



SAP Support

Wonder how we manage your SAP Support

ciber
committed to the limit.

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At many companies, SAP plays a central role supporting critical operational processes. The continuously changing opportunities and threats in the marketplace demand flexibility from your SAP application: it must always be able to provide with reliable information. It is on this basis that you make decisions and it gives you a head start over the competition.

If you outsource support and maintenance to CIBER, you are assured of advantages of low fixed costs, expertise, availability and the best possible performance from your SAP application.

A successful implementation - then what?

It goes without saying that good IT support is important to the availability, functionality and effectiveness of your SAP application. Following a successful implementation, you will want the application to deliver the expected result. Any defect or functional uncertainty in the SAP configuration can impede the work progress and endanger the head start over the competition. Any problems must be solved quickly and adequately - and preferably prevented.

Why outsource management?

What you want is the best possible support for the lowest possible cost. To achieve that, you need qualified, experienced staff who stay up-to-date through training and education. This requires an investment that doesn't always give sufficient return, especially if the support activities do not add up to a full-time position. If you choose to outsource, you are assured of the advantages of scale (knowledge and availability) that CIBER can offer you as your support partner and you are assured of the ability to respond quickly to changes. CIBER can manage your SAP application in a number of ways; it's up to you how far our service goes.

Jaak Mulder, Manager IT Operations Europe, Konica Minolta

“In recent years, CIBER has proven that it has a flexible approach to the services it supplies to Konica Minolta. There was good contact between the operational and strategic levels, or between projects and management. Another striking element of our partnership with CIBER is the strong focus on the development of both interpersonal relationships and technical system knowledge.”



Tailor-made support

CIBER provides various types of support services. You choose the type that best suits your organisation. CIBER provides support services remotely and if necessary on site.

- SAP Functional Application Support
- SAP Technical Support
- Housing/Hosting of your SAP systems, including OS and hardware support (Managed Services)

Clear agreements

A service level agreement (SLA) with CIBER is always preceded by knowledge transfer. An inventory is made of your SAP environment using a transition plan. If necessary, CIBER implements changes so that the

required Service Levels can be guaranteed. At the end of the transition, we record our findings in a baseline measurement that is included in the service level agreement. All agreements made between CIBER and your organisation are recorded in the SLA.

Unambiguous communication

A clear communications structure and monitoring of agreements contribute to the quality of our support. That is why the Service Desk and Service Management are a fixed part of SAP Support.

- Service Desk is the operational contact for questions and problems for all support services that you outsource to CIBER.

- Service Management monitors the agreements made between you and CIBER and the quality of our services. The Service Manager is your regular strategic contact for:
 - Modifications to the agreed support services and/or Service Levels.
 - Service Level Reporting and consultation.
 - Questions and/or complaints.

The benefits for you

If you outsource SAP Support tasks to CIBER, you will be assured of a number of important benefits.

- Cost savings. Using an inventory of your current costs, we will calculate for you the savings in time, staff, education, equipment and management attention.

- Reliable knowledge. The CIBER specialists have and maintain a high level of knowledge and experience. They work preventively and respond quickly and adequately to any problems.
- Own IT staff. Outsourcing support to CIBER means that you can use your own IT staff for core activities.
- Availability guarantee. We make an inventory of the current bottlenecks in your SAP environment, solve them and strive for maximum availability.
- Performance optimisation. Since CIBER is aware of the latest developments in SAP, we can also optimise the performance of your SAP systems for the longer term. We inform and advise you on improvements to the configuration

and we can then implement these improvements.

- Tailor-made outsourcing. CIBER offers tailor-made outsourcing of SAP Support services. You select the service that suits your organisation.

CIBER Managed Services

In addition to your SAP applications, CIBER can also support your 'non-SAP applications'. In addition to the above support services, CIBER offers you the option of placing your hardware externally in a CIBER data centre if you outsource the entire responsibility for management. In addition, you can consider implementing your applications on CIBER equipment.



SAP SUPPORT

Why CIBER?

CIBER is the specialist in the field of SAP and has a proven track record in fulfilling agreements. We stand by our promise: committed to the limit. All our services are based on this pragmatic approach.

Let your support stand out too

By outsourcing support to CIBER, you are involving an organisation that offers you added value, also in the long term. For example:

- Implementation. Using its implementation method, CIBER has proven that it can implement within budget and time restraints. Your future implementations and upgrades will be in good hands.
- Integration. CIBER has specialists in the fields of EAI, BPM, ECM and others. They are able to integrate your SAP environment with other operational applications. You are always assured of the maximum return on a SAP implementation.

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