SAP Information Sheet
SAP Solutions for Small Businesses and Midsize Companies | SAP Business One

Maintenance and Support Services for SAP® Business One: Realize the Benefits

Support and maintenance services provided by SAP and your SAP® Business One application channel partner can help you realize the full value of your IT investment while gaining flexibility and agility.

Summary
To maximize efficiency and reduce the total cost of IT ownership, it's essential to keep your SAP® Business One application up-to-date and the business processes it enables running smoothly and effectively. Support and maintenance services for SAP Business One provide technical innovation and content to protect and support your IT landscape along with the flexibility to adapt to changing business needs.

Business Challenges
- Manage business processes more efficiently and cost-effectively
- Adapt software to changing technological, legal, and business requirements
- Ensure the technical robustness of your software while enabling ongoing improvement

Key Features
- **Innovation** – Continuously improve business processes while staying current with the latest advances in technology and with legal and accounting changes
- **Problem resolution** – Receive message processing for level 3 incidents, as well as patches, bug fixes, and notes, plus 24x7 support for very high-priority level 3 incidents
- **Knowledge resources** – Access an extranet, exclusive content, online end-user training sessions, and collaboration sites

Business Benefits
- **Accelerate innovation** and optimize business processes while increasing efficiency and reducing operational costs
- **Protect your IT investment** by keeping your applications tuned with the latest functional and technological developments and by keeping pace with new legal and accounting changes
- **Support your enterprise goals** by upholding the highest quality standards for your IT operations
- **Increase employee productivity** through the use of solutions that are stable, adaptable, and current

For More Information
Contact your SAP channel partner, or visit us at www.service.sap.com/smb/sbocustomer (password required) or www.sdn.sap.com/irj/sdn/businessone.

SAP Business One

www.sap.com/contactsap

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REALIZE THE BENEFITS OF MAINTENANCE AND SUPPORT SERVICES

Your investment in the SAP® Business One application has helped you establish a software foundation that can support long-term profitability and success. Engaging with SAP to provide ongoing maintenance and support services is one of the best ways to realize the full value of this investment.

Innovation and Continuous Improvement

Maintenance and support services help ensure the continuous improvement of your business processes while maintaining business continuity. Accelerated innovation can sustain your success by enabling you to manage your operations more efficiently and effectively – while ensuring that your IT landscape can adapt to changing business requirements. Furthermore, with a dedicated release track consisting of major and minor releases and patches, you're able to keep your application in tune with technological and functional developments. You're also able to stay current with new legal and accounting requirements while tapping into the latest innovations introduced by SAP.

Problem Resolution

Fast, effective problem resolution is essential to minimizing IT costs and maximizing efficiency. Support service options include global message resolution for service-level 3 incidents by SAP. These services also include 24x7 message resolution for very high level 3 incidents, provided to you by SAP via your SAP channel partner and offering expert assistance no matter when, where, or why. (High-quality level 1 and level 2 support is provided by your SAP channel partner.)

Quality management services via the remote support platform (RSP) enable you to proactively monitor the health status and integrity of your company databases. This automated tool provides continuous quality checks of your system database to keep processes running more smoothly and efficiently, resulting in decreased time and reduced cost spent resolving issues.

Knowledge Transfer

Enrich your staff with the knowledge it needs to run daily business processes more effectively. Maintenance and support services provide you with access to the tools, knowledge, and content you need to operate and optimize your software.

From the SAP Support Portal destination, access online end-user training sessions, which can empower your employees to perform their skills with the highest efficiency and effectiveness. You can also download *SAP Business One to Go*, a resource guide that includes business examples, annotated screenshots, and tips to improve software proficiency. Within the SAP Community Network, you can benefit from the professional insight of community moderators and SAP software experts who actively contribute to the exchange of information and ideas.

LEARN MORE

Contact your SAP channel partner, or visit us online at www.service.sap.com/smb/sbocustomer (password required) or www.sdn.sap.com/irj/sdn/businessone.

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