

Five top tips for a successful AMS provider transition

It's not as difficult as it may seem





Changing Application Management Services (AMS) provider can feel like a high risk move particularly when systems are business critical, globally used, or deeply configured. In practice, however, with the right approach and the right partner, transitioning AMS providers can be smooth, low risk, and highly beneficial.

Based on real experiences from organisations that have transitioned to TCT, these five practical tips outline how to make your AMS provider change a success.



1. Treat the transition as a knowledge-capture exercise, not a re-implementation

One common misconception is that changing AMS provider requires significant system disruption or reconfiguration. In reality, a successful transition focuses on **capturing knowledge**, not changing how the system works.

What works:

- Structured knowledge-transfer sessions
- Review of historical tickets and recurring issues
- Understanding not just *what* is configured, but *why*

Example from a TCT customer:

"TCT came along and there was that kind of terror of 'this is a huge change', but they made it very, very smooth. It was a minimal transition for us and we immediately noticed an increase in service quality.

The relationship has been much more focused on us, which has made a huge difference in how the business is running."



Jon Marsland,
Business Applications Manager, Kingsland Drinks

"Stability comes first.
Optimisation can follow."



Rachel Carson,
Lead Service Delivery Manager, TCT

2. Appoint clear ownership on both sides

AMS transitions fail most often due to **unclear accountability**, not technical issues.

What works:

- A named AMS lead within your organisation
- A named service owner or lead consultant at the provider
- Clear escalation paths agreed upfront

“Working with TCT has allowed us to move faster and reach a level of maturity that we never would have reached if we were trying to build an internal SAP tea, from the ground up”



Jason Howard,
CIO, Rather Outdoors

3. Prioritise business context over SLA metrics

SLAs are important, but they don't tell the whole story. A successful AMS transition ensures the new provider understands **how the system supports the business** not just how quickly tickets should be closed.

What works:

- Sharing peak business periods and critical workflows
- Identifying which incidents are operationally disruptive versus inconvenient
- Agreeing priorities based on business impact, not ticket volume



Example from a TCT customer:

“TCT is a very personable organisation. When you need help, there are people you can speak to directly. It is not just a ticket-based relationship, they are my trusted advisor”,



Amy Hasty,
Global IT Director at Airnov Healthcare Packaging

“Context transforms AMS from reactive support into a business-aligned service.”



Rachel Carson,
Lead Service Delivery Manager, TCT

4.Run parallel support, briefly and intentionally

A short, controlled period of parallel support can de-risk transitions without inflating cost or complexity.

What works:

- Clearly defined transition period
- Shadowing and validation rather than dual ownership
- Explicit handover checkpoints



Example from a TCT customer:

“Without TCT we would either struggle to give adequate support to our global teams, or our IT costs would be significantly higher. For less than the cost of one full-time US based SAP FICO employee, TCT provides support for all our modules and covers all our sites. It’s win-win for us”



Amy Hasty,
Global IT Director at Airnov Healthcare Packaging

“Parallel support is a safety net not a permanent operating model.”



Rachel Carson,
Lead Service Delivery Manager, TCT

5. Use the transition to reset expectations, not just suppliers

Changing AMS provider is an opportunity to improve the service model, not simply replicate the old one.

What works:

- Re-evaluating what “good support” looks like
- Agreeing communication standards and reporting expectations
- Moving from reactive ticket handling to proactive service improvement



Example from a TCT customer:

“Our SMD consistently provides superior excellence in her ability to support our organisation while going above and beyond functional Sap support. We value and appreciate our open and candid relationship with her and the TCT team.”



Amber Bohannon,
Director of Technology, Rather Outdoors

“An AMS transition is a strategic reset not just an operational change.”



Rachel Carson,
Lead Service Delivery Manager, TCT

“Changing AMS provider doesn’t have to be disruptive or risky. With the right planning, clear ownership, and a partner focused on *your business outcomes rather than ticket metrics*, it can be one of the most effective ways to improve system performance, resilience, and user experience. Many TCT customers tell us their biggest regret is not making the change sooner”.



Phil Jones,
SAP AMS Manager, TCT.

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