

# Protect Your Custom-Developed Solutions with Support Services from SAP

To address your unique business needs, SAP custom-develops individualized solutions that can help you improve business performance, meet new business challenges, and create differentiating experiences for your customers. Support options are aligned with your standard SAP software, so you can rest assured that **your custom solutions run smoothly over time.**

## Summary

Protect your custom-developed SAP® solutions with the support service from the SAP Custom Development organization. To simplify operations, this service uses the same unified support infrastructure as your standard SAP solution. The service helps you increase the reliability of your unique solutions so you can stay ahead of business challenges and outmaneuver the competition.

## Business Challenges

- Help ensure optimum reliability and sustainability of your custom-developed solutions
- Minimize downtime when applying support and enhancement packages
- Manage risks and costs related to maintaining your custom solution
- Get access to the resources and skills you need to quickly resolve issues

## Key Features

- **Defect resolution** – Call on SAP experts to quickly and effectively handle support issues
- **Conflict resolution** – Make sure your custom-developed software keeps pace when you apply updates or enhancements to your base software
- **Use of SAP support infrastructure** – Leverage the same proven, familiar SAP support processes, tools, and methodologies used with your standard SAP solutions

## Business Benefits

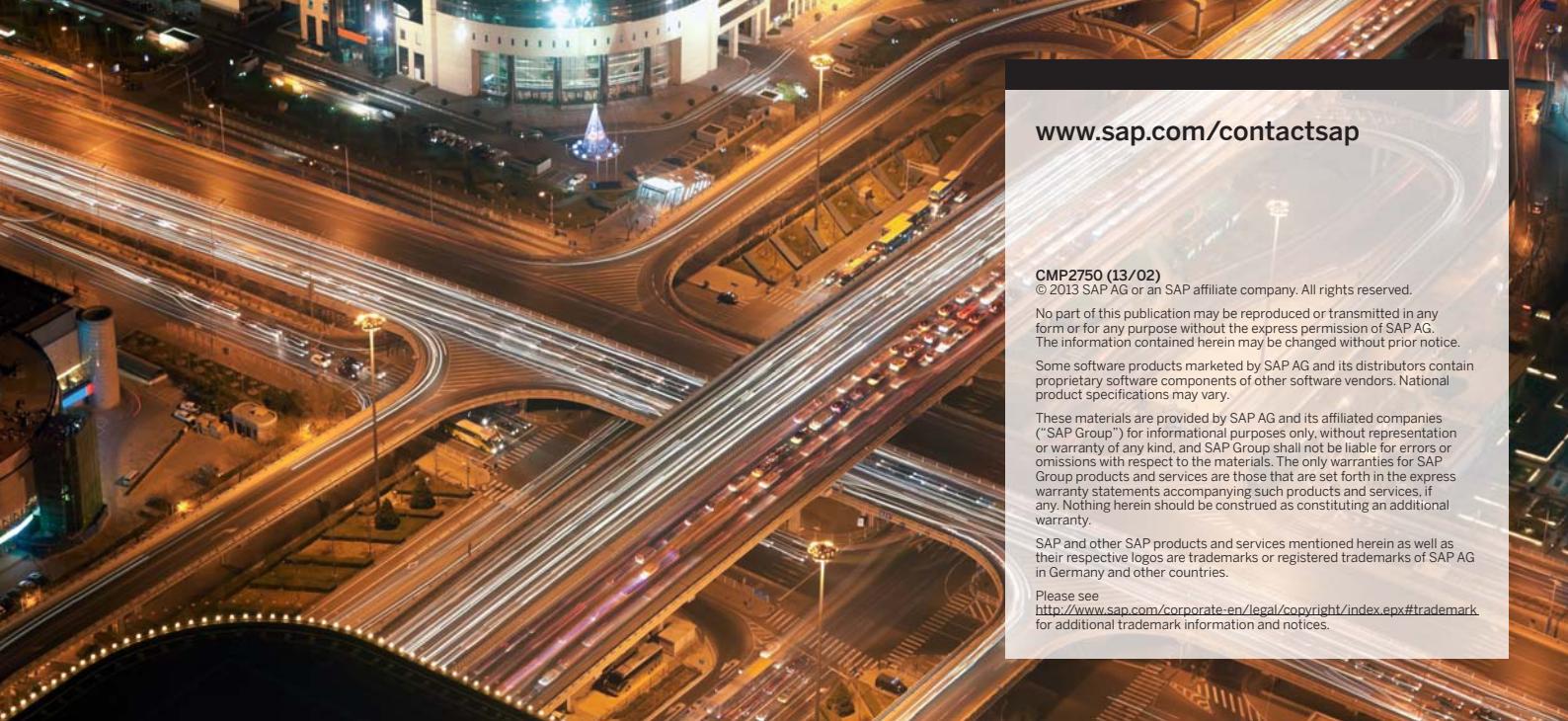
- **Increase operational stability and speed issue resolution** through knowledgeable assistance from SAP experts
- **Protect your investment** for the lifetime of the solution
- **Minimize risk** when applying support packages and enhancement packages to your base SAP software as well as corrections through the SAP Notes tool
- **Reduce operating costs** by leveraging the know-how of SAP development experts
- **Enhance business innovation** by freeing up in-house IT resources to work on more strategic projects

## For More Information

To find out more about support from SAP Custom Development, visit [www.sap.com/customdev](http://www.sap.com/customdev).



The Best-Run Businesses Run SAP™



[www.sap.com/contactsap](http://www.sap.com/contactsap)

**CMP2750 (13/02)**

© 2013 SAP AG or an SAP affiliate company. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG. The information contained herein may be changed without prior notice.

Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors. National product specifications may vary.

These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

SAP and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Please see <http://www.sap.com/corporate-en/legal/copyright/index.epx#trademark> for additional trademark information and notices.

To meet your unique challenges, market changes, and customer demand, you need software geared to your business. The SAP® Custom Development organization works with you to build powerful, differentiating solutions that extend your existing SAP software or to create innovative new solutions tailored to your requirements.

But there's more to a winning solution than expert engineering. You need to be sure your mission-critical custom software will deliver business value for years to come. You want it running smoothly over time – both in the office and on your mobile devices. You need access to the support methodologies and skills to maintain your custom solution long after the developers have packed up and gone.

The support service from SAP Custom Development helps you increase the reliability of your unique SAP solutions. By aligning support for your custom solutions with the support offering for your standard SAP software, this service helps ensure that your unique solutions perform optimally and enhances your long-term competitive edge.

### EXPERT SUPPORT FOR THE FULL SOLUTION LIFECYCLE

When you choose the support service for custom solutions, we see to it that your individualized SAP software runs smoothly, cost-effectively, and reliably throughout its entire lifecycle. Beginning with the planning phase of your custom development strategy, you can use this service throughout the solution lifecycle to help ensure that support is never an afterthought to your custom software.

This support service is particularly beneficial to customers who have engaged SAP Enterprise Support services. For these customers, root cause analysis for custom solutions goes along with response schedules defined in your existing service-level agreements. The service helps minimize the downtime of your mission-critical operations and speeds issue resolution.

We also offer a premium support service for custom solutions to organizations that selected the SAP MaxAttention™ offering. With premium support, custom solutions are fully integrated into the comprehensive support offering provided by SAP MaxAttention.

### THE SERVICE YOU NEED TO PROTECT YOUR CUSTOM SOFTWARE

The custom development support service provides the following expert services for solutions created by SAP Custom Development:

- **Issue resolution** – Get rapid, knowledgeable assistance from SAP experts, increasing software reliability and sustainability
- **Conflict resolution** – Make sure your custom solution keeps pace with standard SAP solutions when you apply any of the following to the base software:
  - Corrections through the SAP Notes tool
  - Support packages
  - SAP enhancement packages
- **Use of SAP support infrastructure** – Get direct access to the help you need by leveraging the same SAP support processes, tools, and methodologies you use for your standard SAP solutions

Get direct access to the help you need by **leveraging the same SAP support processes, tools, and methodologies** you use for your standard SAP solutions.



The Best-Run Businesses Run SAP™