

Support Options

SAP Premium Support (+5%)

Supports continued and effective business operations

SLA on Response and Corrective Action

Continuous Quality Checks

- To reduce risk and TCO
- To leverage the Solution Value

Support Adviser

SAP MaxAttention (Custom)

Partnership measurably reduces TCO and increases business benefit

- Customized Deliverables -

Permanent Onsite Team & Executive Sponsor

Balanced Scorecard

- Continuous improvement
- TCO reduction
- Knowledge transfer

SAP Safeguarding

SAP Standard Support (17%)

Keeps your SAP environment up-to-date and running efficiently

Problem Resolution

Quality Management

SAP Solution Manager

Knowledge Transfer

Continuous Improvement

SAP Service Marketplace

Project-Based Engagement

SAP Safeguarding (Custom)

Delivers technical quality management for an implementation project

- Customized -