

Absoft Remote SAP® Support



"Absoft keeps us constantly in the loop, and we have a real relationship with them. That shows through in their timely resolution of issues and handover of knowledge.

"It's ultimately down to a whole range of factors, from Absoft's flexibility and integrity, to continuity of staff. We find it rewarding to work with a close-knit team you can always reach at the end of a phone."

- Angela Reilly, Senior SAP Administrator, SQA

Comprehensive SAP support

Do you have the comprehensive SAP® support that you need to make your organisation run smoothly?

SAP systems are complex and constantly evolving. Peaks and troughs in demand can also be difficult to resource.

To deal with these challenges it's vital to have access to a wide pool of up-to-date SAP expertise.

Absoft provides a highly skilled, dedicated support team which is large enough to cope with peak demand periods and may also draw upon the expertise of the wider consulting base. Because we work only with SAP and have a wide client base our consultants bring the specialist skills and best practice needed to tackle niche areas of SAP as well as more standard functions.

Absoft can provide any combination of functional and technical support – simply choose from our comprehensive range of support specialisms opposite.

The benefits of Absoft SAP support

By choosing Absoft support you will:

- Gain value-for-money access to the type of SAP expertise you need, when you need it
- Release staff from dealing with support issues to focus on core business activities
- Improve the resilience and availability of your SAP NetWeaver® infrastructure
- Reduce operational costs whilst minimising disruption to your business

A safe pair of hands

You will have the peace of mind that comes from knowing that your SAP system is in safe hands with an experienced SAP partner which has been providing SAP support to a wide range of sectors since 1994.

Absoft's support centre is:

- Entirely UK based
- ITIL aligned
- An accredited SAP Partner Centre of Expertise (PCoE)
- ISO 20000 (Service Management) and ISO 27001 (Information Security) certified.

Support specialisms

Full functional service

- Finance
- Logistics
- Procurement
- HR & Payroll
- Sales & Distribution
- Supplier Relationship Management
- Business Analytics

Technical support

- System administration
- Error resolution
- Performance analysis
- Job scheduling

Development support

- ABAP development
- Mobility solutions
- Workflow
- Smart Forms

Key features

- Dedicated Service Delivery Manager
- Dedicated Account Manager
- Wide industry expertise
- Entirely UK based
- Regular review meetings
- Regular reporting



Supremely flexible

You choose how much you want us to get involved – we can act as 1st, 2nd or even 3rd line support.

Because your support requirements can change we make sure you only pay for the support you need; based on an agreed number of hours upfront. We tailor your support plan to your exact requirements.

An extension to your team

Our customers pay us the ultimate compliment of saying that that we are like an extension to their team. That's because we offer service continuity through assigning dedicated consultants to our support centre – our consultants work quickly to fix problems because they really get to know our clients' systems and understand their business processes.

Clear accountability

Absoft fixes problems according to a Service Level Agreement – you'll know what to expect and we will deliver.

We make sure that our clients know how we're performing through structured reporting and reviews led by our UK based support centre management team.

All calls are fully documented and clients can also log in to our support portal at any time to check the status of open calls and view closed call history. It's part of our culture to share information about how problems are fixed to provide complete transparency and transfer knowledge to our support customers.

We also make sure it's clear who to contact – each client has a named account manager who handles all Request for Proposals, Contracts and Purchasing throughout the contact term.

About Absoft

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

We have supported public and private sector organisations with up to 5,500 users and our first customer is still a customer, over 24 years later. Ensure you are getting the most from your investment in SAP and call in the experts.

For more information visit www.absoft.co.uk

Remote access

Absoft's support service is provided remotely from our UK based headquarters by our experienced staff consultants.

We access clients' SAP systems using a high speed secure site-to-site VPN connection to create a remote link. This link enables us to view, diagnose and resolve problems on our own screens.

A seamless transition

We understand how important it is to have a seamless transition between support providers. When we take on your system support, Absoft carries out a systems familiarisation audit which allows us to become familiar with your systems and processes. We produce a 'living' document, which is kept up to date with full documentation of any changes that are made by Absoft to the SAP system and paves the way for Absoft to introduce improvements.

Integrated Support Services team

Absoft's remote support service is just one of the services provided by our Integrated Support Division to run and maintain your SAP system at maximum efficiency. We also offer:

- 24 hour SAP NetWeaver Managed Service
- Technical Services
 - Technical Roadmap Service
 - SAP Solution Manager
 - SAP Release Upgrades
 - SAP Enhancement Package Application
 - SAP Hardware Migration
 - SAP Security & Authorisations