

# Integrated SAP® Support



Raising business performance through improved SAP® functionality - delivered by UK based SAP support experts.

Do you depend on SAP software to keep your business running smoothly?

We have provided all the important SAP support our customers need since 1994 as a comprehensive and holistic service. Our support centre is a distinct and specialised Absoft division, with a track record covering a wide variety of industries on a global scale.

Absoft has supported public and private sector organisations with up to 5,500 users. We are large enough to serve clients of all sizes, yet agile enough to provide a personalised, individual and high quality service.

#### Our support offering includes:

- 24 hour managed service
- Support desk coverage
- Technical support services
- UK HR compliance

We deliver support on a proactive, reactive or project basis, with built in flexibility. Our support desk can provide first, second and third line technical support, with 8 coverage levels ranging from 21 to 420 hours per month.

Absoft's Partner Centre of Expertise (PCoE) has met SAP's rigorous requirements for providing high quality and high value support services. Our team can deliver an optimised solution for any challenge you are struggling to resolve in-house.

#### We provide all technical and functional support, including:

- ABAP development
- SAP NetWeaver® & SAP® Solution Manager
- Finance & Control
- HR, Payroll & Self Service
- Supplier Relationship Management
- Supply Chain & Logistics
- Plant Maintenance

And it's not just the expertise of one, or a few dedicated support consultants that you have access to. It's the knowledge Absoft has built up over decades of working exclusively with SAP. Our solutions that are proven to work. With Absoft expertise, no time is wasted, no business agility is lost.

For example, our UK HR Compliance service: We use our knowledge of your system combined with the relevant regulatory updates to save you time, money and stress.

We remove the need for each customer to invest effort in understanding the changes and figuring out which aspects are relevant for them. Our tight integration between support skillsets allows us to deliver updates efficiently.

Our customers say that they trust us to provide the best advice on where to go next. We use our full understanding of your business system to plan and deliver the technical upgrades, enhancements and changes required to enable your objectives. We apply the functional and technical skills of our integrated team to make business cases, with working demos of what the future could look like based on multiple scenarios. It's this combination of functional and technical knowledge that really makes the difference in our offering.

***"It goes beyond technical expertise. Absoft is proactive in suggesting best practice, and we know they provide us with the right solutions."***

**Senior SAP Administrator, SQA**

#### We deliver:

- Timely, consistent and high quality support delivered by our experienced UK based consultants
- Flexibility in support contracts and pricing
- Reduced maintenance cost through reducing system administration complexity
- Management of updates and compliance with UK HR regulations
- Integrated delivery between technical and functional consultants covering all areas of SAP
- A dedicated, long serving team who intimately know your business and SAP system

#### Trust the experts

The results talk for themselves. We have helped all our managed service customers achieve 100% scheduled uptime since taking over the technical support of their systems, and our first customer is still a customer over 20 years later. Our support desk resolves and closes off tickets in an average of 3 days across all priority levels, with over 4,500 support tickets handled since 2012.

And given our staff retention rates, which we have been told is one of our key strengths, you get consistency in service and in depth knowledge of your company and systems.

Ultimately, we help you better leverage your SAP system to deliver improved control, cost efficiency and management of your business. Make sure you are getting the most out of SAP and call in the specialists.

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Call Absoft on +44 (0)1224 707088  
or visit [www.absoft.co.uk](http://www.absoft.co.uk) for more information