

10 MYTHS

About Dropping SAP-Provided Support

10 Myths About Dropping SAP-Provided Support

Spinnaker Support customers often align their innovation plans with SAP's long-term product vision, but they understand that SAP's vision does not necessarily align with their immediate plans and business needs. We enable them to continue down the path of SAP's vision while saving significant amounts of money on SAP support to accelerate innovation, then smoothly reunite with SAP's support model at a time that is right for them.

Spinnaker Support replaces SAP-provided support, delivering superior service at an average 62% reduction in annual maintenance fees. Our alternative SAP support model provides more personalized and responsive service, full technology stack security and vulnerability protection, ongoing interoperability support, and customized code support – under a lifetime, no sunset support policy that is ISO 9001:2015 and ISO/IEC 27001:2013-certified.

As more SAP customers drop SAP-provided support, SAP is spreading myths in an attempt to slow down defections. This eBook lists and dispels the most common myths about dropping SAP-provided support.

Spinnaker Support supports hundreds of instances and thousands of professional users – on virtually every version and product.



MYTH 1

Dropping SAP Support can damage your overall relationship with SAP.

FACT

You are still an SAP customer whether you are under SAP-provided support or not. You can purchase new licenses, innovate, remain secure and interoperable, use SAP tools, and reinstate SAP-provided support. You just get better SAP support for far less cost while with Spinnaker Support.

When the time comes to return to SAP, they will want you back as a paying support customer and will likely offer a very attractive deal to do so.

MYTH 2

Staying with SAP-provided support always drives the lowest Total Cost of Ownership (TCO) over the long term.

FACT

This SAP statement is predicated on their unsubstantiated myth that third-party support customers return to SAP in 1.5 – 3 years and have high reimplementations costs. Spinnaker Support's SAP customers average more than 5 years with us and when they have returned to SAP-provided support, they paid no on-premise application reimplementations costs or maintenance back fees.

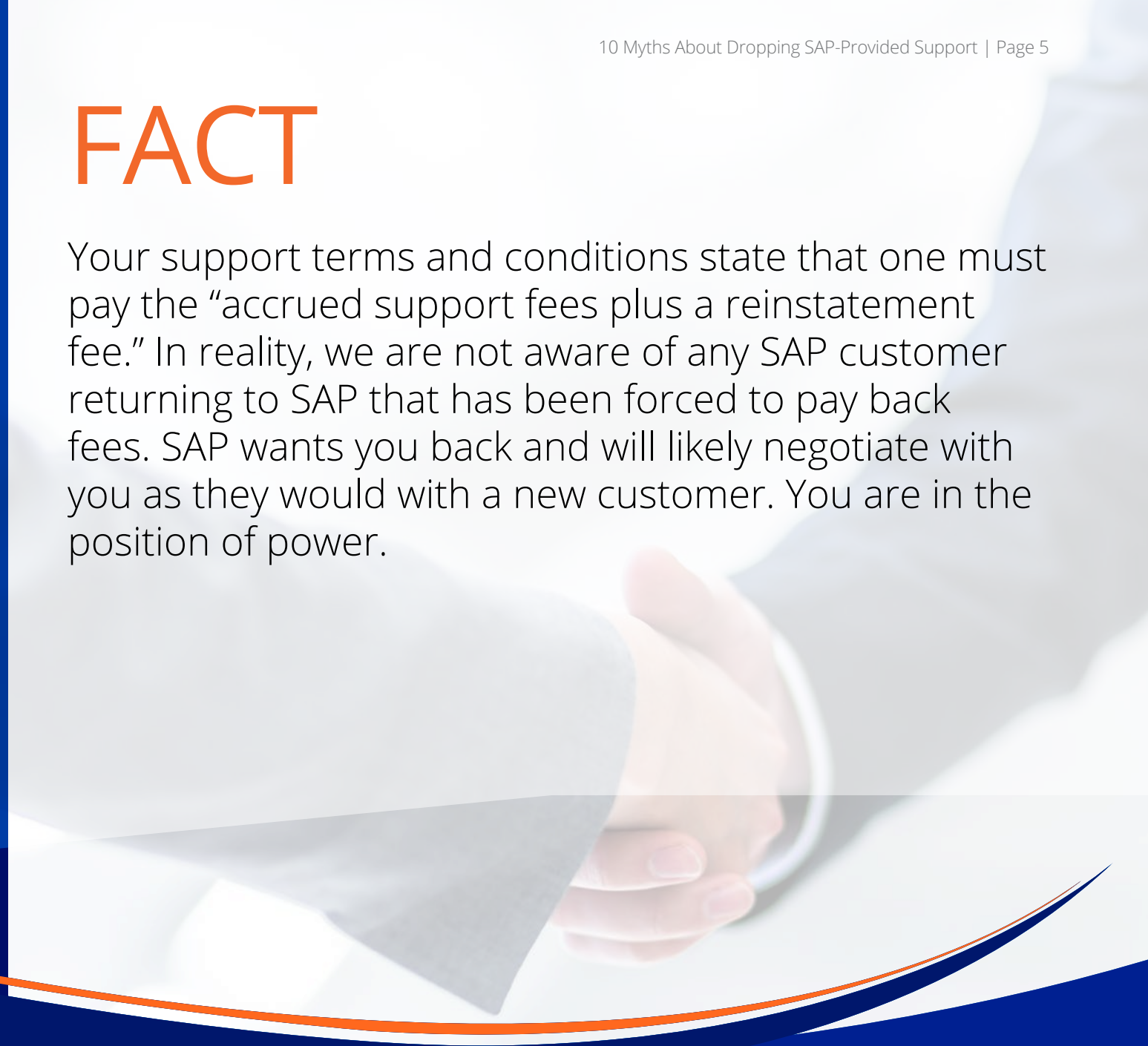
Cutting SAP maintenance fees by more than half obviously drives lower TCO. Having a dedicated team of software engineers that delivers tailored fixes, rather than generic one-size-fits-all patches, ensures that on-premise applications perform at a high level.

MYTH 3

Customers returning to SAP for support will be subject to penalties and maintenance back fees.

FACT

Your support terms and conditions state that one must pay the “accrued support fees plus a reinstatement fee.” In reality, we are not aware of any SAP customer returning to SAP that has been forced to pay back fees. SAP wants you back and will likely negotiate with you as they would with a new customer. You are in the position of power.



MYTH 4

Third-party support providers are nothing more than a 24x7 help desk.

FACT

Spinnaker Support offers personalized SAP support that is more responsive and comprehensive. Instead of being pushed to browse OSS Notes for solutions to a problem or answers to “how to” questions, you simply open a Spinnaker Support ticket or call your Account Support Lead (ASL) who will promptly respond (within 8 minutes on average) and quickly research the issue for you. The team then delivers customer-specific fixes to complex SAP product issues.

MYTH 5

Dropping SAP-provided support will automatically trigger a software license audit.

FACT

It is possible that a cancellation notice will generate an audit, but there are much more prominent audit triggers SAP customers need to be aware of. Examples include mergers and acquisitions, not purchasing new on-premise or cloud licenses for a period of time, changes to your infrastructure (e.g., virtualization or consolidations), or just the basic annual license audit.

MYTH 6

Third-party software support does not protect customers against security and vulnerability threats.

FACT

SAP does not suspend a customer's ability to access security patch information. Whether on SAP-provided support or not, one always has access to information to mitigate the identified risk. However, Spinnaker Support believes the security provided by SAP is not enough. Spinnaker Support provides proactive, full technology stack security and vulnerability protection that out-delivers SAP's reactive, one-size-fits-all security patches.



Check out our website for more details.

MYTH 7

Fixes and patches provided by third-party support providers introduce excessive customizations that will hinder future upgrade paths.

FACT

We know that many of our customers will migrate to SAP next-generation solutions in the future. All fixes made by Spinnaker Support in your SAP system are made in accordance with SAP standards and are treated like any other “Z” programs or files you have created yourself. These standards also apply to any Tax, Legal, and Regulatory updates delivered by Spinnaker Support.

MYTH 8

SAP customers will lose their ability to innovate under a third-party support model.

FACT

On the contrary, third-party support can both fund and accelerate innovation and digital transformation – while providing options for best-of-breed solutions as well. Your SAP applications remain high-performing, adaptable to changes in surrounding technologies, and secure while under third-party support. We provide unbiased technology advisory services that do not confine you to just one software vendor or industry solution.

- Look at third-party support as a proven way to upgrade service, save a significant amount of money, and redirect savings towards innovative and transformational initiatives. Many of our customers are aligned with SAP's longer-term product vision but face near-term misalignment while they wait for next-generation solutions to mature. For those that are taking a best-of-breed approach, Spinnaker Support creates opportunities to adapt non-SAP innovations faster.

MYTH 9

Customers jeopardize system interoperability when they drop SAP-provided support.

FACT

Customers do not need to be on the latest versions of SAP to take advantage of industry-leading integration points and technology. Spinnaker Support ensures that client systems adhere to published industry standards and can leverage industry standardized tools and services that maintain a system's ability to interoperate at the application, database, and server layers.

MYTH 10

Dropping SAP-provided support ends your ability to upgrade to future releases or migrate to cloud innovations.

FACT

Spinnaker Support's ISO 9001:2015-certified archiving process enables the customer to download, store, access, and deploy the software upgrades they are legally entitled to but have not yet implemented. Additionally, third-party support does not inhibit cloud migration, which requires a relicensing event whether you are on SAP-provided support or not.

Conclusion

For increasingly more SAP customers, third-party support providers are restoring higher quality support, reducing the cost of support fees, and providing a safe haven until cloud solutions/digital innovations become right for them. In many cases, the significant savings are funding and accelerating journeys to cloud – or funding business-driven strategies to advance digital transformation. Ironically, it's the decreasing value proposition of SAP's support model, coupled with their push to cloud solutions, that third-party support is so quickly emerging in popularity and adoption.

Compare the features and benefits of SAP's support model versus a third-party support model. Focus on the varying approaches, philosophies, and costs. Third-party support places control of your IT roadmap back in your hands, provides superior support, and affords significant savings in support fees while the business is innovating.

SUPPORT FEATURES	SPINNAKER SUPPORT	SAP
Application and repository fixes	●	●
Configuration support	●	●
Documentation-only fixes	●	●
Installation and upgrade process support	●	●
Global tax & regulatory compliance updates	●	●
24 x 7 x 365 follow-the-sun support	●	●
Interoperability and other technology advisory	●	●
ISO 9001:2015 and ISO/IEC 27001:2013-certified	●	●
Full stack security and vulnerability protection	●	●
Lifetime, "no sunset" support policy	●	🕒
Application and technology managed services	●	●
Consulting services	●	●
Low risk profile	●	●
Fast support response time	●	
Customized code support	●	
Dedicated account support lead	●	
Customer-specific team of named engineers	●	

 [For more information, click here.](#)

About Spinnaker Support

Spinnaker Support is the leading global provider of third-party support and managed services for enterprises that run Oracle and SAP. Spinnaker Support customers gain more comprehensive and responsive service, save an average of 62% on their support fees, and can remain on their current software releases indefinitely. They trust Spinnaker Support to keep their enterprise applications running at peak performance and to help them navigate from on-premise to hybrid to cloud.

Spinnaker Support operates from nine regional operations centers located in Denver, London, Moscow, Mumbai, Paris, Singapore, Seoul, Tel Aviv, and Tokyo. Our award-winning blend of services span SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Fusion Middleware products, Hyperion, Agile PLM, ATG/Endeca, and more.



Spinnaker Support LLC
5445 DTC Pkwy #850
Greenwood Village CO 80111
877-476-0576 U.S. & Canada
+44 (0)20 8242 1785 International

www.spinnakersupport.com