SPINNAKER SUPPORT

The A-to-Z Guide to Third-Party Support

Designed for Enterprises That
Run Oracle and SAP

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Summary

For more than fifteen years, third-party support (3PS) for Oracle and SAP enterprise software has served as a replacement alternative to publisher support. Over the years, it has constantly evolved to meet the changing needs of the enterprise software market and to fill gaps not addressed by Oracle and SAP.

Beginning with specific Oracle applications, this 3PS is now available for virtually any Oracle or SAP on-premise enterprise or infrastructure product set. The most obvious benefits of switching from publisher support to a third-party software vendor include immediate cost savings, improved quality of service, and power to avoid unwanted software vendor lock-in.

Despite nearly 4,000 customers, 3PS is not well understood in comparison to the familiar models of Oracle and SAP support. Not helping matters, the software publishers have worked hard to protect their support revenues, often by spreading confusion and misinformation regarding 3PS.

To set the record straight, we designed this guide as a starting point and single-source reference for 3PS. It covers the A-to-Z of 3PS, from what it is, to why it's adopted, to how you evaluate it, to what the actual customer experience is like. Whether you're an IT expert, C-level executive, procurement specialist, or application end-user, you will find useful tips, stories and advice to help you determine if 3PS is the right choice for your organization. **So, let's get started.**

DISCLAIMER: The delivery of third-party support varies with each vendor. To provide enough detail in this guide, we will refer to what we know: the practices and standards of Spinnaker Support. You should not assume that what is described within will be identical for another vendor.

What Is Third-Party Software Support?

Defining Software Support

At its most basic, software support is the ongoing service of providing product support and updates. It's conceptually like insurance from a software publisher; organizations purchase it along with software to ensure that the publisher is on tap to deliver updates and solve unanticipated technical issues.

For customers of large software publishers like Oracle and SAP, this support kicks in after they start using the solution(s). Enterprise software support typically includes general inquiries on usability and features, break/fix services, security updates, tax and regulatory compliance updates, and interoperability support.

These services, alternatively referred to by the publishers as maintenance, were originally delivered live via remote means such as email, telephone, or online communication, and customers could work directly with engineers and developers to solve issues or have technical questions answered. Over the past 5-7 years, Oracle and SAP have increasingly restricted access to live engineers, instead promoting self-service support through online knowledgebases.

Publisher Support Does Not Come Cheap

Top enterprise software companies like Oracle and SAP receive 50+% of their revenue from support. For non-cloud solutions, the annual support expenses are 18-25% of the total license price and increase by 2-5% per year. After 3-5 years, the cumulative cost of support begins to reach or exceed the purchase price of the original licenses.

With traditional, on-premise products, the first year's cost of support was included with the purchase of the software licenses, with continuous renewals for one or more years required afterwards. Annual support fees also included the rights to release upgrades. With the newer cloud replacement products (also known as Software-as-a-Service, or SaaS), support and upgrades are included in the subscription fee. Note that any "upgrade" from an on-premise perpetual license to a SaaS model is not an upgrade as traditionally thought of in the enterprise software market but is actually a relicensing and reimplementation event.

Most organizations budget for – and justify – these expenses that can annually cost hundreds of thousands to millions of dollars as an unavoidable and necessary part of "doing business" with the publisher. Publishers like Oracle and SAP ask, "Who could be more capable of supporting your critical enterprise software infrastructure than the publisher of the solution?"

As we explain later, the answer to that specific question is not always simple; in fact, it grows more complicated each year, as you move farther from the original purchase date. As the imbalance between incremental business value and costs grow, organizations start to question the value of the support that they are receiving and whether it aligns to their own product and business roadmaps.

Defining Software Support by a Third Party

Third-party support (3PS) is a direct replacement of vendor support by a company that is not the original software publisher. Third-party software support is always at least half the cost of publisher support and typically provides more services through an assigned support team and other personalized service components.

You are already familiar with the concept of third-party support as a consumer. You may prefer a specialist (third party) to service your car in place of the dealer, and you likely call a third-party when it's time to repair your washer, dryer, refrigerator, or home computer. As a business, third-party support could include products like phone systems, laptops, or mainframe hardware. You verify and trust the third-party vendor's experience and knowledge, and you often form a positive, personal relationship with them. Plus, you like that they tend to be less expensive than the manufacturer's service departments.

Third-party support for enterprise software has existed for more than fifteen years. While it began with specific Oracle applications (JD Edwards, Peoplesoft, and Siebel), third-party support is now available for virtually any Oracle or SAP on-premise enterprise or infrastructure product set – including the newest versions. Most 3PS vendors are staffed by teams of highly experienced engineers from consultancies, integrators, customers or the software vendors themselves.

SPINNAKER SUPPORT

COUNTERING MARKET VOLATILITY WITH 3PS

Oando

Oando PLC is one of Africa's largest integrated energy solution providers. Oando faced significant industry challenges: foreign exchange volatility, lower oil prices, Niger Delta militancy, and the service industry shrinkage. To counter these, Oando looked to their internal IT department to cut expenditures without affecting technology advancements. Since their Oracle support was one of the largest expenditures in their budget, and they had been increasingly dissatisfied with the quality of Oracle support, Oando's CIO began looking for third-party support alternatives.

Oando signed a multi-year agreement with Spinnaker Support in January of 2016 for their E-Business Suite application, Oracle Database, and Middleware support. By replacing expensive Oracle Support, the company is now able to apply over $4 million (over five years) towards strategic cash injection, restructuring of debt, and deleveraging the balance sheet.

> *Oando is realizing significantly faster speeds of response, problem diagnosis, and issue resolution for less cost.*
>
> —*Segun Oyeniyi, Business Application Manager*

How Does 3PS Differ from Software Publisher Support?

After decades of working with enterprise software publishers, you are familiar with the traditional software vendor approach to support – love it or hate it. If you have not had exposure to 3PS, then transitioning from Oracle support to a different model may require a shift in perspective around what support should include and how it should be delivered.

Recognizing the Limits of Traditional Support

To start, most IT teams already understand the limits of Oracle and SAP services. They've become accustomed to partial support for interoperability, no support for custom code, and shallow security protection delivered in the form of patches and may be frustrated by the need to justify support for what they consider to be highest priority (P1) issues.

They have become accepting of the vendor-mandated requirement to self-support and to spending more hours in search of fixes for identified issues and fewer hours on the department's strategic initiatives. As a result, they often settle for working with unsolved minor bugs that will never be patched, or they develop their own customizations to address issues in the base software.

SPINNAKER SUPPORT

A Direct Comparison of the Support Models

The table below compares the fundamentals of the two support models, with comments on the importance of each feature. In the last section of this guide, we'll dig deeper into the actual experience of a customer who has transitioned to third-party support.

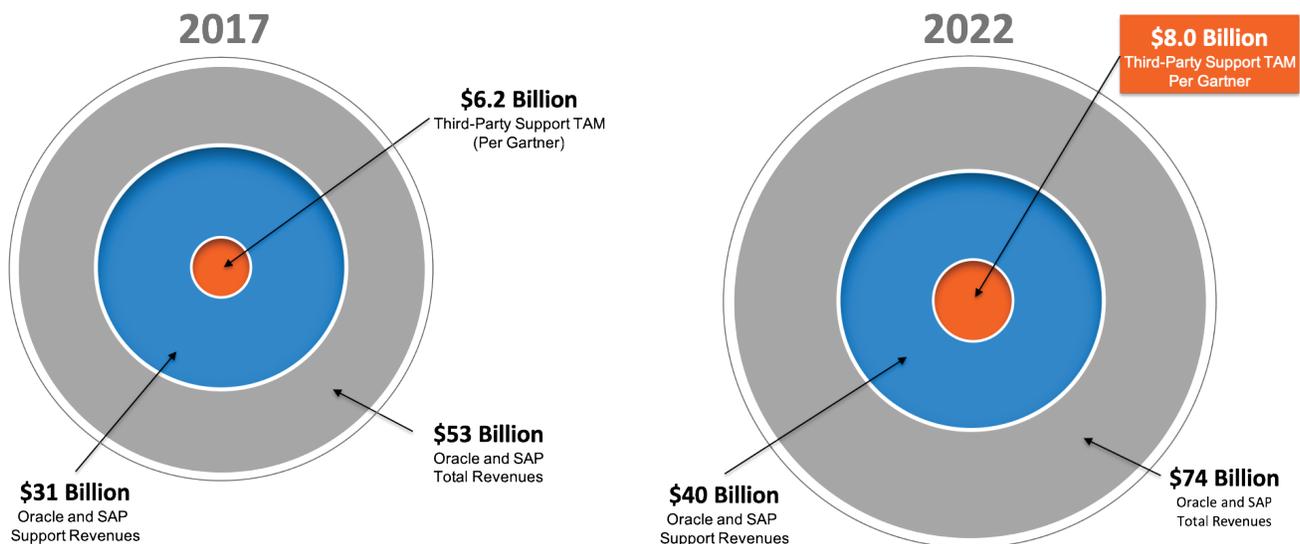|	ORACLE & SAP SUPPORT	THIRD-PARTY SUPPORT	WHY THIS MATTERS
Service Model	Self-service-oriented, emphasis on research	Concierge, assigned team of engineers	Convenience of self-service vs. convenience of quick, live response from an expert
My Oracle Support / SAP Support Portal	Full access	Not required	Self-service vs. live, focused assistance
Primary Support Contact	Varies	Assigned senior engineer and team	How well do you know your current primary contact?
Support Expertise	Varies	16-years average experience on version(s) you now run.	Experienced support professionals recognize and solve problems faster
Initial Response Time	Oracle SLA dictates a 90% P1 response within one hour; other service requests can take one business day	Average 8-minute response time for all tickets	Third-party is contracted to respond quickly
Ability to Escalate	Not monitored, request made reactively by customer	All issues closely monitored, automated proactive escalation without requests	Escalations can be frustrating, should rarely occur, and be painless when required
Custom Code Support	Not covered	Included, as is anything that touches the Oracle product	Most, if not all, organizations customize their enterprise software
Interoperability Support	Limited, depends on release version	Included, as are interfaces	Most enterprise software is interconnected with external systems and technology
Rights to Upgrades	Included for on-premise versions, excluded for SaaS product release	Access to an archive of all available on-premise version upgrades, made prior to switchover from Oracle	Upgrades for newer systems to which one has rights; Savings to be invested in SaaS products as they mature few to none expected for on-premise applications
Tax & Regulatory Compliance	Included, one-size-fits-all	Included, tailored specific to each customer's needs	Global TRC is regularly monitored and updated
Security & Vulnerability	Reactive patches only	Full-stack intrusion detection, virtual patching, and compensating controls	Security is multi-layered and complex, which is not addressed by patching alone
Term of Support	No new fixes or interoperability support after end of standard support	Lifetime support - for as long as you need your current version	Important factor for long-term investments
Lifetime Full / Comprehensive Support	Oracle will bill you for a lifetime but only delivers fixes, updates, and critical patch updates created during the Premier Support stage	Standard	Full support should be available for as long as one chooses to use
Advisory Services	Via Advanced Customer Services, at an additional premium, fee	Included	These services can assist development of tech business strategy
Partner & User Community	Access to many online communities and partner network	Access to many online communities and partner network	No difference for either type of support

Many of the differences described in the table can be summarized as a fundamental contrast in philosophies. The business objectives of third-party support providers are completely different from those of Oracle or SAP. Publisher support is primarily "software driven." It's a standardized approach that solves a limited set of issues and tends towards promoting more software and upgrades as a solution. The highest business priority of Oracle and SAP now seems to be pushing you towards a cloud solution that may or may not be right for your organization. This priority has resulted in them all but abandoning the on-premise software you can still run for years to come.

In contrast, third-party support is "support driven." This is evidenced by the emphasis on more proactive and more comprehensive responses that focus on solving issues more quickly, no matter what the source or who is required to weigh-in on the solution. Spinnaker Support, for example, is intensely focused on the quality and value of customer service, reinvesting its profits into these customer-facing areas.

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What Is Driving the Adoption of 3PS?

The Market for 3PS Services Is Growing

The market for third-party support is growing by about 30% per year. Gartner estimates that the Total Addressable Market (TAM) for third-party Oracle and SAP support could reach $8 billion by the end of 2022 – a 26% annual growth rate (see figure below). The market has gained recent momentum from the publishers' attempt to push their existing customer base to the cloud. Many of the supported applications, particularly the core systems of record, won't be replaced in mass by cloud offerings for 5-7 years.[1]

2017

$6.2 Billion
Third-Party Support TAM
(Per Gartner)

$53 Billion
Oracle and SAP
Total Revenues

$31 Billion
Oracle and SAP
Support Revenues

2022

$8.0 Billion
Third-Party Support TAM
Per Gartner

$74 Billion
Oracle and SAP
Total Revenues

$40 Billion
Oracle and SAP
Support Revenues

[1] "Cloud Computing in its Second Decade: Powering the Next Disruptions," 2019, Gartner Webcast with David Smith

Third-party support has expanded into over 100 countries on six continents. Organizations from all industries and sizes, medium size to Fortune 500, have already made the switch to third-party support to restore high-quality service for their stable on-premise applications at a much more affordable price point.

While the drivers for adoption vary by organization, they primarily include one or all of these:

1. Disappointment with the quality of publisher support.
2. Dissatisfaction with the high cost structure of publisher support.
3. A desire for greater flexibility in the adoption of cloud technologies.

Frustration with the Quality of Vendor Support

Enterprise leaders looking for rapid initial responses and faster resolution time for their support issues are increasingly unhappy with the Oracle and SAP support model. Customers still receive software patch fixes and enhancements, security patches, tax and regulatory updates, and the right to retain reasonable service if they choose to stay current on newer releases. But where fast access to seasoned engineers and developers was once the norm, customers who have an issue or question are now directed to find answers from a self-service knowledge portal.

The model, which can include AI and chatbots, is designed to help self-diagnose and resolve issues, but the automated, one-size-fits-all approach often leads to frustration and extended delays. For example, most organizations have customized and interconnected systems, and self-service portals offer little-to-no assistance in diagnosing or resolving issues with interoperability and custom code.

When live assistance is required, initial calls to publishers are often fielded by junior customer service representatives, possibly in other regions, who are not able to understand or resolve many issues. A further aggravation occurs when your employees repeatedly must provide background information on their technical environment to justify the submission of a service request.

Decreasing Value for Increasing Support Fees

As discussed earlier, publisher support starts at expensive, then becomes more so with annual scheduled increases of 2-5%. Many IT leaders have watched helplessly over time as support fees balloon into one of their largest budgetary line items. Discounts for multiple years or bundles of licenses only help so much.

In the early years of a new product launch or new customer deployment, Oracle and SAP support is a reasonable service option given new product bugs, continuous functional enhancements, and a defined version upgrade path. However, as systems are customized and the product matures, the value of what publisher support offers comes into question.

Case in point: If your organization exists in a stable industry and technical environment, has upgrade cycles greater than 36 months, or operates a highly modified software version that makes it challenging to apply software patches or fixes, then you are likely paying for services you will never use. On the bright side, your IT team will not be spending valuable time and effort testing and implementing upgrades.

But if you don't stay on the current version, then your level of support will diminish. Key service features and access to experts are steadily stripped away. Oracle and SAP may place your software in "continuous innovation" state, a smart marketing euphemism for an "end of life" state. Worse, when the next significant change in functionality is a move to SaaS, you lose the right to that upgrade.

Behind the scenes, the fees that you pay for on-premise software support are no longer being reinvested into those same systems. Instead, they are being directed to researching, developing, launching, and promoting new cloud solutions and acquisitions. This alignment serves Oracle and SAP far more than their customers, and is primarily designed to push customers to follow their cloud roadmap (a forced re-licensing and re-implementation event), even if they are not ready.

Need for Greater Flexibility in The Adoption of Cloud Technologies

Virtually every CIO is on a path to the cloud. Each route is being mapped out differently, depending on application landscape, surrounding technologies, geographic footprint, industry served, business strategy, and target timeframe. But the journey to the cloud has proven to be confusing, costly, personal, and complicated. SAP and Oracle customers are faced with tough application migration choices, whether to "lift and shift" to public cloud as an interim step or move immediately to replace with a SaaS solution.

As organizations consider this migration, third-party support has become an integral part of the solution. Many organizations with cloud goals aren't yet ready to pull the trigger, so they switch to third-party support to maintain robust and reliable systems while they navigate the complexities and develop the strategies that best fit their cloud roadmap.

There's no reason to rush to the cloud or to succumb to the aggressive tactics of Oracle and SAP. Spinnaker Support, for example, is helping customers migrate to the cloud in these ways:

1. **Delivering savings on annual support fees for stable on-premise applications.** A growing number of third-party support customers are still developing their cloud strategies. Their on-premise applications are functioning well with years of value ahead. Third-parties will take care of these applications until a customer decides to migrate.

RESTORING THE COST/BENEFIT RATIO FOR SOFTWARE SUPPORT

The continued increase in annual software maintenance fees paid to Oracle delivered limited value to Edinburgh Airport due to their stable, reliable technology stack. The airport had recently completed a major upgrade to their IT infrastructure and took a hard look at their Oracle spend, which was a significant cost item. It quickly became apparent that Oracle would not grant the Airport more flexible contract terms or cost concessions.

Since switching to third-part support in November 2016, Edinburgh Airport has reported savings in support fees greater than 60%. The airport has implemented numerous process changes resulting in significant operational efficiencies and continues to progress through strategic transformation made possible by the significant cost savings in their annual IT budget cycle.

"
We have seen significant cost savings coupled with the reassurance that the quality of support has also improved.
"

—Laura Donald, IT Procurement Business Partner

2. **Affording time to investigate and identify the optimal migration strategy.** This means time to build funding and time to wait for cloud solutions to properly mature. More time can counter pressure applied by Oracle and SAP to lock in their customers, because there's no reason to get hooked into an inferior cloud strategy.

3. **Providing the right resources today to support your future IT initiatives.** Third-parties provide access to engineers with the deep software skills required to support today's application environment while you re-tool your internal team to ready for tomorrow's digital/cloud environment.

4. **Offering adaptability on terms that matter to your organization's bottom line.** As customers move from on-premise to cloud, Spinnaker Support offers flexible commercial terms that align services and fees with ever-changing IT infrastructure conditions.

Why Do Companies Switch to 3PS?

Immediate Cost Savings

The primary impetus for the switch to third-party support is the cost model. 3PS brings immediate "hard" savings of about 60% compared to software vendor-provided maintenance fees. IT leaders can reduce one of the largest expenses in their budget and reallocate those precious funds to strategic IT initiatives (e.g., new software, hardware refresh, new hires) or recognize them in bottom-line savings.

IT departments can realize additional soft dollar savings by avoiding unnecessary version upgrades or deducting the cost of internal staff that provides self-support and customization support. Additional pricing factors can include concessions for multi-year support agreements, discounts for licenses you're not using, or if you decide to consolidate managed services and consulting with your maintenance agreement. These savings can all add up to much more than 60%, but be wary when vendors claim 90% of total savings, as this is more marketing hype than reality.

Three Primary Circumstances Drive the Move to 3PS

MIGRATION   FINANCIAL RELIEF   SUSTAIN & TRANSFORM

❶ Migrating to a New Environment

One primary motive for switching is when an organization is (1) migrating from one on-premise environment (i.e., JD Edwards) to another on-premise environment (e.g., SAP) or (2) is migrating from an on-premise environment to the cloud (e.g., Siebel CRM to Salesforce). The third-party support vendor maintains the existing environment until the migration is complete, the customer receives excellent support, and the customer saves at least 50% on maintenance fees that can be redirected to fund the migration or another business initiative.

CASE STUDY

MIGRATING AND CONSOLIDATING SYSTEMS

D+M, now part of Sound United, is a large multinational company that develops sound technology and equipment that benefited from moving to third-party support. D+M initially engaged 3PS for maintenance of their SAP ECC6 environment located in Japan - with plans to migrate all their core international divisions to stabilize on a single SAP system and release level.

As they experienced benefits and cost savings compared to the former SAP-provided support, D+M also decided to switch their Oracle JD Edwards World applications to 3PS. Until they reach a time when the business is ready to upgrade or migrate from on-premise to the cloud, they continue to save millions of dollars and experience an improved quality of service.

❷ Seeking Short-Term Financial Relief

As we noted above, 3PS is ideal for organizations that either need short-term cost relief or are in a longer-term state of financial hardship. Third-party support is a smart, safe way to achieve immediate cost savings and positively impact the organization's financial performance. Similarly, companies that are owned or partially funded by private equity firms are often mandated to grow quickly and/or dramatically reduce operating costs, and thus have become prime candidates for third-party support.

CASE STUDY

COST REDUCTION DRIVEN BY MARKET DOWNTURN

Merichem Company was founded in 1945 as a global partner serving the oil and gas industries with focused technology, chemical, and service solutions. The initial driver that led Merichem to third-party support was purely around cost reduction. The IT team was faced with decreasing budgets because of falling oil prices and needed to do more with less budget. For their EBS 12.1.3 environment support by Oracle, Merichem experienced long delays in response, a cold shoulder to requests to negotiate price structure, and limited opportunity for future ROI based on Oracle's EBS roadmap.

In moving to third-party support, Merichem realized a significant cost reduction of annual support, greater than 55%. Prior to leaving Oracle support, the 3PS vendor downloaded a full archive for them with EBS 12.2 (to which they were legally entitled), allowing the company to define their own upgrade timeline.

❸ Innovation and Digital Transformation

Today's fastest growing driver of third-party support is the desire to innovate, often spearheaded by a journey to the cloud. Organizations are perfectly content with their functional and stable on-premise applications and choose a third-party to maintain performance, security, and interoperability while they redirect the dramatic savings towards hybrid cloud solutions.

What Prevents Organizations from Adopting 3PS?

With all the reasons to switch, a skeptic might ask, "If third-party software support is so amazing, why isn't every organization adopting it?" It's an excellent question.

No two organizations are alike in leadership, culture, or budget. Despite Oracle's and SAP's costly fees and de-personalized support environment, many of their customers remain on board, rationalizing downgraded vendor support through a lens of "business as usual." Many are still unaware or have not taken the time to fully educate themselves on proven replacement alternatives. And others simply hold-off the decision for months or years as a result of institutional inertia.

Fortunately, if you are invested in pushing the dialogue forward with your peers, there are abundant resources available, along with the confirmations of thousands who have already switched. We recommend that you invest time perusing the websites of the leading third-party support providers to get a high-level appreciation for the market. Additionally, Gartner, and to a lesser extent Forrester, cover the space. Turn to them for guidance on the market, pros and cons, and key decision-making criteria.

In our experience, we commonly see organizations hold back from 3PS for one or more of these reasons:

1. They're tied to the vendor roadmap.

2. They're concerned about the perceived business risk.

3. They're concerned about the perceived technical risks.

4. Oracle and SAP can make leaving REALLY hard.

5. They suffer from indecision or inertia.

1. The Organization Is Tied to the Vendor Roadmap

If you operate as a pure SAP or Oracle shop, always staying current with the latest software vendor versions and intending to ride these same vendors to the cloud, then third-party support is likely not a good fit.

If your plans include moving directly to the cloud replacement solution provided by the same software publisher, then the advantages of third-party support become less relevant. You're committed to the roadmap, locked in technically and philosophically, and satisfied that value you're receiving is commensurate with the fees you pay.

2. The Team Has Concerns About the Business Risks

It's natural to be overly cautious when it comes to making a change that impacts your mission-critical business systems. Whether these perceived risks are accurate is something to determine in your vendor evaluation process. Here are a few common questions and responses:

BUSINESS RISK	RESPONSE
This will damage the publisher relationship.	Yes and no. The publisher will not be happy with the lost revenues caused by leaving their support, but the reality is that the average period an Oracle or SAP customer stays with Spinnaker Support exceeds four years. The software vendors will always welcome you back should you want to upgrade or migrate – with no back penalties. Once you are no longer a captive customer, you again become a prospective customer with preferential treatment.
We will endure more audits.	While audit practices of software publishers have certainly increased, there is no data or evidence to suggest that simply moving to a 3PS alternative will trigger an audit. In 2019, 88% of Spinnaker Support customers reported that they have been audited less or the same (10% told us it was too soon to tell). Whether considering a move to a 3PS provider or not, we recommend that you should ALWAYS be prepared for an audit.
We will not be able to maintain global tax and regulatory compliance.	Untrue. Publisher patches and updates are a one-size-fits-all approach to Global Tax and Regulatory Compliance. Third-party vendors tailor their GTRC data specific to each customer's needs on a timely, regular schedule, making these updates less intrusive and actually easier to apply.
We won't be able to stay in compliance (PCI, HIPPA, etc).	Staying in compliance while using a third-party vendor is usually a well-defined process. You should confer with a compliance auditor to determine what are the rules around compensating controls and how to design them. Your third-party vendor should have experience with this and can also advise.
Our Java licensing is not covered.	Oracle has made changes to their Java licensing, and Java licensing can be complicated depending on version and contract / licensing details. The vendor may be making this more complicated than it needs to be and determining a response may require an internal review by a compliance firm.
Third-party support cannot be legal.	Untrue. Executives from both Oracle and SAP have publicly acknowledged that third-party support is legally viable, as long as the intellectual property rights of the software publisher are respected and observed.

3. The Team Has Concerns About the Perceived Technical Risks

Employees may also voice concerns about potential technical risks when switching support for your mission-critical business systems. How these technical risks are addressed is also something to discuss in your vendor evaluation process. Here are a few common questions and responses:

TECHNICAL RISK	RESPONSE
We will lose our self-service portal.	True. Instead, you will have an on-call team to answer your questions and resolve issues for you. You will also have a searchable archive of information that you are legally entitled to (see final section on 3PS experience).
We will lose access to patches and upgrades.	It is true that you will lose your access to the publisher's support site. However, you will have an archive of the legally entitled patches and upgrades that were available up to the end date of your publisher support. In the case of Spinnaker Support, we provide fixes, configuration changes, or other operational workarounds to address any security issues you encounter. This can include products for virtual patching and intrusion detection and prevention services as well.
Our security will suffer.	Untrue. With Spinnaker Support, for example, customers receive proactive full technology stack security and vulnerability protection. Rather than delivering a "patch" reactively that attempts to address a breach once it has already invaded that environment, Spinnaker Support offers a more comprehensive Seven-Point Security Solution. In 2019, 98% of customers who cited security as a concern reported that they received improved or unchanged security level after switching to Spinnaker Support.
Our customizations and custom code will not be supported.	Untrue. Spinnaker Support, for example, works with customers to troubleshoot and resolve all issues, even those related to customizations and custom code. In fact, software publishers do not support customized code issues, and support engineers are instructed to stop working service requests until customers prove that the issue is not caused or impacted by customized code.
Our interoperability will not be supported.	Untrue. Most enterprise software is interconnected with external systems and technology, and third-party support works with customers to troubleshoot and resolve all interoperability issues. Software publishers offer very limited interoperability support.

Regarding technical concerns, IT leaders must recognize that the Oracle and SAP support infrastructures are no longer designed to drive cross-functional teamwork for issue resolution. Knowledgeable, product-based support engineers now work in separate teams (products, technology stack components, interfaces, non-proprietary products, and others), so when it comes to identifying and resolving technical issues, cross-departmental communication and cooperation across these silos is not performed well – if at all.

Spinnaker Support, for example, does not fret over where an issue originates, whether it's in applications, technology stack, standard code, custom code, or interfaces. They share in the ownership of customer issues and help resolve many issues that occur outside the base application code, whether in customizations or integration points.

4. Oracle and SAP Can Make Leaving REALLY Hard

As the value of publisher software support and maintenance costs and quality have continued to come under fire, and as third-party support has skyrocketed in popularity, Oracle and SAP have become more aggressive in defending their multi-billion-dollar support stream. As one might expect, Oracle and SAP will not relinquish control of their maintenance-paying customers without a fight. They will erect roadblocks to leaving that can include:

1. Complex software licensing and support policies
2. Sales tactics designed to drive customers to the Oracle or SAP cloud
3. Threatened audits (see the Business Risk table above)
4. Misrepresentations that third-parties can't provide security protection (see the Technical Risk table above)
5. Questioning the legality of third-party support
6. Spurious claims that leaving Oracle or SAP support will damage your overall relationship

Should those tactics prove ineffective, Oracle or SAP may also attempt to entice you with offers such as free trials of other software, universal credits, and deals for exchanging support dollars for cloud credits. Such temptations may be worth considering, but they will still not deliver more personalized, high-quality support, and dramatic cost savings. Credits are designed to lock customers in to the software vendor roadmaps so make sure that you can always follow your own path.

5. The Organization Suffers from Indecision or Inertia

No decision is still a decision when it comes to switching support vendors. Organizations that complete their research and due diligence for third-party support may ultimately be unable to fully align the organization and make the move to 3PS. Some overthink the risks, others succumb to institutional inertia, and others may postpone the decision-making process in the absence of strong support for the initiative. We often see these organizations return to reconsider their decision a year later following a change in leadership or a shift in business strategy.

In conversations, a whole host of minor concerns and apprehensions can be used to undermine the argument for improving the quality of software support. Examples of how individuals or departments may push back can include:

"Support is MY job. What will I do if someone else takes over some of what I've been doing?"

"It's a waste of time to train people on our systems when we can just do it ourselves faster."

"When I self-service research to solve issues, I learn things. How will I grow if we don't have the online knowledge base?"

"We are much too complex. No one can understand our processes and customizations."

"They couldn't possibly have someone fluent in our language and local to our time zone."

"What if I need to upgrade to a later release?"

Third-party vendors regularly encounter these types of questions. Most can be resolved by informative conversations, case studies, and data and can be addressed by including stakeholders with diverse viewpoints from multiple departments during the selection process.

How Do You Select a Third-Party Vendor?

Many organizations follow a similar decision process: it begins with self-assessment of support and application needs and progresses through vendor identification, due diligence, and final selection. Industry analysts currently recommend that customers engage multiple providers and find the one that best fits their application environment, global footprint, internal staff skills, risk tolerance, etc.

? **Common Questions to Ask Internally Regarding Third-Party Support**

As you begin the selection process, your IT team or multi-departmental committee will need to know the answers to questions like these for when you contact a 3PS vendor:

- What products are we paying to support, what are associated costs, and how will those costs change in the next year?
- Are we logging service requests (SRs) for a specific product only or across all implemented product suites?
- What are our support call volumes, and are we logging enough SRs to justify our current support spend?
- How many products do we own licenses and pay support for that were never deployed or are no longer utilized?
- Is there a next planned release on the product roadmap? What versions of software are available versus those already deployed?
- What is our five-year strategy? To remain on our current application versions, migrate to an entirely new application, migrate to the cloud, or adopt a hybrid model?
- What is the business justification for future investment in a new release or cloud solution? Are the applications still doing the job we need them to do?

? **Common Questions to Ask Third-Party Support Vendors**

Likewise, here is a limited selection of the types of topics you should explore with – and compare between – third-party software support vendors:

- What type of organizations switch to third-party support?
- How quickly do you respond, and what is your escalation process?
- What type of security and vulnerability protection do you offer?
- What are your typical contractual terms and conditions? How flexible are they should our business conditions change?
- Do you offer extended services if we have additional projects or application needs beyond the standard support contract?
- Is your company the subject of any legal litigation?
- Can we gain access to your financial statements to validate revenue, balance sheet health, etc.?

You will discover an array of information by visiting the websites of the third-party support providers. If you are a Gartner client, you have access to additional, relevant content and to analysts that follow the specific space.

What Are the Steps of the Evaluation Process?

VALIDATE → DISCOVERY → SCOPE → PROPOSE → PROVE → CONTRACT → ONBOARD

A properly executed evaluation process helps you and the vendor assess your support needs and align your future support costs to the support value you will be receiving. At Spinnaker Support, we do this by assessing your historical support cases, by validating your licenses and actual utilization of the software (both now and into the future), and by using this as a baseline to estimate your ongoing annual maintenance costs and needs.

At Spinnaker Support, the evaluation-to-transition process generally follows seven steps, as shown above and detailed below. The length of this process can vary from organization to organization. Each step may also overlap in duration, thus shortening the overall length of the process.

VALIDATE

Timing: One week

Purpose: The initial assessment of the business problem and agreement to begin discussions. Can the vendor properly support your unique product set? Is the vendor a good fit as a business partner?

DISCOVERY

Timing: One to three weeks

Purpose: To move forward, the parties agree to sign a mutual non-disclosure agreement (NDA) and then begin the discovery process. The discovery kickoff meeting and process can include:

- Product inventory / spend analysis (Product Questionnaire)
- Shelfware vs. Product-in-use analysis
- Common license set / support level assessment (Customer Support Identifier)
- Ticket history analysis from the previous two to three years (types, priority level, etc.)
- Global tax and regulatory needs assessment
- Global support team / language needs assessment
- Support lifecycle plan assessment (divestures, product retirement schedule, and more)

SCOPE

Timing: One to two weeks

Purpose: With discovery complete, Spinnaker Support then uses the gathered information and data to properly scope your software support needs. Ideally, you and the vendor will continue to work closely to align results with your staff capabilities and IT roadmap and strategy.

PROPOSE

Timing: One to two weeks

Purpose: The collected information and scoping help build proper pricing and terms and conditions, aligning services to the needs of the individual customer. The outputs of this stage are a formal proposal, pricing, a draft Master Services Agreement (MSA), and a draft Statement of Work (SOW).

As mentioned earlier, when it comes to pricing, the starting point for third-party software support is 50% of a customer's current vendor support spend. This is rationalized further for unused software, or shelfware, and unused licenses. **All told, average savings with Spinnaker Support are generally 62% - 67%**. Organizations have applied those recovered funds to other strategic projects or, in the case of financial stress, have used it to circumvent staff reductions.

PROVE

Timing: Three to Six weeks

Purpose: This stage centers around clarification of the solution, support model, and contract details. This can include deeper dives into security, risk profiles, and tax and regulatory compliance. Organizations will also ask for references and speak with current third-party support customers with similar systems and needs.

CONTRACT

Timing: Two to three weeks

Purpose: This is the legal and business reviews, contract signing, and execution of the MSA and SOW. Third-party vendors will differ on the details of contracting, but you should expect flexibility that aligns with your product landscape and business needs.

At Spinnaker Support, we will work under our Master Agreement or yours and create a mutually accepted SOW with a tightly-defined scope (defined by SLAs). Flexible business terms include number of years for the contract and allowances for changes in business conditions (e.g., spin-offs and divestures, employee or site reductions, product decommissioning, and product additions). We recommend that customers complete the contract with enough time set aside for archiving prior to the publisher contract end date.

ONBOARD

Timing: Three to twelve weeks

Purpose: The multi-step process for transitioning to third-party support, including the assignment of your support team, a formal kick-off meeting, the archive creation, and the overall knowledge transfer and transition from the software publisher support. We describe these activities in greater detail in the next section.

What Is the Typical 3PS Customer Journey?

Without direct experience as a third-party software support customer, it's natural for you to wonder whether the concepts and processes we've described so far actually reflect the reality of the 3PS experience. Can a third-party vendor really provide both significant cost savings and more responsive service?

When pressed, some vendors will address this question by offering a limited proof of concept (PoC) that resolves a few of your outstanding support tickets. A superficial PoC of this sort can be informative, but it will not effectively demonstrate the entire customer journey.

In this final section, we'll outline the entire process experienced by Spinnaker Support customers to demonstrate what a third-party support lifecycle entails.

| ASSIGNING THE TEAM | ONBOARDING | ARCHIVING | TICKETING | SUPPORTING | OFFBOARDING |

ASSIGNING THE TEAM

Your Assigned Support Team

Immediately following the scoping phase, each customer is assigned a permanent, specifically crafted team for its account. Running point is an assigned Account Support Lead (ASL), an industry expert with an average of 16+ years' experience. The ASL becomes an extension of your own internal IT department and serves as the single business/commercial point of contact, beginning with the onboarding process and continuing throughout the life of the contract.

Each customer is assigned a team of named engineers and archivists (see the example resumes on the next page), determined by your application environment, technology stack, ticket history, geographic footprint, language requirements, IT staff capabilities, planned IT roadmap, etc. The teams we assemble typically combine application, development, technology, security, interoperability, and cloud experts. This team becomes knowledgeable about every ticket logged, every conversation, and your unique technology stack landscape.

At Spinnaker Support, engineers can be located in up to eight global operations centers, in strategic locations around the world. This global team works high-priority (P1 & P2) issues through an efficient hand-off from one team member to another, using a follow-the-sun, 24 x 7 x 365 resolution process. Because your team is familiar with the specifics of your deployment, the hand-offs are smooth, and issues are quickly resolved.

With deep experience, your assigned team has seen it all – supporting the application versions you run within a wide range of the combined surrounding technologies. As time progresses, current customers have found that the assigned team will adjust to their specific needs and assist in advising on their roadmap, all while ensuring that the applications remain available, effective, and secure.

Engineers and Archivists Resumes

SAMPLE PROFILE OF A 3PS ENGINEER (ERP / Oracle)

EXPERTISE
• ERP Software Support and Training
• ERP Software Consulting
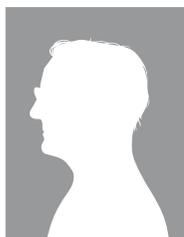• End User Training Implementations

CAREER OVERVIEW
2015 to present	Functional Solutions Architect – Financials
2009 – 2015	Senior Consultant – Oracle Business Partner
2006 – 2009	Principal Consultant – Oracle Business Partner
2001 – 2006	Oracle Support Manager and Senior Support Analyst - Served on Oracle ERP implementation team (Financials)

Other Positions from 1999-2001
Various Support Analyst Roles

SOFTWARE PROFICIENCY
Oracle ERP Software
• **Oracle Financials** – versions 11i, R12

Oracle
• Gene
• Accou
• Paym
• Accou
• Fixed
• Cash

SAMPLE PROFILE OF A 3PS ENGINEER (SAP)

EXPERTISE
• Senior SD Engineer with over 20 years of SAP R/3 experience
• Expert knowledge of the Sales and Distribution (SD) module
• Problem solving expertise in multiple industries
• Trained as an internal ISO 9001 Auditor

CAREER OVERVIEW
2012 to present	Senior Application Support
2008 – 2012	Global Order-to-Cash Domain Lead & Problem Management Lead
2007 – 2008	Senior Global SD Support Engineer
2005 – 2007	Senior SD Implementation Engineer
2002 – 2005	SD Support Lead
1997 – 2002	SD Solutions Operations Specialist
1995 – 1997	Various ABAP and SD Consulting roles

SOFTWARE PROFICIENCY
SAP ERP Software – Versions SAP
• R/3 Releases 2.0, 2.1, 3.0D, 3.1I, 4.6C, 4.7

SAMPLE PROFILE OF A SECURITY EXPERT

EXPERTISE
• 20 years' experience in both military and civilian cyber security worldwide
• Global CISO, Cyber Security and CISO Training Lead
• Served as the cyber security advisor of global enterprises

CAREER OVERVIEW
2017 to present	**Cyber and CISO Training Program Lead**
2015 – 2017	**CISO, Deputy CIO for County Government**
2013 – 2015	**PCI ISA and Technology Risk Management Auditor**
2010 – 2013	**CISO and Cyber Security Expert**
2008 – 2010	**CISO and Head of Privacy, Security and Cyber Secur**
2006 – 2008	**Senior Cyber Security Project Manager**
2002 – 2006	**Director of IT and Cyber Security**

EDUCATION
B.A. in Management, Political Science and International Relations

CERTIFICATIONS
• Certified Information Systems Security Professional (CISSP)
• Certified Information Security Manager (CISM)
• Hacker Tools, Techniques, Exploits and Incident Handling - SANS SEC50
• PCI SSC – PCI Internal Security Assessor (ISA) and PCI Professional (PCIP
• ISACA Certified Information Security Auditor (CISA)
• ISACA Certified in Risk and Information Systems Control (CRISC)

SAMPLE PROFILE OF AN ACCOUNT SUPPORT LEAD (ASL)

EXPERTISE
• ERP Software Support and Training
• ERP Software Consulting
• End User Training Implementations
• All areas of Accounting
• Managing personnel in Training, Support, and Accounting

CAREER OVERVIEW
2008 to present	Functional Solutions Architect & Senior Application Support Analyst - Financials
2005 – 2008	Senior Application Support Engineer – 3rd Party JD Edwards Support Company
2004 – 2005	Senior JD Edwards Financial Consultant – JDE Business Partner
1991 – 2004	JD Edwards/PeopleSoft - Master Instructor for UPK ExpressEnd User Training – Team Lead Editor Product Education Manager APS Practice Lead Education Financial Instructor Manager Senior Consultant Staff Consultant Training Coordinator

SOFTWARE PROFICIENCY
JD Edwards Software
• **WorldSoftware** – v. A5.2 A6.1, A6.2, A7.1, A7.2, A7.3, A8.1, A9.1, A9.2
• **OneWorld / Enterprise One** – v. B7332, Xe, 8.0, 8.9, 8.10, 8.11, 8.11SP1, 8.12, 9.0, 9.1

JDE Functional Expertise – Financial Suite
• General Accounting
• Accounts Payable
• Accounts Receivable
• Multi-Currency
• Budgeting
• Allocations
• Fixed Assets
• More...

JDE Functional Expertise – Distribution Suite
• Some Procurement
• Some Sales Order Management
• Some Inventory Management

ONBOARDING

Onboarding Your Organization

Prior to the cutover, your customer success team and ASL will lead you through a phased onboarding process designed to ensure a smooth transition to Spinnaker Support. This onboarding process drives:

1. **Clear roles and responsibilities** – We work with you to identify crucial roles, responsibilities, communication protocols, and resources. You will know who is responsible for each onboarding activity.

2. **Project management** – Using our proven, ISO 9001:2015-governed processes, we communicate with you about needed action steps, predictable timetables, task owners, and progress for a seamless transfer to Spinnaker Support. You know what will happen, when, and by whom.

3. **Knowledge transfer** – Using our established approach, we gain detailed knowledge of your environment during onboarding, including customizations, previous support issues, and relevant business processes, and we begin to build relationships with key individuals. As a result, our expert staff delivers tailored, effective support during live operations from the first call to final resolution.

Customer Self Study → Document Questions → Question Review → Update Documents → Internal Share

Each phase of the onboarding process is clearly associated with activities to support the continuous knowledge transfer of your practices, processes, culture, and technologies to the core team. The duration of each phase is based on customer and system complexity, as well as the scope of services to be delivered.

ARCHIVING

Creating Your Archive

Archiving is the download and storage of relevant software and data that a customer is legally entitled to download and store. Spinnaker Support has performed this service for hundreds of customers, from small to very large organizations in virtually every industry segment, using an ISO 9001:2015-certified archiving approach and ISO 27001:2013 processes for data security.

During the onboarding process, the assigned archiving team creates a searchable library on your network that includes licensed, uninstalled upgrades, patches, and related materials. Going forward, you will have the ability to retain, access, implement, and use the archived material.

To be clear, this archive only contains the specific information you were legally permitted to download as a support customer. In this way, we also carefully protect the software publisher's intellectual property (IP) rights. In the past, the reputation of the third-party support industry has unfairly suffered when other vendors have faced litigation for not respecting Oracle IP during the archive process.

Archiving occurs after you have decided to make the switch to 3PS, but before the end of your publisher maintenance contract. You will want to budget 4-12 weeks, depending on your application landscape, to allow enough time before cutover date, especially before the end of the software publisher's fiscal year. For example, SAP has been known to throttle back download speeds from the SAP Support Portal at the end of the year to manage the increased amount of traffic they experience.

TICKETING

Ticketing and Issue Resolution

Support should be fast: responses to tickets should arrive within minutes, not days. 3PS delivers a completely different approach and philosophy from that of Oracle or SAP. High priority tickets, as defined by the customer and not the software publisher, come within 15 minutes guaranteed. For tickets of lower priority, SLAs provide equally reasonable response times. The leading objective is to ensure that every issue presented is successfully resolved in a timely manner.

This section describes the various types of support and processes you should expect.

Submitting Tickets

Instead of a portal-centric, self-support model, where you search for fixes, you simply log a ticket with a brief description of the issue or question. Since your assigned team is already familiar with your system(s), you are not required to submit extensive background information, although attaching and uploading documentation such as screen shots with the ticket is always helpful.

In minutes, a senior engineering expert will respond and begin to diagnose and resolve your issue – even if it originated in custom code or an integration. The process is identical for general inquiries, such as questions on technical to functional aspects of the software or "what if" questions around modifying business processes or system settings.

Issues with Standard Code

As a standard part of 3PS, diagnostic services, product fixes, and/or operational workarounds for software issues identified in standard delivered code are delivered.

Break/Fix for Custom Code and Customizations

Most customers have created custom functionality to support unique business needs that the software was not originally designed to handle. Many issues originate in code that has been previously customized by users - at the application, tools, and database levels. 3PS vendors troubleshoot and resolve problems that may be caused by such customizations. If there are problems related to existing customizations or customer code, engineers will work with a customer's resources to analyze the issues. If the root cause is the core software code, we will develop a fix for it. If the root cause is with the custom code, we will provide guidance to the changes needed to support the customization.

The most common method to deliver fixes is through remote connection to your environment, where issue analysis, troubleshooting, and debugging occurs. You may think of your 3PS assigned support team as an extended component of your internal support team. Once the issue is isolated, a solution is designed and tested within your test environment / sandbox, affecting only the required changes. This minimizes the impact to other programs and objects.

Software publishers do not support customized code. The 3PS method differs from the typical publisher method, which requires the installation of a packaged update that, in turn, may contain changes that are undesired in other parts of the application, including your customizations. The latter method increases the risk of "breaking" other parts of the application, which can result in lost time, frustration, and greater expense to you, the customer. The installation of the vendor patches usually requires significant regression testing that adds to the time to deliver a production solution, especially if you need to test multiple areas of functionality.

Spinnaker Support's policy is to keep the results of our work product, in the form of software modifications and updates we create for you, on your servers. At case closure, the support resource ensures the customer-specific work product and any related supporting documents used while solving the issue have been located on the customer's machine(s). The resulting code fix is the property of the customer and/or the software vendor and IS NOT stored on any third-party vendor computers once the case has been closed.

Interoperability Support

Tickets that relate to issues of interoperability are handled in the same manner as other technical issues. As a standard feature, Spinnaker Support helps maintain interoperability and manage the changes in diverse application, database, and other computer system layers of any technology stack that can ripple across SAP and Oracle enterprise applications.

Technical Advisory Support Services

Spinnaker Support provides advisory services as part of the standard support model including virtualization, cloud migration, license compliance and audit defense, and roadmap planning. These independent services are included to help customers make more informed technical and business decisions.

SUPPORTING

Full Ongoing Support Services

Beyond ticketing, customers receive ongoing support services for security, tax and regulation, and customer success.

Embedded Security and Vulnerability Protection

Oracle and SAP provide security patches for some customers, depending on the software version being utilized. In the case of Oracle, these patches are terminated upon a switch to 3PS. In the case of Spinnaker Support, a more responsive and comprehensive security and vulnerability protection solution is provided for every customer as part of the standard 3PS agreement – at no additional charge.

Spinnaker Support authors unique fixes for each issue, does not share or distribute these with other customers, and does not require access to patches from Oracle or SAP. Every fix matches the customer's unique needs, so there is little risk of peripheral problems arising. The on-demand, customer-specific security configurations allow much faster implementation of solutions through changes that have little to no impact on the actual code, requiring less testing time and quicker implementations.

Security is much more than a patch. Again, in the case of Spinnaker Support, comprehensive security is embedded based on a framework of discover, harden, and protect. The framework involves a refined, continuous, tailored, and proven approach that integrates multiple services and security products.

Regular Global Tax And Regulatory Updates

Governing authorities in dozens of countries and all 50 U.S. states implement tax and regulatory changes throughout the year. These are typically provided by the software publisher in one-size-fits-all updates. 3PS alleviates the challenges of ever-changing tax, legal, and regulatory requirements by continually researching, monitoring, and gathering specific requirements on your behalf.

This is a personalized tax and regulatory process, delivered proactively in timely, accurate updates. We work directly with customers to schedule and implement all required changes. For Spinnaker Support customers, the tax and regulatory solution provides:

- A standardized, repeatable process to deliver tax and regulatory changes.
- Personalized net change documentation and test scripts for each customer.
- Implementation code changes specific to each customer's software version.
- Quality assurance testing for all changes.
- Comprehensive follow-up and support for all changes.
- Routine communication throughout the year to prepare customers for changes to their tax and regulatory environment.

The tax and regulatory experts have developed a proprietary research database that delivers the ability to quickly scale those services and solutions as they identify new companies and new country requirements. Our ISO 9001:2015 certified process alleviates risk by helping you prepare for cyclical and new changes across the tax and regulatory landscape.

Customer Success and Additional Services

In addition to the active work of the ASL and engineering team, the Customer Success team takes over the account management, facilitating the overall relationship throughout the entire customer lifecycle. Customer Success works with your organization's leadership to provide maximum value through quarterly or semi-annual executive sponsor meetings, escalation management, and roadmap and strategic planning.

After switching, many customers find that they have the need and budget (thanks to those cost savings) for additional services. Spinnaker Support offers add-on services, and a customer can conveniently append them to their existing contract. These can include:

- **Managed Services** – High-value application and technical managed services designed to optimize performance, build in agility and flexibility, reduce cost and complexity, and mitigate risk – complemented by a powerful array of technology advisory services.
- **Business and IT Consulting** – Focused, smart consulting services help customers build and execute strategic business and IT initiatives – including implementation and migration support, roadmap planning, staff augmentation, and more.

OFFBOARDING

Offboarding from Third-Party Support

While many customers choose to remain on third-party software support indefinitely, others view 3PS as a time-limited option used during a specific project, like a migration between environments or from an on-premise to a cloud solution. In these scenarios, Spinnaker Support offers cloud migration advisory services that free up our customer's time and resources for an accelerated journey to the cloud.

When it comes to offboarding, the "Roll-Off" process is straightforward:

1. **Work through all outstanding issues** (if any) and find a suitable resolution to each issue where possible. Where we anticipate that no resolution can be found by the service termination date, the appropriate support engineer will transition the issue over to you with all related documentation.

2. **Provide an Issue Management Report** with all your ticket activity.

3. **For Internal Customer Systems - De-activate all access granted to third-party support** including VPN connections, user profiles or ID's, TeamViewer (or similar remote connection tools) sessions, and access to shared support folders.

4. **Ensure backups are made** of the shared support folder information, which may contain code changes and documentation.

5. **For 3PS Systems - De-activate customer access to the ITSM system** (e.g., JIRA), customer profiles, and all related address book records the day after the service termination date.

Counter to Oracle and SAP messaging, customers can re-engage with their support at any time they choose without negative consequences. At Spinnaker Support, we follow software publisher and industry standard practices for code changes and documentation. This enables an organization to move back to the software publishers support with no potential technical or legal issues.

Customers can renegotiate terms that work in their favor knowing that Oracle and SAP will always take them back. Interestingly, it is also not uncommon for customers who have appreciated their third-party support experience to eventually return to third-party support for future projects.

CASE STUDY

A SUCCESSFUL MIGRATION AND OFFBOARDING

Regis Corporation is the largest hair salon chain in the world with over 10,000 locations. During their long stint using Oracle-provided support, Regis endured annual support fees increases while service level continued to diminish for their version of the JD Edwards software. They switched to third-party support in June of 2013.

After significant cost savings over a four-year period with 3PS, Regis returned to Oracle at the end of 2017 to purchase Oracle cloud HCM licenses, initiating migration away from on-premise software. Oracle welcomed Regis back with open arms, with no support penalties enforced as a result of having moved to third-party support.

SPINNAKER SUPPORT

Recap: The Benefits of Third-Party Support

You've invested deeply in your Oracle and SAP software and systems, and your organization relies on them to run smoothly and reliably. When publisher-provided support becomes too costly and provides progressively less value in relation to the quality of delivered services, the alternative of proven third-party support is well worth investigating.

BENEFIT: Immediate Cost Savings

Superior third-party support comes with an immediate average 62% hard savings from Oracle and SAP maintenance fees. You could realize additional soft costs by avoiding unnecessary version upgrades or deducting the cost of your internal staff that provides self-support and customization support. Additional pricing factors can include concessions for multi-year support agreements, discounts for licenses you're not using, and additional managed services and consulting that you may want to add to your maintenance agreement. Organizations claim the savings or can reinvest them to drive their digital transformation journeys – on their own terms and timeline.

BENEFIT: High-Quality and Responsive Support

Third-party vendors provide organizations with an assigned account leader and named engineering team, so your support contacts are more knowledgeable about your enterprise environment and past issues. This means fast response, speedy issue resolution, and far less frustration. IT staff no longer need to solve their own problems via time-consuming knowledgebase searches and can redirect their attention to strategic, value-add projects. One third-party support customer described their switch from Oracle Support as:

> " *I didn't realize that I had been trapped in 2.5-out-of-10 level service until I saw 9.0-out-of-10 level service.* "

BENEFIT: Retain Your Stable System, Fully Supported

Stability of your business-critical software – and of the processes to make sure it runs – is critical to your organization's success. Services include: (1) full stack security and vulnerability protection that obsoletes patches, (2) customized global tax, regulatory, and compliance updates and solutions to alleviate the ever-changing tax, legal, and regulatory requirements, (3) break/fixes for standard code, customized code, and integrations, (4) license compliance and audit defense support, (5) general inquiry support, and (6) unbiased technology advisory services to help coach you while you advance through your IT and innovation roadmap. Unlike with Oracle or SAP support, the third-party vendor owns the issue, no matter where it originates.

BENEFIT: Readying You Today for Your Transformation Tomorrow

Third-party support professionals maintain the software applications you're running today, so your CIO can re-tool the IT team for tomorrow's needs. Every day, we hear from CIOs concerned that their current teams are not working on what matters most to the business and aren't ready for what's next. Because Oracle and SAP support has morphed into a self-service, portal-centric model, staff members are spending inordinate amounts of time resolving issues with on-premise software applications. With third-party support, CIOs are free to move resources to other projects, enabling digital transformation, aligning with business initiatives, and retraining existing staff for technologies like the cloud.

Spinnaker Support:
Your Wins are Our Wins

At Spinnaker Support, **we believe your wins are our wins**—and the biggest win of all is when we unlock value. We deliver highly rated SAP and Oracle support (98.6% overall customer satisfaction in 2019) at the industry's lowest price point, allowing our customers to experience unparalleled ROI. We also reinvest our own profits right back into our business—and ultimately you, the customer.

Now that you've learned the A-Z of third-party support, find out more about how Spinnaker Support can serve your specific needs.

Contact us today to start the conversation.

Highest Rated Customer Satisfaction

OVERALL
98.6%
(2019)

RESPONSIVENESS 99.0%
FUNCTIONAL KNOWLEDGE 97.9%
TECHNICAL KNOWLEDGE 99.1%
ISSUE FOLLOW-UP 98.9%
UNDERSTANDING OF CUSTOMER 96.9%
SERVICE QUALITY 97.3%

ABOUT US

Spinnaker Support is the leading global provider of third-party support and managed services for Oracle and SAP enterprise software products. Spinnaker Support clients gain more comprehensive and responsive service, save an average of 62% on their support fees, and can remain on their current software release 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 ten regional operational centers located in Denver, Dubai, London, Mumbai, Paris, Sao Paulo, 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 Technology and Middleware products, Hyperion, Agile PLM, ATG/Endeca, and more.

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