps, and site reliability engineering.

IT services engagements are tailored to your needs. Managed services are backed by measurable SLAs **with teeth**.