Redefine the Value of IT Support

SAP® Enterprise Support Helps You Become a Best-Run Business

In today's globally interconnected business world, support should be something more than a help desk clearing your tickets as quickly as possible. With SAP® Enterprise Support services, you get far more. You get a strategic support engagement that helps you implement, operate, and innovate better so that you can lead and succeed.

THE PRESSURE TO PERFORM

Nobody feels the pressure to perform on a daily basis like the CIO. Not only do you need to ensure availability and uptime for your SAP software environment, but you also need to show how it helps the organization as a whole execute on business strategy – and innovate – every day.

This is why CIOs all over the world rely on the tremendous value of SAP Enterprise Support. Extending far beyond day-to-day technical support, this world-class offering is designed as a strategic partnership between your business and ours – one that focuses on helping you succeed today and over the long term.

AN UNMATCHED SUPPORT OFFERING MATCHING YOUR BUSINESS NEEDS

SAP Enterprise Support brings the value you can realize from support and maintenance to a new level. Extending beyond your SAP applications, we provide end-to-end support for your entire platform. This includes SAP and non-SAP solutions. Whatever your technical requirements and whatever your business needs, SAP Enterprise Support helps you perform better.

On a daily basis, our support engineers – more that 5,900 of them spread around the world – work with customers like you. Based on years of experience since SAP was launched in 1972, we've developed a comprehensive engagement model to help you maximize the stability, availability, and performance of your entire solution landscape. This lifecycle of close customer contact and ongoing service innovation continues to this day. That means you can always count on SAP Enterprise Support to help you overcome the challenges you face as your company grows.

Central to your experience with SAP Enterprise Support is the SAP Solution Manager application management solution. Centralized and highly robust, this solution covers all key aspects of design, deployment, operation, and continuous improvement of your software environment – for both IT and the business. This enables you to increase the reliability of your IT landscape and lower your total cost of ownership for both SAP and non-SAP software alike – which helps your business to perform at its best.

What's more, innovations made to the latest release of SAP Solution Manager – version 7.1 – are made accessible through SAP Enterprise Support. Together, SAP Solution Manager and SAP Enterprise Support help you implement, operate, and innovate better than ever before.

Accelerate Implementations

Implementing new software is seldom easy. You need to manage change, keep resource expenditures to a minimum, and do whatever you can to realize ROI quickly.

SAP Enterprise Support is designed to help you meet these objectives – before, during, and after your implementation project. For example, you can use best practices and prebuilt accelerators supported by SAP Solution Manager to help speed your project along and minimize disruptions.

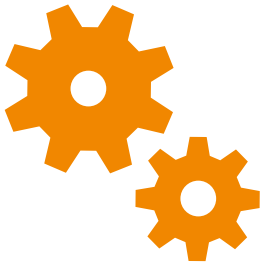
You can also take advantage of the SAP Enterprise Support Academy program, which gives you access to guided self-services and expert-guided implementation services, among other offerings. Combining training, practical experience, and expertise on demand, this highly effective knowledge transfer program brings your technical people up to speed with on-the-job training. This elevates their skill level, supports career advancement, and helps the organization as a whole establish efficient, automated operations that drive business performance.

Other services deliver specific checks that can save you time and money. For example, we can help you identify and, in a second step, avoid unnecessary modifications by showing how standard software functionality can most cost-effectively meet your needs. We recently helped a customer avoid an expensive custom-code project by finding the needed functionality in a standard SAP solution. This can go a long way toward keeping project cost in line and helping to ensure efficient operations well into the future.

Optimize IT Operations

In today's environments, it is neither feasible nor desirable to keep all the expertise you need to run modern business processes in-house. With SAP Enterprise Support, we give you the expertise and automation tools you need to run your environment so that your people can focus on more productive activities.

We start by providing the components that enable you to establish an operations control center so that you can run your SAP software environment like a factory. Rather than requiring daily hands-on attention, this control center automatically monitors



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

your environment and detects anomalies so that you can manage by exception and efficiently respond to any challenges that come your way.

For when the unexpected occurs, SAP Enterprise Support includes 24x7 mission-critical support backed by service-level agreements (SLAs) and an SAP Enterprise Support advisory. As part of the SLA, we explicitly commit to corrective actions, where we help you resolve issues that arise or develop workarounds that keep you up and running at peak capacity. This high degree of support helps you maintain business continuity and increase the availability of critical business processes over the long term.

SAP Enterprise Support also helps you run your business processes more effectively – not just your technology landscape. Using SAP Solution Manager and connected testing applications, for example, you can automatically generate test components for transactional processes and run them to detect business process issues before they impact the business. This helps to reduce the time and costs of business process testing procedures.

In addition, SAP can use sophisticated business process monitoring technology with more than 400 key performance indicators to track the health of your business processes and enable you to maintain process compliance. We can perform this monitoring across all on-premise, on-demand, or on-device platforms that include both SAP and non-SAP solutions. Using this technology, we helped one of our customers identify more than 4,000 delayed order deliveries – where more than 3,000 of these orders were not even posted to finance.

In the end, you have the kind of support that helps you optimize your technical landscape and business process operations and dramatically reduce the cost of operations. Rather than focusing on **supporting** your business processes, you can focus on **executing** them. This enables you to stay on top of your game and ahead of the competition.

Innovate Business Processes More Quickly

By increasing operational efficiency, SAP Enterprise Support helps you reduce the percentage of IT spend dedicated to "keeping the lights on" – which means more budget left over for innovation. As IT budgets shrink even in the face of increased demand for IT services, this is very good news.

With resources freed up, you can focus more effectively on new ways to use IT to solve business problems – and SAP Enterprise Support is there to help you get where you want to go. Take, for example, SAP enhancement packages, which help you drive innovation in a quicker, nondisruptive manner. Each SAP enhancement package provides a collection of new or improved business functions that you can deploy in a modular fashion, activating only the new features and functionalities you want on your own timetable. Rather than a large upgrade, you can download a package and take advantage of new features and functionality from SAP – while keeping your core software stable.

You can also use SAP Enterprise Support to identify and evaluate the innovation potential of enhancement packages and determine how they may be deployed to best meet your business process requirements. We can help reduce testing requirements by analyzing the impact of planned changes on existing business processes. Or we can help you manage your custom code with tools that clearly track and document modifications in your environment. We can also run checks after you complete an implementation for optimal operations moving forward.

Our goal at SAP is to help you constantly innovate by making it as easy as possible to consume newly released features and functionality. Thus, throughout your entire engagement with SAP Enterprise Support, you can collaborate with us at the level that's right for you. When all is said and done, SAP Enterprise Support is designed to meet your needs so that you can realize the benefits of your investment as soon as possible and run your business better.

BECOME A BEST-RUN BUSINESS

SAP Enterprise Support helps you get the most out of your investment in SAP software. With decades of experience and more than 109,000 customers, we know how to support you with an engagement that helps you implement, operate, innovate, and run better on a continuous basis.

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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.

Expect the following 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** due to 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 www.sap.com/services-and-support/support/index.epx.

The Best-Run Businesses Run SAP™