



## **XEPTUM** Success Story

## **INTERSPORT Deutschland eG**

### **At a glance**

#### The customer

**INTERSPORT Deutschland eG**  
Wannenäcker Straße 50  
74078 Heilbronn

#### Figures, data, and facts

- Business sectors: Sport and retail
- Founding year: 1956
- Revenue: €2.94 billion
- Employees (Group): 420
- More than 900 affiliated dealers
- Around 1,500 specialty stores throughout Germany

#### What makes XEPTUM AMS Level 3 different:

- Continuous availability of required resources
- Flexible problem handling on the customer side
- Alignment with customer-specific circumstances and capabilities
- Communication via central ticket mailbox with specifically assigned consultants
- Costs based exclusively on time and effort

### **AMS – Application Management Support – Level 3**

XEPTUM has partnered with INTERSPORT Deutschland eG for many years and is therefore very familiar with the processes in INTERSPORT's wholesale environment.

What makes the AMS support provided by XEPTUM Consulting AG special? The first thing to note is that INTERSPORT's headquarters want all SAP application issues to be rectified by internal staff.

This means that first-level support is handled by key users within the company. Second-level support is performed by INTERSPORT's own application support staff.

If the problem still cannot be resolved, third-level AMS support from XEPTUM Consulting AG is called in directly. This mainly involves XEPTUM ensuring that the required resources for consulting and technical problem resolution are available at all times.





There are no service level agreements or agreed response times for the AMS Level 3 offering. This enables the customer to handle problems flexibly and also allows the customer decide which problems they want to resolve in partnership with XEPTUM. While most service providers in the market tell their customers how tickets are to be used, XEPTUM's approach is explicitly aligned with the customer's specific situation and existing capabilities.

Communication is through a central ticket mailbox for INTERSPORT at XEPTUM, which acts as the input channel for tickets. The mailbox is monitored several times daily by an assigned consultant, who receives the tickets, classifies them by topic and specialist area, and forwards them for processing within the internal organization. This communication approach ensures that no information is lost, and problems are resolved rapidly.

Try out the many other benefits of XEPTUM AMS Level 3 for yourself and leave nothing to chance.



Lars-Eric Ebert,  
Head of Application Management IT  
INTERSPORT Deutschland eG

*"In XEPTUM, we have found a reliable partner who knows INTERSPORT's processes and can therefore respond flexibly to our requirements."*



#### More information ...

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