



The Config Team™  
SAP Logistics Specialists



SAP Support

## SAP Support

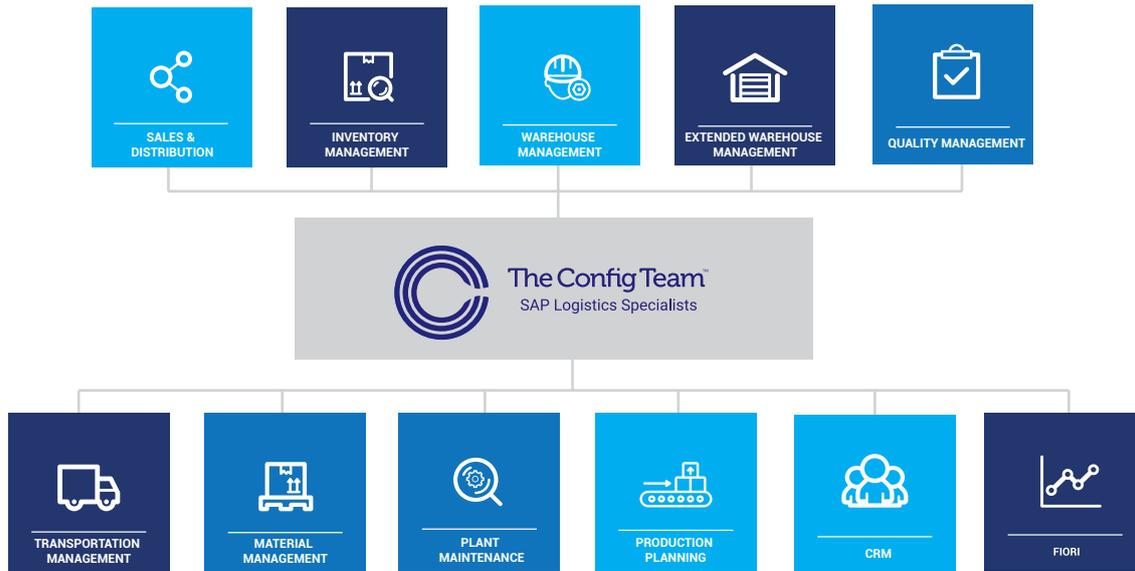
Implementing a new SAP solution is just the start. To maintain efficient supply chain operations, a strong support partner is needed to ensure any updates or issues that arise are dealt with quickly and effectively.

Warehouses, distribution centres and manufacturing facilities are not 9 – 5 businesses, so they need to be able to access support as and when they need it. We offer a flexible model to ensure that our customers can access the help they need, whenever they need it.



# Our Expertise

We specialise in the SAP Supply Chain and provide support to a wide range of customers who are operating any combination of SAP Supply Chain modules.



## Support Service

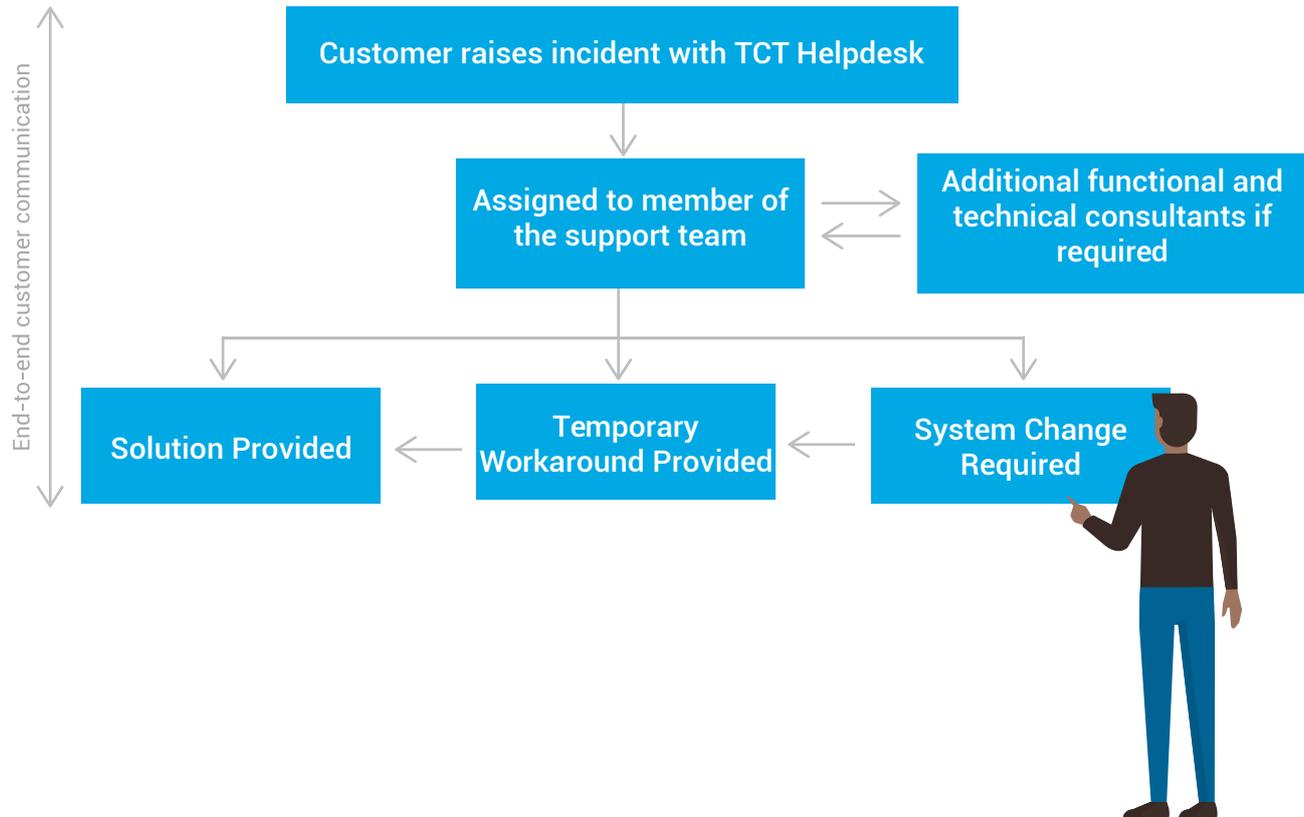
We adopt a flexible approach to our support service, ensuring we offer a package that best meets individual customer requirements.

Our UK-based support team can assist customers with a range of requests, whether it is a data or transactional issue, a configuration or development issue or derived from a user issue. Our team of functional and technical consultants are in-house and you can always contact any member of our support team to discuss new and ongoing tasks.

Every member of our support team has extensive experience of the SAP Supply Chain, so customers can be confident they will benefit from specialist knowledge and expertise in the specific area of the supply chain they operate.



# Support Process



## Support Model

Our support contracts are based on an hour bank model, tailored to each individual customer's needs. We spend time getting to understand a company's business and its processes and then utilise our extensive SAP Supply Chain experience to recommend the number of hours of support we feel they will need.

We recommend a package that will provide support during the hours that customers are most likely to need it, including outside of typical business hours, at weekends and during bank holidays.

We understand that supply chain operations are not static and as processes, operatives and end customer demands change, the support service needs to reflect this. This is why we allow all of our support customers to roll over 25% of unused hours to the following month. Similarly, if additional hours are needed, they can be purchased on an hourly basis as and when required.



## Working With Us

We operate a ticket-based process for our support customers, with a simple to use helpdesk portal, where all requests can be raised. Once a task has been assigned to one of our support team, its status can be easily tracked through the portal.

We have a flexible reporting structure and can report on specific KPIs to meet individual customer requirements. We provide weekly or monthly service reports detailing the support requests that have been completed in the specified time period. Quarterly service review meetings are arranged to ensure that the support service is delivering on expectations and the allocated monthly hours are continuing to meet the customer needs.



# Service Level Agreement

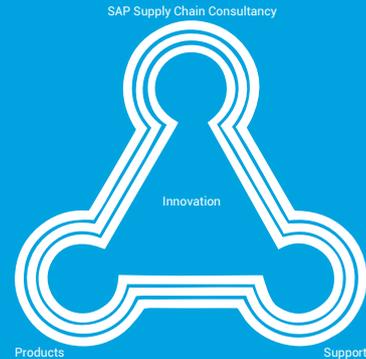
Depending on the priority of the request, we have set levels of response rates.

PRIORITY	P1	P2	P3	P4	CHANGE REQUEST
SLA Achievement	90%	90%	85%	85%	85%
Response	30 mins	60 mins	4 hours	24 hours	24 hours
Work Around	2 hours	4 hours	8 hours	n/a	n/a
Resolution	4 hours	8 hours	24 hours	48 hours	n/a
Communication	Request logged via TCT portal. Follow up by phone.	Request logged via TCT portal. Follow up by phone.	Request logged via TCT portal.	Request logged via TCT portal.	Request logged via TCT portal.
Definition	Complete loss of service affecting an entire warehouse or multiple warehouses	<p>Critical service running but degraded performance</p> <p>Intermittent outage of non-critical service</p> <p>Non -critical service unavailable</p> <p>Service running from a back-up location</p>	<p>Degraded non-critical service</p> <p>Intermittent outage of non-critical service</p>	Customer impacted - unable to perform role with a viable workaround	Request for change to code, config or system set-up

## More Than Support

Our support customers benefit from our wider team's unrivalled knowledge of the SAP Supply Chain. Customers that have more complex SAP development needs can work with our experienced consulting, product and technical teams, safe in the knowledge they will have a detailed understanding of the customer processes from the support team.

Successfully delivering end-to-end project lifecycles, from integrating new automation through to full EWM installations and S/4HANA migrations, our consultants provide independent, honest advice to ensure you get the right solution every time.





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