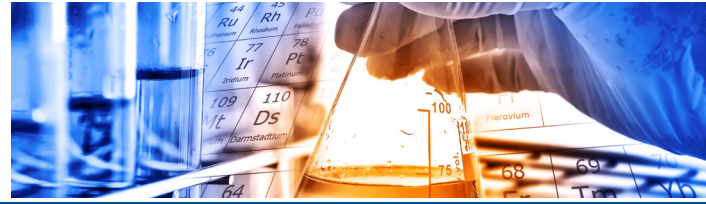


SAP SUPPORT CUSTOMER



CHALLENGE

A global supplier of purity materials for the life sciences and advanced technology markets, continually evaluates business operations to drive cost savings initiatives across the organization. The company's SAP production systems were stable, and they had no plans to upgrade to a newer application version in the near future. Given the stable nature of the installed systems, the Company saw little to no return from the continuous rise in the cost of vendor provided maintenance support.

They sought to:

- Reduce IT spend on SAP support
- Increase the level of customer service
- Ensure their portfolio of SAP software was well maintained and would meet future needs
- Receive support that was proactive and responsive, provided by industry experts that would gain knowledge and understanding of their environments
- Ensure support is delivered by a company that is focused on the company's needs and satisfaction, and is easy to do business with while being financially stable

APPROACH

The company began investigating third-party support options and quickly realized key distinctions between what the vendor support model had to offer in comparison to that of the personalized support offered by Spinnaker Support. They sought to reduce their SAP software maintenance fees while significantly improving their level of support through personalized service with ready access to experienced support personnel. The company desired a partner with the SAP competency, global infrastructure, proven support methods, and strict business practices to mitigate any potential risks of the desired change, one who would deliver the value they deserved for every dollar spent.

One of the main reasons the company chose Spinnaker Support was our willingness to align support fees with actual licenses used, not licensed software that was never implemented. This unique approach allows a much larger reduction in annual maintenance fees. The company was also impressed with Spinnaker Support's Technology Center of Excellence, which is available for support on virtualizations, interoperability, security, and future upgrades or cloud migration plans – all a part of Spinnaker's standard support agreement.

INDUSTRY & ACCOUNT DETAIL

- Chemical – Chemical Manufacturing

ENVIRONMENT

- SAP Applications – ECC6
- Hardware – Windows
- Database – SQL
- Operating System – X86
- Modules Supported – Financials and Controlling, Production Planning, Materials Management, Quality Management, Sales and Distribution, Environment Health and Safety, Workforce Management, Global Trade Services, Supply Chain Management, Budgeting, Planning, and Consolidations, Business Warehouse, and Solution Manager

LOCATIONS & LANGUAGES SUPPORTED

- Manufacturing & Distribution: United States, Mexico, Poland, India, & Malaysia
- Research & Application Laboratories: United States, France, India, Taiwan, & South Korea
- Languages Supported: English

SERVICES PROVIDED

- SAP Support

FOR MORE INFORMATION

Our case studies give an inside look at the experiences of other companies that have used Spinnaker Support for their SAP & Oracle software support needs. Visit <https://spinnakersupport.com/client-success-stories/> to read other client case studies.



SOLUTION

The company's strategic requirements made the decision to move to third-party support with Spinnaker Support an easy course for their future. Spinnaker Support is the leading third-party provider of global SAP and Oracle Application Maintenance and Support for over 1000 organizations worldwide. The comprehensive and unmatched software support model delivers a broad range of value-added services in a highly responsive manner while providing service of the highest quality through an expert Global SAP support team.

The following solution was implemented by Spinnaker Support to allow them to achieve their desired state:

- Assigned a team of named SAP senior software engineers leveraging proven methods and global infrastructure to deliver exceptional maintenance services for their portfolio of products
- Established an agreement with flexible commercial terms which allowed the company and Spinnaker Support to scale maintenance services and fees based upon actual software usage
- Implemented proactive support processes that consists of monthly calls with dedicated support team, advisory services from Spinnaker Support's Technology Center of Excellence, and support for integrations and customizations

Spinnaker Support delivers unmatched software Maintenance Services to the global SAP user community. Organizations around the world have realized tremendous service benefits and cost savings from Spinnaker Support's services.

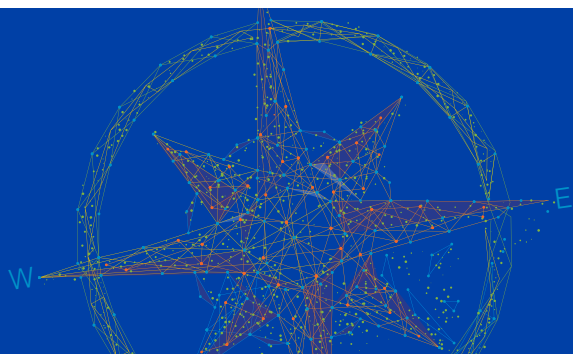
RESULTS

The company signed a multi-year agreement with Spinnaker Support in February of 2015, and over a three-year timeline will have an estimated cost savings in support fees in excess of 65%. The company continues to progress through a strategic transformation, and has reallocated support funds for strategic IT initiatives. The savings afforded by Spinnaker Support are helping them redirect costs for research and development, as they continue to expand their market reach. Instead of being forced into costly upgrades, they have stabilized on SAP ECC6 and now have a partner that can plan and execute an upgrade or cloud migration when their business warrants that change.

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Spinnaker Support is the world's fastest growing and most trusted provider of third-party support, managed services, and consulting for enterprises that run SAP and Oracle software in more than 100 countries.

- Customers who switch to Spinnaker Support's ISO 9001:2015 third-party support model gain significantly better SAP and Oracle application support for a fraction of the price. Third-party support includes bug fixes (including all customizations), global tax and regulatory updates, and general inquiries and advisory support.
- Tailored application and technical managed services delivering specialized system administration, performance tuning, and troubleshooting skills to dive deeper into a customer's operations and address a broader array of their issues.
- Strategic consulting projects specifically targeting the continuous improvement and development of Oracle and SAP enterprise applications and surrounding technologies. Spinnaker Support's blend of services from a single vendor span SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Agile PLM, ATG/Endeca, and more.



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