

STABLE OPERATIONS AND SYSTEM AVAILABILITY

WITH SAP® STANDARD SUPPORT

The SAP® Standard Support option encompasses four areas: improvement, quality management, knowledge transfer, and problem resolution – to keep your applications up-to-date and running efficiently. With this option you gain access to best practices and technology that can sustain your business continuity.

The SAP® Standard Support option offers a comprehensive approach to helping you maintain your applications and keep them running smoothly. SAP Standard Support encompasses four areas: improvement, quality management, knowledge transfer, and problem resolution.

Improvement

To keep your applications tuned to the latest functional and technological developments, SAP Standard Support includes software release and enhancement packages of the licensed software. This way, you benefit from the latest best practices through a software upgrade. SAP Standard Support keeps your applications current to support you in keeping your systems on the latest changes in regulatory and accounting environments. Support packages help you apply corrections efficiently – even before problems occur.

Technology updates help ensure compatibility with new releases, such as those for database and operating system. You have access to the source code for software components written in the ABAP™ programming language and tools to manage custom code. Software change management tools and methodologies help streamline management of your SAP landscape. Finally, the SAP Solution Manager application management solution assists in implementing, managing, and optimizing your SAP applications under SAP Standard Support.

Quality Management

Your systems and business processes require high standards of quality to support enterprise goals. SAP Standard Support delivers a range of tools and services designed to maintain the

technical robustness of your application, accessed via SAP Solution Manager, and comprising the following:

- Implementation tools and methodologies
- Tools for test administration and automation
- Monitoring tools to trigger alerts when issues occur
- Remote services, such as SAP EarlyWatch® Alert, SAP GoingLive™ Check, and SAP OS/DB Migration Check services to reduce the risk of unforeseen bottlenecks and breakdowns

Knowledge Transfer

SAP Standard Support provides for knowledge transfer on how to operate and optimize your applications, such as best practices for managing total cost of ownership and innovation. Moreover, SAP Solution Manager contains wide-ranging content and functions for your own center of expertise.

Problem Resolution

Fast, effective problem resolution is essential to minimizing costly downtime. SAP Standard Support gives you access to a range of self-help tools such as knowledge databases. For more assistance, SAP Standard Support offers global message solving by the SAP Active Global Support organization. For very high-priority messages, this offering is even available 24x7 – for expert assistance no matter when, where, or why.

Find Out More

For more information about SAP Standard Support, please contact your SAP account team or visit us on the Web at www.sap.com.



Summary

The SAP® Standard Support option offers a comprehensive approach to helping you maintain your applications and keep them running smoothly – to give you and your team confidence in a robust landscape, stable operations, and high system availability. SAP Standard Support encompasses four areas: improvement, quality management, knowledge transfer, and problem resolution.

Business Challenges

- Maintain SAP applications and keep them running smoothly
- Ensure high system availability 24x7
- Provide IT staff with expertise and self-help tools
- Minimize costly downtime

Key Features

- **Improvement** – Support for keeping your applications tuned to the latest functional, technological, and regulatory developments
- **Quality management** – Make use of a range of tools and services designed to maintain the technical robustness of your application
- **Knowledge transfer** – Enrich your IT staff with knowledge on how to operate and optimize your applications, such as best practices for managing total cost of ownership and innovation, implementation and operations content, and access to the SAP Service Marketplace extranet that enables participation in the larger SAP community
- **Problem resolution** – Give your IT staff access to a range of self-help tools for fast, effective problem resolution, as well as access to global message solving by the SAP Active Global Support organization and 24x7 expert assistance when necessary

Business Benefits

- **Keep your applications up-to-date** with the latest software release and enhancement packages, as well as changes in legal and accounting environments
- **Support your enterprise goals** with high standards of IT quality
- **Shorten project times and increase effectiveness** with implementation tools and methodologies
- **Streamline management of your SAP landscape** with software change management tools such as templates for phased rollout, road maps, and tools for client copy and entity copy
- **Operate and optimize your applications confidently** thanks to knowledge transfer from our team to yours
- **Sustain your business continuity and minimize downtime** with fast, effective problem resolution

For More Information

Call your SAP representative or visit us online at www.sap.com.

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