

SAP Active Global Support

**SAP® ENTERPRISE SUPPORT**  
DESIGNED FOR TODAY'S BUSINESS  
CHALLENGES



THE BEST-RUN BUSINESSES RUN SAP™



# STAND APART FROM YOUR COMPETITION

## AN INTRODUCTION TO SAP® ENTERPRISE SUPPORT

Today's rapidly changing and uncertain business environment places new demands on organizations. Flawless integration of applications, technologies, and business networks is essential to making fast, informed, and clear decisions on business strategies and operational execution. You need the right tools and infrastructure to set a foundation for long-term profitability and success.

SAP® Enterprise Support services provide you the means to assure that your SAP software remains stable and operational – as well as best practices and methodologies that support long-term success. The services address the entire lifecycle of SAP applications, proactively assess the application's landscape to improve stability, accelerate problem solving, and outline levers for continuous improvement to generate real business value.

SAP Enterprise Support is proactive support designed to help you take full advantage of integrated SAP and non-SAP solutions, minimize risk, accelerate innovation, and address application lifecycle management. It delivers value along four categories:

- **Maintaining business continuity** – SAP Enterprise Support identifies risks before they become issues, provides 24x7 expert support, and includes clear service-level agreements, significantly increasing the availability of applications supporting business processes.
- **Improving business process performance** – SAP Enterprise Support enables full visibility into business processes and system landscapes, helps you resolve issues and deliver improvements quickly, and provides data to make informed decisions.



SAP Enterprise Support is proactive support designed to help you take full advantage of integrated SAP and non-SAP solutions, minimize risk, accelerate innovation, and address application lifecycle management.

- **Protecting investment** – SAP Enterprise Support helps identify needed functionality quickly and outlines and supports execution of the measures required to implement this functionality. It provides visibility across the entire solution landscape and provides access to SAP support packages for stable operations and legal changes.
- **Reducing total cost of operations** – SAP Enterprise Support provides the tools, standards, and best practices to help you reduce the overall cost of IT operations.

You can gain increased transparency into your IT operations and business processes and across your lines of business for better-informed decision making. Standardizing support processes helps further identify areas for operational efficiencies.

SAP Enterprise Support provides a continuous engagement that mirrors the dynamics of your business and IT landscape. This proactive approach goes beyond technical stability by including the business processes. With SAP Enterprise Support, you can set the foundation for profitability and growth.

### How Can SAP Enterprise Support Help Maintain Business Continuity?

Avoiding disruption to business operations caused by IT issues is key to running an enterprise today. As IT landscapes become larger and more complex, there is a greater need for integration and mission-critical support. SAP Enterprise Support offers the following:

- **Mission-critical support** – The services support the complex and critical needs of your business through:
  - Service-level agreements – Stipulate fast initial reaction times that include a corrective action commitment
  - 24x7 root cause analysis – Identifies and solves the root cause of your issues
  - 24x7 support advisory – Is your contact point for all support-related issues
  - Continuous quality checks – Assess your technical solutions and business processes to help your operations run more efficiently
- **Standard application and quality management** – Integration of all operational units supports a quality process to enable consistency.
- **Remote access and support** – The SAP Active Global Support (SAP AGS) organization provides you with all the technology required to enable remote support and thereby accelerate problem resolution.
- **Global support backbone** – With access to a global network of experts, you get 24x7 support that promotes collaboration across your SAP ecosystem – your IT staff, your partners, and SAP AGS – for quick issue resolution.
- **Ecosystem alignment** – Your entire SAP ecosystem aligns with fast root cause analysis, clearly defined escalation and handover procedures, and automated status updates.
- **SAP Solution Manager application management solution** – SAP Solution Manager provides the central point of information across the business and system landscape for “a single source of the truth.”

## How Can SAP Enterprise Support Enable Business Process Improvement?

The business environment today requires transparency of core business processes and the ability to easily identify exceptions. SAP Enterprise Support offers the following:

- **SAP Solution Manager** – Establishes a single source of truth for business configuration to enable end-to-end visibility into business processes
- **Business process monitoring** – Provides proactive and process-oriented monitoring of core business processes to improve visibility across your organization
- **Solution documentation assistant** – Allows you to determine which business functionality is in use in your current environment to assess solution effectiveness
- **Continuous quality checks** – Assess technical solutions and business processes to help your operations run more efficiently
- **Test optimization** – Provides pre-configured test templates, test cases, and tools to improve your testing capabilities

SAP Enterprise Support identifies risks before they become issues, provides 24x7 expert support, and includes clear service-level agreements.

## How Can SAP Enterprise Support Protect Your Investment?

You need to protect your current IT investments and focus on core business requirements in order to keep up with the competition. SAP Enterprise Support offers the following:

- **Business-driven innovation** – SAP provides tools to manage the upgrade of your solution. New functionality can be deployed to fulfill business needs and optimize existing business functions.
- **Accelerated innovation enablement** – Up to five business days of remote support services per calendar year are available from SAP solution architects, including live expert sessions and experts on demand.
- **7-2 maintenance strategy** – SAP provides a strong, predictable support structure and offers a 7-2 maintenance strategy. This industry-leading strategy provides seven years of mainstream maintenance and two years of extended maintenance.
- **Modification justification checks** – SAP Enterprise Support employs special checks to verify if business functions can be realized using standard functionality to avoid unnecessary modifications and save time and effort.
- **Custom-code maintainability checks** – SAP Enterprise Support offers special checks to analyze your custom developments in respect to conflicts with SAP code. This allows you to derive more value from custom and legacy applications.
- **Business solution configuration content** – SAP AGS provides content, tools, and process descriptions to accelerate the deployment of new functionality to shorten the time to realize return on investment.

SAP Enterprise Support enables full visibility into business processes and system landscapes, helps you resolve issues and deliver improvements quickly, and provides data to make informed decisions.

### How Can SAP Enterprise Support Reduce Total Cost of Operations?

SAP Enterprise Support can help you focus on lowering costs within your organization with:

- End-to-end solution operations – SAP AGS provides industry-leading and consistent standards, tools, and processes to optimize your operations.
- Run SAP methodology – SAP AGS uses best practices to support end-to-end solution operations focused on tangible cost reductions in operations. The Run SAP methodology provides processes, content, and tools for operating SAP solutions.
- SAP Enterprise Support report – SAP AGS provides an annual status report for joint review with recommendations for maximizing the value of SAP Enterprise Support.

### Find Out More

For more information about SAP Enterprise Support, please visit our Web site at [www.sap.com/enterprisesupport](http://www.sap.com/enterprisesupport).

50 097 636 (09/11)

©2009 by SAP AG.

All rights reserved. SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP Business ByDesign, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects S.A. in the United States and in other countries. Business Objects is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.