SAP Information Sheet
SAP Services
SAP Standard Support

Support Stable Operations and System Availability with SAP® Standard Support

SAP Standard Support services encompass continuous improvement, remote services, access to support-related knowledge bases, and response to software-related incidents, enabling you to keep your SAP software systems running. You gain access to best practices and technology that help you benefit from know-how and keep your software systems up-to-date.

Summary
SAP® Standard Support services enable you to maintain continuous SAP software system operations. This level of support provides you with services and know-how to keep your software systems running.

Business Challenges
- Maintain SAP applications and keep them running
- Keep software systems up-to-date
- Provide IT staff with expertise and self-help tools

Key Features
- **Continuous improvement** – Keep your SAP software systems tuned to the latest functional, technological, and regulatory developments
- **Remote services** – Make use of remote services that contribute to maintaining the technical robustness of your software systems
- **Access to the larger SAP community** – Enrich your IT staff with knowledge on how to operate and maintain your systems, and gain access to the SAP Service Marketplace extranet
- **Message handling** – Use standardized processes for effective incident message processing and gain access to a range of self-help tools that facilitate problem resolution
- **Support infrastructure** – Use SAP Service Marketplace and the SAP Solution Manager application management solution to manage the operational tasks involved in maintaining your SAP software system

Business Benefits
- **Enables you to keep your systems up-to-date** and to adapt them to new or changed business requirements with the latest software releases and enhancement packages
- **Supports you in case of software-related incidents** with knowledge databases and message handling by SAP experts
- **Provides remote services** to give guidance for special situations in the software lifecycle, such as upgrades or migrations
- **Allows you to benefit from knowledge transfer** via SAP Service Marketplace

For More Information
Contact your SAP representative.

www.sap.com/contactsap

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SAP® Standard Support services comprise reactive, incident-driven support that provides a reliable response to technical disruptions. The offering encompasses continuous improvement, remote services, access to knowledge bases, and message handling.

CONTINUOUS IMPROVEMENT OF YOUR SAP SYSTEM

To assist you in keeping your SAP applications tuned to the latest functional and technological developments, SAP Standard Support delivers new software releases and enhancement packages for your licensed software. SAP Standard Support also helps keep your SAP software systems current. Support packages allow you to apply corrections, while technology updates enable compatibility with new releases, such as those for database and operating systems. You have access to the source code for software components written in the ABAP™ programming language and to the SAP development workbench. Software change management tools and methodologies are also included.

REMOTE SERVICES

SAP Standard Support includes the following remote services: SAP EarlyWatch® Alert, SAP GoingLive™, SAP GoingLive Functional Upgrade Check, and SAP OS/DB Migration Check, as well as the SAP EarlyWatch Check service in case of critical alerts reported by SAP EarlyWatch Alert. They help maintain the technical robustness of your SAP software systems.

ACCESS TO KNOWLEDGE BASES

SAP Standard Support provides knowledge transfer on how to operate and maintain your SAP software systems. It offers guidelines and other content via the SAP Service Marketplace extranet.

MESSAGE HANDLING

SAP Standard Support gives you access to self-help tools, such as the SAP Notes tool, as well as to other information in SAP Service Marketplace. In addition, a standardized process is in place for processing software-related incident messages, allowing you to access support expertise to keep your software systems operational.

SUPPORT INFRASTRUCTURE

The SAP support infrastructure provides access to support and support-related knowledge via different tools and access points, such as SAP Service Marketplace and the SAP Solution Manager application management solution. SAP Standard Support encompasses defined usage rights for SAP Solution Manager, supporting in particular the management of SAP components and implementation of corrections and improvements.

FIND OUT MORE

For more information, contact your SAP account team.

To help keep your SAP applications tuned to the latest functional and technological developments, SAP Standard Support delivers new software releases and enhancement packages for your SAP software.

The Best-Run Businesses Run SAP™