



# SAP® SUPPORT

## CONSOLUT SAP® SUPPORT – A CENTRAL SUCCESS FACTOR FOR YOUR SYSTEM

The life cycle of your SAP® systems is characterized by different phases. After a successful implementation, the focus shifts to ensuring comprehensive support for your systems. You need to be sure, at both the basis and the application level, that your business processes can be fully mapped by SAP® and that any problems that may arise can be solved within a reasonable time.

Whatever your SAP® support requirements are – we will find the best solution.

### AREAS IN WHICH WE OFFER SUPPORT:

Our customized support is available in the following areas:

- ▶ ERP Logistics & Financials
- ▶ BI
- ▶ Authorizations
- ▶ Basis

## CUSTOMIZED SUPPORT

Our support is as individual as your requirements. We will step in wherever and whenever you need us to ensure the efficient running of your systems. To this end, we can make our resources available to you in a timely and flexible manner.

Different requirements call for different response times:

- ▶ On-call – flexible support without a contract
- ▶ Service Level Agreement (SLA) – support with guaranteed response times
- ▶ On-site – support directly on your premises

Depending on your internal organization, we have solutions for:

- ▶ End user support
- ▶ 2nd level support
- ▶ 3rd level support
- ▶ Proactive support



# PRODUCT SHEET

## CONSOLUT SAP® SUPPORT

### MODULES AND SERVICES

---

#### SAP® ERP Logistics & Financials

- ▶ End user support
- ▶ Interface monitoring
- ▶ Incident management
- ▶ Customizing
  - ▶ Master data
  - ▶ Process adjustments
- ▶ Customer-specific adjustments

#### SAP® BI

- ▶ End user support
- ▶ Incident management
- ▶ Monitoring of loading processes
- ▶ Adjustment of reports

#### SAP® Authorizations

- ▶ Support in your day-to-day business
  - ▶ Extension of the role concept
  - ▶ Adjustment to existing roles
- ▶ Incident management
  - ▶ Analysis of authorization problems
  - ▶ Resolution of authorization problems
- ▶ User maintenance
- ▶ Support and adjustments after a change of release

#### SAP® Basis

- ▶ Proactive monitoring
- ▶ System maintenance
- ▶ Incident management
- ▶ System optimization
- ▶ Administrative services

### RESPONSE TIMES

---

#### On-demand support

The consolut support team is available on request and solves your problem in a timely manner – without overhead costs for you.

#### Support with an SLA

A Service Level Agreement that is tailored to your needs ensures that you get help whenever you need it – with guaranteed response times. Priority 1 requests are answered within 30 minutes.

#### On-site support

We are also happy to offer our support and know-how directly on your premises. We'll work with you to find the perfect solution for your needs.

Whether you need our help once or on a continuous basis – we have a solution that is just right for you.

### SUPPORT LEVEL

---

#### 1st level support (end user support)

Leave the support of your end users to us; we will respond to all support requests and leave you free to focus your internal resources on your daily business and projects.

#### 2nd level support

As 2nd level support we will advise and help your staff, and solve more complex problems. Whether you have issues relating to your processes or need customized system adjustments – we will take care of any issue that is beyond the scope of end user support.

#### 3rd level support

Take advantage of our consulting services to get expert knowledge if and when you need it: With our 3rd level support, you have access to specialists in each area.

#### Proactive support

In the area of SAP® Basis, our proactive monitoring ensures your system's continued availability and informs you in time about job and update terminations so that we may correct them together as soon as possible.

Our System Check Tool and an automatic check of critical authorization combinations during role transport help you avoid authorization problems right from the start.

By monitoring your interfaces and processes, we help reduce or prevent application errors. We also make sure that changes to legal requirements are available in the system in time.

# PRODUCT SHEET

## CONSOLUT SAP® SUPPORT

### SUPPORT CONCEPTS

Years of experience have shown us that certain support concepts will always prevail. These are solutions that have proven successful regardless of strategy, application know-how or the number of resources. The following diagram shows an overview of customer-tested and approved concepts with the respective distribution of responsibilities. We will be happy to advise you based on our experience, and to work with you in defining a suitable concept. Our Managed Services are a one-stop, full-service package that includes everything from end user support (1st level) to proactive system and process monitoring. In short, we take full responsibility for your application. If you prefer to assign some support tasks to business key users and/or your internal IT staff, we will be happy to act as 2nd and 3rd level support, or even just as 3rd level support.

Area	Support Level	3rd Level Support			2nd and 3rd Level Support			Managed Services		
		Business	IT	consolut	Business	IT	consolut	Business	IT	consolut
Basis	First									
	Second									
	Third									
	Proactive									
Authorization	First									
	Second									
	Third									
	Proactive									
Application	First									
	Second									
	Third									
	Proactive									

Needless to say, our support areas can be combined flexibly with the various support levels. For instance, you can request end user support for SAP® Basis and 2nd level support for the application.

# PRODUCT SHEET

## CONSOLUT SAP® SUPPORT

### OUR SERVICE RANGE

---

#### 24 x 7 support

Our support teams in Germany, Switzerland and the U.S. are available around the clock, seven days a week, to process and resolve your incidents.

#### Vacation replacement

When staff members go on vacation, they must be replaced for the duration, especially if they have knowledge that is essential to the running of your system. Our support team will give you all the help you need to fill these temporary gaps.

#### System adjustments

Our support also covers minor system adjustments to keep the bureaucratic burden of change requests to a minimum.

#### Continuous improvement

Over time, application and process know-how may be lost, e.g. due to employee fluctuations; this invariably leads to more extensive support requirements. And even if the level of know-how remains constant, there are always new functionalities that can improve the processes in your company. That is why our support teams keep their eyes and ears open in order to identify weak spots and make suggestions for optimization. We will also analyze existing problems, evaluate the results and use them to recommend measures for system optimization. Such recommendations may be submitted in the form of regular reports or meetings.

### TEAM

---

#### Project experience

The members of our international support team earned their stripes as consultants in customer projects. Now they use their extensive knowledge and experience to support our customers.

#### Multilingual teams

All of our support teams speak German and English. However, our team members in Germany, Switzerland and the U.S. belong to a total of 10 different nationalities, allowing us to cater to different requirements in terms of language as well.

#### Customer Competence Center

Our long-standing experience will also be useful if you are planning to set up your own support organization. We will help you draw up a concept that ensures efficient support for your SAP® systems and allows you to establish a Customer Competence Center.

#### Communication channels

To us, efficient support also means that our customers can reach us in a number of different ways. When a personal meeting is impossible, you can get in touch with us via Lync, Skype for Business, WebEx, Teamviewer, video conference or telephone. Whatever the mode of communication – solving your problem is always our first priority.

#### Ticket system

We use the OTRS ticket system to efficiently process support requests. Our customers are given their own access, which allows them to check their ticket status at any time.

#### Expert knowledge

Our support gives you access to our comprehensive expert knowledge in the area of business administration and SAP®. This includes customer-specific programming as well as functional and technical customizing. Our staff works in close internal cooperation to solve problems across all SAP® modules.

**MORE INFORMATION?** Visit our website: [www.consolut.com](http://www.consolut.com) or contact us: [info@consolut.com](mailto:info@consolut.com)

#### USA

Boston  
Phone: +1 617 545 5860

#### Switzerland

Schaffhausen  
Phone: +41 52 533 8331

#### Germany

Mannheim, Dusseldorf, Munich  
Phone: +49 621 3383 30

**consolut**

solutions + value