

SAP SUPPORT SERVICES OVERVIEW



INTRODUCTION

Since 2008, Spinnaker Support has delivered a unique blend of innovative support services for SAP applications and surrounding technologies. Mid-size to Fortune 100 enterprises, representing virtually every industry, have made the switch to Spinnaker Support. We support and help manage SAP instances around the world.

Our core service is third-party support, which replaces SAP's expensive, restrictive, and self-support style model at a fraction of the cost. We built our company around the simple concept that "support should be supportive," meaning personalized, responsive, comprehensive, and affordable.

THIRD-PARTY SOFTWARE SUPPORT

Spinnaker Support replaces SAP Support in a proven, secure, and smart way – delivering superior support, more efficiently, at a dramatically reduced price.



RESPONSIVE SERVICE

Responses in < 15 minutes, from Level 4 senior support engineers



COMPREHENSIVE SUPPORT

Covers security, custom code, interoperability, tax & regulations, and more



IMMEDIATE COST SAVINGS

Average 62% hard savings, with more soft savings possible



FLEXIBLE CONTRACT TERMS

Pay for licenses you use, modify scope as business conditions change



ADDITIONAL ASSISTANCE AVAILABLE

We also offer a tailored set of managed services and consulting

Spinnaker Support provides more than simple issue support. Customers also receive general inquiry support, custom global tax and regulatory compliance updates, and technical advisory services for areas such as interoperability, upgrades, roadmap planning, and virtualization.

SPINNAKER SUPPORT: THE GLOBAL TEAM

Spinnaker Support engineers average over 19 years of experience. Working out of eight regional operations centers, this team supports major SAP products from Business Suite to HANA to Sybase (see next page).

These professional engineers fill your knowledge gaps, ease your staffing constraints, provide expert assistance for complex issues, and help facilitate the transition from SAP Support.

OUR SALES AND OPERATIONS CENTERS

DENVER, CO | DUBAI, UAE | TOKYO, JAPAN | TEL AVIV, ISRAEL
SEOUL, KOREA | PARIS, FRANCE | SINGAPORE | LONDON, UK
CHENNAI, INDIA | SAO PAULO, BRAZIL



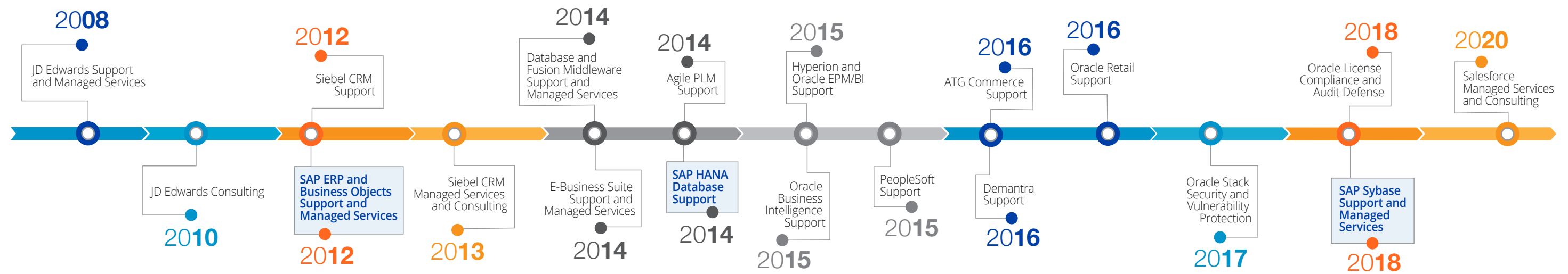
The support engineers are responsive, efficient, and engaged directly on resolving our issues. They don't respond with stall tactics or try to push unneeded patches to 'try' and resolve issues, like SAP support.



—Ajith Kumar, Senior Manager, Autodesk



Spinnaker Support provides third-party support, managed services, and consulting for a wide range of SAP applications. The timeline below illustrates the majority of solutions we support and when services launched.



SAP PRODUCTS SUPPORTED

ECC	S/4HANA	CRM	HCM	BI	SUPPORTED DATABASES
Releases: ECC 5 & 6 (All EHPs)	Releases: S/4 HANA (Private Cloud)	Releases: All	Releases: All	Releases: BW / BI	
Products: All	Products: All	Products: All	Products: All	Products: All	
R/3	SAP NETWEAVER	SRM	GRC	BUSINESS OBJECTS	
Releases: All	Releases: All	Releases: All	Releases: All	Releases: All	
Products: All	Products: All	Products: All	Products: All	Products: All	
BUSINESS ONE	FIORI	PLM	MDM	LUMIRA	
Releases: All	Releases: Industry Solutions	Releases: All	Releases: All	Releases: All	
Products: All	Products: All	Products: All	Products: All	Products: All	
INDUSTRY SOLUTIONS	SYBASE / ASE	SCM	BPC	HYBRIS	
Releases: Industry Solutions	Release versions: ALL	Releases: All	Releases: All	Releases: All	
Products: All	Products: SAP Adaptive Server Enterprise, SAP IQ, SAP SQL Anywhere, SAP Advantage DB Server	Products: All	Products: All	Products: All	

DIRECT COMPARISON OF SAP SUPPORT & SPINNAKER SUPPORT

Third-party Spinnaker Support differs from SAP's support by offering greater responsiveness, dedicated staff, and deeper issue coverage. The table below directly compares the primary features of each support model.

	SAP SUPPORT	SPINNAKER SUPPORT
SERVICE MODEL	Self-service-oriented, emphasis on research	Concierge, dedicated support
SAP SUPPORT PORTAL (FORMERLY SAP SERVICE MARKETPLACE)	Full access	Not required
PRIMARY SUPPORT CONTACT	Never the same	Dedicated lead with assigned team
SUPPORT EXPERTISE	Inconsistent	16-years average experience
RESPONSE TIME	SLA dictates	Average 8-minute response time
ABILITY TO ESCALATE	Not monitored, must justify each escalation	All issues closely monitored, done proactively without requests
CUSTOM CODE SUPPORT	Not included	Included, as is anything that touches the SAP product
INTEROPERABILITY SUPPORT	Up to extended support	No limitations
RIGHTS TO UPGRADES	To existing on-premise products only	Access to an archive of all upgrade rights, made prior to switchover from SAP
TAX & REGULATORY COMPLIANCE	Included, one-size-fits-all	Included, tailored specific to each customer's needs
SECURITY & VULNERABILITY	Limited, reactive patching	Full-stack intrusion detection, virtual patching, and compensating controls
TERM OF SUPPORT	No new fixes or interoperability / security support after end of extended support	Lifetime support - for as long as you need your current version
LIFETIME FULL / COMPREHENSIVE SUPPORT	Additional fees after End of Mainstream Maintenance; Limited scope of services after Extended support period	Standard for as long as you need your current version
ADVISORY SERVICES	Via Advanced Customer Services, at an additional premium, fee	Included
PARTNER & USER COMMUNITY	Access to many online communities and partner network	Access to many online communities and partner network

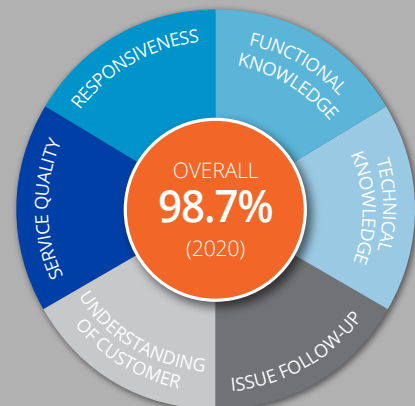
MORE SERVICES, MORE VALUE UNDER ONE ROOF

In addition to our third-party software support, Spinnaker Support also delivers managed services and consulting for SAP solutions and surrounding technologies—either as standalone services or in conjunction with third-party support.

Over 30% of our support customers use these incremental services to consolidate with one vendor—to keep applications running at peak performance, optimize cost, maintain security and interoperability, and provide directional technical expertise.

HIGHEST RATED CUSTOMER SATISFACTION

In our 2020 annual customer survey, we reported a record 98.7% overall satisfaction, which we believe is the highest in our industry.



CONTACT US TODAY

877-476-0576 | info@spinnakersupport.com

[SPINNAKERSUPPORT.COM](https://spinnakersupport.com)

