



SUPPORT & MAINTENANCE

KEEP YOUR SAP SYSTEMS EVOLVING DAY AFTER DAY

Our support proposition addresses all aspects of your SAP solution once it is in production with the following offers:

- ODSS : “On-Demand SAP Services”
- SAP Maintenance : PCoE compliant and more

Also, as an authorized SAP “Sell” partner, we sell and manage our clients’ SAP licenses.



Needs

Our customers' expectations vary according to their **degree of autonomy**, the size of their internal **SAP Center of Excellence** and their users' **level of fluency in SAP**, but they generally encompass the following needs:



PROXIMITY AND FLEXIBILITY

- Regular interaction with identified, stable and available consultants.
- Ability from these consultants to adjust to their level of autonomy and internal skills.
- Responsiveness to external and internal changes (regulatory changes, SAP evolutions, mergers & acquisitions, scope extensions, etc...)



TECHNICAL EXPERTISE

- Pooling of technical and functional skills, by business area.
- Match between the consultants profile and actual needs.
- Consultants' general understanding of the business.
- Expertise in SAP Support.



EFFECTIVENESS DAY TO DAY

- 24/7 system availability assurance.
- Dedicated SAP support and maintenance team.
- Corrective and proactive approach to both fix and keep the systems evolving.

ON-DEMAND SAP SERVICES (ODSS)



- Direct support to Business Users and/or internal SAP CoE support.
- Technical or functional expertise, on-site or remote.
- From bug fixing to projects, in remote support mode or in project mode.
- All types of SAP evolutions (new functionality, bespoke developments, upgrades, roll outs, S/4 migrations...)
- Training and skills transfer.

SAP MAINTENANCE



- Full integration with SAP's processes.
- Seamless 24/7 support for Very High priority incidents.
- Service monitoring (SAP Early Watch Alert).
- Software faults analysis.
- Access to new SAP releases and documentation.
- SAP PCoE certification.

Benefits

WE GUARANTEE



CONTROLLED BUDGET

- Billing of actual productive time only.
- Transparent monitoring of your spend.



DEDICATED TEAM

- Team of technical and functional experts, dedicated to support.
- Responsive, experienced (15+ years average SAP experience), engaged with the business.



THE RIGHT TOOLS

- Intuitive access to SAP expertise.
- Traceability of all customer interactions.
- Shared Knowledge base.

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SAP SOFTWARE**

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