

For IT organizations everywhere, just keeping the lights on is no longer enough. IT needs to deliver greater value to the business – optimizing operations and freeing up more resources for innovation. SAP® Enterprise Support offerings help you meet this challenge. These strategic support engagement offerings emphasize collaboration, empowerment, and automation so you can implement, operate, and innovate better than ever before.

IT organizations often feel torn between competing demands. For example, lines of business want to quickly leverage the latest technology to augment existing capabilities and support innovation, leading to constant requests for new functionality to address current business challenges. On the other hand, the finance department wants to save money and increase efficiency, resulting in never-ending efforts to minimize IT budgets. Caught in the middle of this perpetual tug of war, IT has learned an important lesson: Find new ways to do more with less.

At SAP, we understand that this is easier said than done. This is why we've designed an approach to technical support that empowers IT to do it all – from increasing efficiency and shrinking the cost of daily operations to aligning IT initiatives with business goals and driving innovation.

# COLLABORATION, EMPOWERMENT, AND AUTOMATION

Most likely, you chose to work with SAP to improve business performance and achieve strategic objectives. You require a software infrastructure that helps ensure the highest level of availability and enables the agility needed to respond effectively to emerging trends and new business opportunities.

In keeping with your expectations, we believe that support needs to be more than a help desk focused on clearing support tickets as quickly as possible. You need proactive support from a partner that is fully engaged in your business and dedicated to helping you achieve your goals.

SAP Enterprise Support offerings provide guidance throughout the software lifecycle by building on collaboration, empowerment, and automation.

On the collaboration front, we provide direct support through SAP support experts for all of your software initiatives – engaging with you to address your needs, coordinate the delivery of services, and help ensure positive technical and business outcomes.

To better empower your IT group, the SAP Enterprise Support Academy program acts as a one-stop shop for accessing and consuming a wide range of support offerings and educational content. The SAP Enterprise Support Academy program helps your staff members develop their skills and boost their knowledge. As a result, the team can maintain operational standards, run at peak performance, and accelerate innovation throughout the organization.

#### **BROUGHT TO YOU BY SAP® ACTIVE GLOBAL SUPPORT**

SAP\* Enterprise Support offerings are brought to you by the SAP Active Global Support (SAP AGS) organization. For more than four decades, SAP AGS has worked with customers all over the world across a wide spectrum of industries and lines of business. With more than 6,900 support engineers and seamless integration into development teams at SAP, we maintain an extensive and unique knowledge base that we put to work for you – on a 24x7 basis – as part of SAP Enterprise Support. With the experience and expertise of SAP AGS at your disposal, you can rest assured that you have one of the best teams in the enterprise software industry at your side to help you implement, operate, and innovate better every day.

Our mission is to provide tools that let you automate what can be automated and dramatically accelerate the execution of all IT duties. By saving time, money, and energy, your team can better support the business's strategic goals by continuously transforming IT and providing the best service possible. Designed to help you manage the application lifecycle with confidence and efficiency, the SAP Solution Manager application management solution enables you to run your SAP landscape like a factory. It also gives you access to a powerful help desk that allows you to stay up and running 24x7. Monitoring tools and IT analytics, meanwhile, help you proactively detect risks before they become problems and impact your business.

Figure 1: SAP® Active Global Support works for you 24x7

<b>232,000+</b> customers	130+ countries	A global pool of unique	e expertise
6,900+ SAP support engineers	15,000+ SAP developers as backup		- 17
Global organization	<b>Local</b> organization in 54 countries		
24x7 available for our customer	s		
<ul> <li>Ensuring business</li> </ul>	rocess improvement	V	

Accelerating innovation

# Implement, Operate, and Innovate Better

The goal of SAP Enterprise Support is to help you implement, operate, and innovate better. Through the pillars of collaboration, empowerment, and automation, we help you achieve your goals with support services delivered throughout the software lifecycle.

# **IMPLEMENT BETTER**

Implementing new software at the enterprise level is seldom an easy undertaking. The objective is to complete the project on time and within budget. You also want to limit risk – keeping in mind that the implementation project you execute today sets the stage for efficient operations tomorrow.

To move forward, a solid project plan that documents all requirements is required. You also need to prepare the infrastructure and put in place the tools and services for going live successfully.

To help ensure your success, the SAP Active Global Support (SAP AGS) organization collaborates with your business and technical teams to jointly develop an engagement plan. It defines the support offerings you will need throughout the project. You also get 24x7 access to support advisory, which acts as your direct escalation interface to quickly identify problems and resolve them.

Before and during the implementation, SAP Enterprise Support empowers your technical team to make the right decisions and implement them with minimal roadblocks. For example, an accelerated innovation enablement service helps unlock your innovation potential with comprehensive content that explains the latest functionality of SAP Business Suite software. In addition, continuous quality-check services can help verify that relevant technical risks are identified and addressed before issues arise during the implementation.

With expert-guided implementations available through SAP Enterprise Support Academy, you can improve the use of SAP Solution Manager – reducing downtime, lowering risks, automating testing, and deploying your chosen solution as quickly as possible.

Finally, SAP Solution Manager helps automate critical aspects of the implementation by supporting best practices that follow the standard information technology infrastructure library (ITIL) methodology and acting as the centerpiece of our application lifecycle management approach. SAP Solution Manager also provides an implementation and documentation work center to help ensure a smooth start and to help you manage your entire IT environment for both SAP and non-SAP components.

Figure 2: Implement better with SAP® Enterprise Support







### Set up the foundation for efficient operations:

- · Build a solid project plan
- Document requirements and create a blueprint
- Prepare the infrastructure
- · Implement and test the business scenario
- · Leverage tools and services for going live successfully

Source: Varian Medical Systems





10%
Faster sales order entry transaction speed



20%
Less CPU resource consumption

#### **OPERATE BETTER**

The operations phase requires stability, security, and performance of the IT landscape. IT is tasked with continuously improving IT operations and growing in-house knowledge to help ensure efficient operations at the lowest possible cost. All the while, the team must work with the business to incorporate requested enhancements and improvements. And more often, this means that IT is designing operations that serve as a flexible foundation for accelerating ongoing innovation.

With SAP Enterprise Support, SAP AGS works with you in a collaborative fashion to help optimize operations. For example, mission-critical support gives you access to a direct escalation interface and remote support for top issues. You also get 24x7

production-down support for quick problem identification and resolution. This includes an agreement that defines services for corrective action.

To better empower your IT staff, we also offer expert-guided implementation sessions that help you to implement and use change control management, alerting and monitoring tools, and others that help relieve you from everything that can be automated. Furthermore, with meet-the-expert sessions, you learn how to work with and get the most out of the SAP EarlyWatch Alert service and implement corrective actions.

SAP Solution Manager brings transparency into your custom code situation to enable educated decisions on where modifications can be brought back into standard for further reducing maintenance costs.

Figure 3: Operate better with SAP® Enterprise Support









# Optimize operations and prepare for innovation:

- Efficiently manage operations
- Maintain and enhance your solution
- · Leverage best practices
- Use expertise and grow in-house knowledge
- · Get ready for innovations

Source: Roca Group 15% - 50%

Improvement in monthly closing times

60%
Less processing time for product costing jobs



Reduction in storage system costs

## **INNOVATE BETTER**

By increasing operational efficiency, SAP Enterprise Support helps you reduce the percentage of IT spend dedicated to "keeping the lights on" – leaving room for more funding of innovation projects. During this phase, your IT can actively approach the business to understand the changing business requirements and to collaboratively work out IT solutions. And wherever possible, you can unlock the value of existing investments and introduce new innovations in a swift manner that minimizes risk.

Throughout your engagement with SAP Enterprise Support, we will collaborate with you to make innovation easier. For example, we can provide continuous quality checks for new SAP enhancement package installations – helping to ensure optimal use of newly deployed functionality. We can also empower your technical workforce with custom-code management tools

### SUPPORT YOUR BIG DATA, MOBILE, AND CLOUD INITIATIVES TOO

SAP® Enterprise Support offerings are designed to help transform your business through ongoing innovation. This is why our customers depend on these offerings to help drive success with SAP innovations, such as:

- The SAP HANA platform for in-memory computing and gaining insight into Big Data
- · Mobile solutions for unwiring the workforce
- Cloud solutions that help drive rapid adoption and provide the flexibility you need to keep pace with the competition

and modification justification checks that help you maintain a standardized environment that is always ready to seize new opportunities to innovate with SAP. Furthermore, you can use SAP Solution Manager to help accelerate and automate critical aspects of any innovation initiative. For instance, SAP provides an expert-guided implementation that helps you identify relevant new business functions, based on your existing system usage.

Figure 4: Innovate better with SAP® Enterprise Support









#### Implement innovation to maximize your success.

- Meet new and changing business requirements
- Unlock innovations and enhance the scope of functionalities
- Introduce innovations swiftly at the lowest cost
- Reduce the risk of an innovation project
- Create a competitive edge

Source: Valio Ltd.





Reduction in database volume





# THE ADVANTAGES OF SAP ENTERPRISE SUPPORT

SAP Enterprise Support helps you get the most out of your investment in SAP software. With decades of experience and more than 239,000 customers worldwide, we know how to support you with an engagement that helps your business implement, operate, innovate, and run better on a continuous basis.

It all comes down to partnership and commitment. With SAP Enterprise Support, you get a fully committed business partner in SAP – one that works with you daily to help ensure your business success.

All the while, you can expect these core benefits:

- Greater efficiency through on-time, within-budget implementations and vastly improved operations
- Lower costs due to operational efficiencies and expert guidance that helps avoid common mistakes
- Improved business agility by using innovation accelerators, such as enhancement packages and specific services that help you realize the benefits of your investment as soon as possible

#### **FIND OUT MORE**

To learn more about how SAP Enterprise Support can help you perform better with strategic, proactive support, call your SAP representative today or visit us online at <a href="https://www.sap.com/services-and-support/support/index.epx">www.sap.com/services-and-support/support/index.epx</a> or <a href="https://www.sapsupport.info">www.sapsupport.info</a>.