ARIBA®

An SAP Company

Ariba® Customer Support Service

Benefits

Ariba Customer Support provides the fastest way to get the most power out of your Ariba solutions by offering:

- 24x7 Production down; 24x5 all other issues; global coverage
- Tiered support to meet your unique requirements
- Support for users, suppliers and technical staff
- Designated support contacts

Features

Ariba Customer Support addresses all of your support challenges by providing:

- Expertise on Ariba solutions
- Global support
- Skilled resources
- Expertise in sourcing event management
- Internal understanding of configurations and business processes
- Access to known solutions
- Updated software
- New feature training
- Documentation
- Issue tracking/reporting
- Technology best practices
- User adoption
- Supplier support
- Access to IT resources

SAP®

Today's business imperative? Do more with less and get more ROI—faster—out of your technology investments. Most companies lack the resources and tools to do this.

But Ariba can help. Ariba delivers a comprehensive range of business commerce solutions that are uniquely designed to help your organization meet and exceed its ROI objectives. Every day, hundreds of thousands of companies use our offerings to generate more value than any other business application.

Delivering such results is not accomplished by just turning on a piece of software. To get the most from your business commerce solutions, you need to provide access to the right kinds of expertise, support, and knowledge across your organization.

Why Ariba Customer Support

Most companies fail to maximize their business commerce solutions due to a lack of:

- Skilled resources, as well as resource bandwidth, turnover, and learning curves
- Extensive knowledge of Ariba solutions
- Access to IT resources to assist with downloads, upgrades, and more
- Internal understanding of configurations and business processes
- Rapid issue resolution by experienced resources to avoid delays

Ariba Customer Support addresses these challenges by providing more than 170 resources dedicated to supporting customers—as well as access to developers, engineers, product management, operations, and others throughout the organization who can help you make the most of your investments. Ariba Customer Support offers three levels of services tailored specifically to your organization's needs.

- Technical Support Services to help diagnose and fix technical issues
- End User Support for basic "How-to's" to speed the learning curve for new users
- Premium Support for named support contacts who have intimate knowledge of your organization

Technical Support Services

Technical support engineers diagnose, troubleshoot, and help to resolve technical problems related to Ariba application core code. Access to Support web portal and knowledge base is also provided.

End User Support

Ariba acts as an initial point of contact to address basic functional and navigational questions regarding Ariba solutions for all end users.

Premium Support

A highly skilled designated support manager serves as your primary point of contact to manage all of your service requests and support discussions within Ariba, as well as to provide you with product expertise.

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About Ariba, Inc.

Ariba, Inc. is the world's business commerce network. Ariba combines industry-leading cloud-based applications with the world's largest web-based trading community to help companies discover and collaborate with a global network of partners. Using the Ariba® Network, businesses of all sizes can connect to their trading partners anywhere, at any time from any application or device to buy, sell and manage their cash more efficiently and effectively than ever before. Companies around the world use the Ariba Network to simplify inter-enterprise commerce and enhance the results that they deliver. Join them at: www.ariba.com

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Picking the right Ariba Customer Support option for your company

Customer Support at a Glance	Technical Support Services	End User Support	Premium Support
Basic Functional and Navigation Support		√	√
Advanced Functional Support			√
Language Support		√	
Supplier Training		√	
Sourcing Event Day Management		√	
Expert Domain Knowledge			√
Best Practices Advice on System Usage			√
Software Downloads	√		
Core Code Technical Support	√		
Unique Customization/Configuration Support			√
Planning Migration and Upgrade Strategies			√
Named Premium Support Customer Manager			√
Designated Support Contacts (DSCs)	3	3	6
Consolidated Issues Management			√
Priority Support			√
Change Management Support			√
Health Checks			√
Customer Advocate			√
Escalation Management			√
Monthly Support Review Teleconference			√
Proactive Notifications			√
Product Feature Training			√
Enhancements Request (ER) Management			√
Customer Site Visits (2 per year)			√
Monthly Reports	standard	standard	custom
Self Service Support Web Portal (Connect)	√	√	√
Guaranteed Incident Response Time	√	√	√
On-line Knowledge Base	√	√	√
Toll-free support phone number	√	√	√

Ready to get started?

To learn more, visit the Ariba Customer Support website at www.ariba.com or contact your account executive or Ariba Global Services account lead.

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