



SAP® ENTERPRISE SUPPORT

INNOVATION WITH END-TO-END SOLUTION OPERATIONS SUPPORT

SAP® Enterprise Support at a Glance

The focus of SAP® Enterprise Support services is the holistic management of your IT landscape for the entire life cycle of your applications. SAP Enterprise Support reduces costs and risks, and helps you protect your IT investments by offering a simpler method for deploying and managing software innovations. You get help in running your business operations securely and seamlessly.

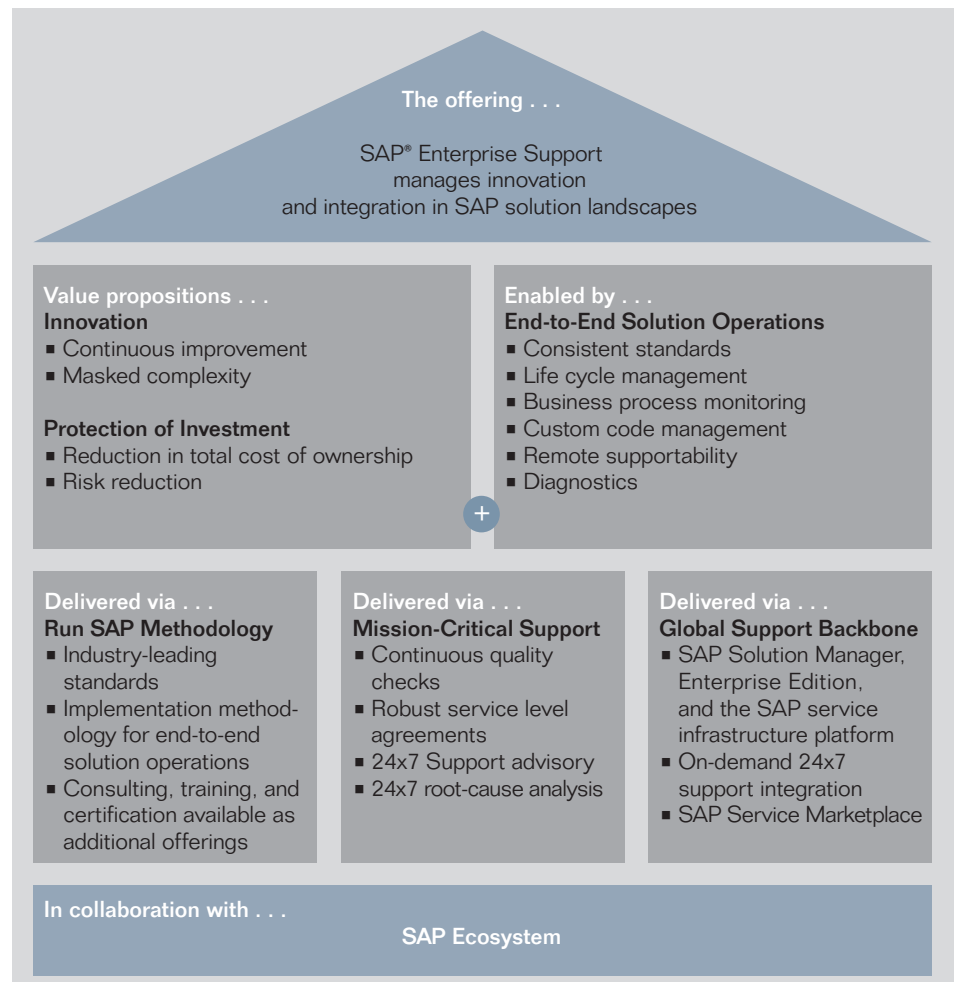
In brief, SAP Enterprise Support will:

- Protect your IT investment while stimulating innovation
- Enable integrated management of your solutions throughout their life cycle
- Leverage industry-leading standards for operations
- Provide consistent quality management processes for the entire SAP software landscape across many technologies and platforms
- Provide a stable base for quicker adoption of enterprise service-oriented architecture (enterprise SOA)
- Support mission-critical operations
- Manage the fast pace of innovation and integration and lower the total operating cost for customers

In facilitating the secure and uninterrupted operation of your complex IT environment, SAP Enterprise Support helps maximise the stability, availability, and performance of your business processes and underlying IT solutions while supporting continuous quality improvements.

SAP Enterprise Support consists of:

- End-to-end solution operations
- Run SAP methodology
- Mission-critical support
- Global support backbone



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SAP Enterprise Support Customer Offerings and Benefits

SAP Enterprise Support provides these mission-critical operations support components:

Issue Resolution

Issues are resolved quickly with access to knowledge resources and the collaborative capabilities of SAP global support and root-cause analysis. SAP Enterprise Support offers global incident management with the SAP Active Global Support (SAP AGS) organisation.

Robust Service Level Agreements

Service level agreements within SAP Enterprise Support stipulate fast initial reaction times and corrective actions.

Support Advisory

The support advisory is your single point of contact for mission-critical issues. It acts as an escalation agent and provides 24x7 access to the mission control centre at SAP.

Continuous Quality Checks

By assessing your technical solutions and core business processes and recommending action, SAP Enterprise Support helps you run your processes more efficiently and improve your operations on a continual basis.

Innovation with Enhancement Packages

SAP Enterprise Support includes enhancement packages to simplify the way you manage and deploy new software functionality.

SAP Enterprise Support offers customers these business benefits:

- Fulfilment of changing requirements by deploying SAP enhancement packages and support packages
- Faster response to issues with on-demand expertise
- Efficient change management and quality testing with Enhanced Toolsets from the Solution Manager Enterprise Edition
- Reduced risk with industry-leading standards that minimise complexity across SAP software and partner environments
- Reduced downtime with built-in provision and standardisation of diagnostic tools, integration testing, and business process monitoring
- Reduced costs through use of consistent tools and methodologies across heterogeneous landscapes, and competitive service level agreements that minimise time to issue resolution

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