

Top 5 SAP Support Issues You Can Easily Avoid

The Top 5 Issues:



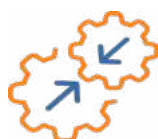
1. Unreasonable costs or paying for unused hours



2. Lack of SAP module specific competence



3. Outsourcing or offshoring



4. No flexibility or scalability



5. Lack of transparency and trust

Too many red flags? It is time to shop around

Choosing the right partner and application support model that suits your business needs is crucial as flaws in your SAP support directly affect your business. Unfortunately, we often see that even after careful considerations your chosen provider isn't delivering the promised service and may no longer be suited to your strategy or your budget.

Typical stories we hear from customers that have moved to Absoft support from other providers is that service issues started to creep in over time. Lack of care, attention, transparency, expertise – leading to lack of trust - being among the most frequent issues cited. No one is perfect but some major problems and disappointments can be avoided.

Don't ignore the signs. It is time to move on - Below are some of the key differentiators of our support model and our offer for a free consultation to help you evaluate your options:

Flexibility

You have control over your application support package and can augment it with a suite of optional components

Cost Reductions

You only pay for what you use – our support model focuses on service requirements instead of an hours-per-month

Dedicated Team

We don't outsource or offshore. Your dedicated Absoft team knows your business and needs inside out



Created to meet clients' and prospects demand for a highly customisable service, specific to individual business requirements Absoft's SAP Application Support is a fixed-price, fixed-scope support package which offers businesses the flexibility they need in 2020.

Not sure if you are getting the best SAP Application Support?

Book a comparison consultation with our experts to see how your current support measures up with our personalised, bespoke offering.

**Book a free
SAP Support
Consultation**

Define

The scope of your SAP support service including modules and if you require 1st, 2nd or 3rd line support

Compare

Get an indicative cost based on your current support needs

Include

Augment your support with a suite of optional components including GDPR and Compliance Healthchecks

Transition

Get onboard easily with our tried and tested transition methodology

Why we pride ourselves with our SAP Application Support services?

- We become an extension of our clients' team. Our dedicated SAP Consultants will know you, your business and your systems inside and out. And you will always know who is on the other side of the line.
- Over 29 years of SAP expertise; Consultants with over 600 years of combined experience - you have access the most knowledgeable minds in SAP Support.
- Absoft has met the rigorous requirements and highest standards of SAP in achieving SAP Partner Centre of Expertise and holds ISO 27001 & ISO 20000 certificates for many consecutive years.
- Our tested, straightforward, supportive SAP transition methodology guarantees to manage your shift in provider without any confusion and puts your teams' minds at rest.

Contact us for more information:

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