SAP Services

SAP® ENTERPRISE SUPPORT
INNOVATION THROUGH END-TO-END LIFE-CYCLE MANAGEMENT

SAP® Enterprise Support At a Glance

The focus of SAP® Enterprise Support services is the holistic management of your IT landscape over the life cycle of your applications. SAP Enterprise Support reduces costs and risks and helps you protect your IT investments by offering an easier methodology for deploying and managing software innovations. You gain assistance in running your business operation securely and without interruption.

In brief, SAP Enterprise Support can:
- Protect your IT investment while stimulating innovation
- Enable integrated management of your solutions throughout their life cycles
- Leverage industry-leading standards for operations
- Provide consistent quality-management processes for the entire SAP software landscape across all technology and all code bases
- Provide a stable base for the requirements of service-oriented architecture (SOA)
- Support mission-critical operations
- Manage the fast pace of innovation and integration and lower the total cost of operations through support for enhancement package deployment

In facilitating the secure and uninterrupted operation of your complex IT environment, SAP Enterprise Support helps maximize the stability, availability, and performance of your business processes and underlying IT solutions while supporting continuous quality improvements.

SAP Enterprise Support provides:
- Innovation and protection of investment
- End-to-end solutions operations
- Run SAP methodology
- Mission-critical support
- Global support backbone

The offering . . .

SAP® Enterprise Support manages innovation and integration in SAP solution landscapes

Value propositions . . .

Innovation
- Innovation with minimum disruption
- Continuous improvement
- Masked complexity
- Reduction in test effort

Protection of Investment
- Reduction in total cost of ownership
- Risk reduction

+

Enabled by . . .

End-to-End Solution Operations
- Consistent standards
- Life-cycle management
- Business process monitoring
- Custom-code management
- Remote supportability
- Diagnostics

Delivered via . . .

Run SAP Methodology
- Industry-leading best practices
- Implementation methodology for end-to-end solution operations
- Consulting, training, and certification available as additional offerings

Delivered via . . .

Mission-Critical Support
- Continuous quality checks
- Robust service-level agreements
- Support advisory
- 24x7 root-cause analysis
- Root-cause analysis for custom code

Delivered via . . .

Global Support Backbone
- SAP Solution Manager, enterprise edition, and the SAP service infrastructure platform
- On-demand 24x7 support integration
- SAP Service Marketplace

In collaboration with . . .

SAP Ecosystem

Comprehensive Customer Support

SAP Enterprise Support provides the following mission-critical operations support.

Issue Resolution
Issues are resolved quickly through access to the knowledge resources and collaboration capabilities of SAP global support and root-cause analysis. SAP Enterprise Support offers global incident management through the SAP Active Global Support organization.

Custom-Code Root-Cause Analysis and Checks
For custom code built with the SAP development workbenches, SAP Enterprise Support provides mission-critical support and root-cause analysis for messages with priority "very high" or "high." It also offers special checks to help avoid conflict between your custom code/modifications and SAP enhancement packages.

Robust Service-Level Agreements
Service-level agreements within SAP Enterprise Support stipulate fast initial reaction times and corrective actions.

Support Advisory
The support advisory is your single point of contact for mission-critical issues. It acts as an escalation agent and provides 24x7 access to the mission control center at SAP.

Continuous Quality Checks
By assessing your technical solutions and core business processes and recommending action, SAP Enterprise Support helps you run your processes more efficiently and improve your operations on a continual basis.

Innovation Upgrade Packages
SAP Enterprise Support includes enhancement packages to simplify the way you manage and deploy new software functionality. You receive five days of remote advice per year from an SAP solution architect when you are implementing the latest SAP enhancement packages supporting business process scenarios.

Preconfigured test templates and test cases delivered via the SAP Solution Manager, enterprise edition, include test administration for SAP software, management of "quality gates," automatic testing, and optimized regression test scope.

Advanced Support for Enhancement Packages
SAP offers special remote checks delivered by SAP solution experts to analyze planned or existing modifications and identify possible conflicts between customer custom code and enhancement packages and other SAP software updates (modification justification check and custom-code maintainability check).

Business Benefits

SAP Enterprise Support offers these benefits:

- Fulfillment of changing requirements through deployment of SAP enhancement packages and support packages
- Faster response to issues through on-demand expertise
- Efficient change management and quality testing, including test optimization through SAP Solution Manager, enterprise edition
- Reduced risk through industry-leading standards that minimize complexity across SAP software and partner environments
- Reduced downtime through built-in provision and standardization of diagnostic tools, integration testing, and business process monitoring
- Reduced costs through use of consistent tools and methodologies across heterogeneous landscapes, and competitive service-level agreements that minimize time to issue resolution
- Reduced cost for development and maintenance of custom code and modifications

50 090 233 (08/11)
©2008 by SAP AG.
All rights reserved. SAP, R/3, xApps, xApp, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP Business ByDesign, 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 in several other countries all over the world.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects S.A. in the United States and in several other countries all over the world. Business Objects is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. 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.