AFI
SOLUTIONS

observe | support | report

POWERFUL SOLUTIONS FOR SAP

AFI Solutions is a leading solution provider for the digitization and optimization of document processes around SAP. The solutions cover the entire purchase-to-pay and order-to-cash process.

AFI is the only software manufacturer on the market that offers everything from a single source. The experienced and stable team of experts at AFI achieves the highest product and project quality through professional competence, flexibility, adherence to schedules and the best possible service. AFI's full service begins with consulting and continues through concept and implementation to product training and a hotline service, 24/7 if requested.

For customized process optimization, AFI focuses on the individual needs of the customers. With locations in Hamburg, Cologne, Munich and Stuttgart, AFI serves more than 800 satisfied customers with over 150,000 users across the globe – from medium-sized companies to global players.

AFI
SOLUTIONS

Pro-active Monitoring
Your all-round carefree package

Health Check
Acid test

Power Instruction
Independent monitoring of your AFI solution

Update Service
Your system at its best

Customized Support
Your security | Our service

Pro-active Monitoring

Your all-round carefree package

We monitor the running operation of AFI software applications for you, incl. the interfaces with all incoming directories and delivery lists of dispatches, licenses, services, log data, temporary data and the Windows event viewer.

The efficiency and the performance of the corresponding server as well as the relevant data medium are also content of the Pro-active Monitoring. Possible interferences are therefore identified at an early stage before they can influence your running operation.

We will place all results, the status and actions at your disposal in a detailed protocol when bringing each and every monitoring to a close.

Further analysis and actions are continued independently and directly by the experts in the AFI CustomerCare Team in line with support tickets.

Health Check

Acid test

A smooth operation of systems and solutions is the prerequisite for professional and stress-free working.

In order to guarantee this, provisions should be made at regular intervals.

HealthCheck is AFI's screening examination. We put your system to the acid test. Our experts operate a one-time check of the AFI software components and the corresponding servers; incl. all drives, licenses, directories and the CPU efficiency and performance.

In addition, we issue a final report with a detailed status report and recommendations for updates, optimizations and data backups for you.

Power Instruction

Independent monitoring
of your AFI solution

The monitoring of systems and solutions is partly covered by in-house specialists.

The independent and self-sustaining support offers speedy response times and process reliability.

PowerInstruction is our intensive instruction which quickly introduces you to the installation structures of the AFI software components expertly and in an administrative manner.

In the context of a web session you get to know the technical procedures, receive tips and tricks for the handling of the particular applications and learn to take measures to troubleshoot.

Update Service

Your system at its best

In order to keep complex solutions on your system up-to-date, AFI offers an UpdateService.

For any innovation of the AFI software components, we examine on the basis of your processes if an update is relevant for you.

You automatically receive a detailed analysis of our experts for your system. We actively advice and support you for each update.

Customized Support

Your security | Our service

By Customized Support we understand the best possible support matched to our customers.

You are in need of extended support times or a 24/7 availability all year around?

You desire reliability of the production process with special, predefined response and solution times?

We adjust our service corresponding to your individual needs and requests.

AFI

SOLUTIONS

I notice the navigation sidebar with home icon, AFI, i, ①, ②, ③, ④, ⑤.

AFI Support | AFI CustomerCenter

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