

NAVIGATOR

CUSTOMER NEWSLETTER | SPRING 2020



CEO CORNER

When I sat down to write this piece in early February, I had a completely different theme. As you'll see in this issue of The Navigator, we have a tremendous amount of positive news to share, including new services, new members of our leadership team, five Stevie awards, and much more. 2019 was a record year for revenue and new customers.

But given the events of the past month, it's more important to discuss what we're doing in the face of the rising global pandemic. To date, I've outlined our response to COVID-19

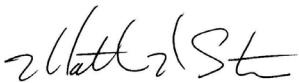
in emails to you, our customers, and in updates on our blog site for the general public. For the safety of our employees and their families, we have enacted the part of our Business Continuity Plan that directs the entire workforce to work from home office locations.

That directive has no impact for our customers. As a remote-support company, we're uniquely positioned to respond to customer issues without delay. We have employees staged on four continents, with fully redundant skill sets that ensure you have no interruption to your services. Now, after several weeks, I am very confident that our staff and processes are working more efficiently than ever.

My concern instead is for you, our customer, in this turbulent time. Wherever you are located, our thoughts and best wishes for safety go out to you, your families, and your colleagues. Moving forward in the upcoming weeks and months, I will continue to communicate to you with updates and information.

Additionally, if the current economic shifts are negatively affecting your organization, and you have any urgent support needs outside our current SOW/commercial arrangement, we'd like to help where can. Please don't hesitate to reach out to me directly. We'll make it work.

As always, on behalf of our global team, thank you for your business, trust, and willingness to recommend Spinnaker Support to others. Be safe and be well,



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SPINNAKER SUPPORT APPOINTS NEW EMEA REGION GENERAL MANAGER



This February, Spinnaker Support appointed Martin Biggs as Vice President and General Manager of the EMEA region. Based in London, Martin will assume responsibility for regional sales, partnerships, and customer relations. Spinnaker Support currently provides services for hundreds of clients with headquarters or operations in the EMEA region.

Martin most recently served as United Kingdom and Ireland Business Development Leader within IBM's Technology Support Service (TSS) division. In that role, he spearheaded the growth of IBM's premier global partnership with Spinnaker Support. Over his 19 years at IBM, he developed and grew business units that spanned networking, security, resilience, managed infrastructure, and IT maintenance and support.

[Read the full press release](#)

SPINNAKER SUPPORT HIRES NEW VP, GLOBAL SaaS SUPPORT SERVICES



In February, Spinnaker Support hired Chad Stewart, a ten-year veteran of the Salesforce service market, to lead our new SaaS practice (See the Product Announcement section for more detail). As Spinnaker Support's Vice President, Global SaaS Support Services, Chad is responsible for all SaaS business development activities, services delivery, and organizational development.

Chad began his career as a Salesforce configuration consultant for Accenture. Most recently, he served as a practice leader and architect at Slalom Consulting, where he provided practice, implementation, and technical architecture leadership for a range of Salesforce cloud solutions.

[Read our Leadership Profile on Chad Stewart](#)

PRODUCT ANNOUNCEMENTS

NEW SALESFORCE MANAGED SERVICES



In March, Spinnaker Support announced the immediate availability of Salesforce® application management and consulting services. Our launch of Salesforce CRM services marks what will be the first of several anticipated offerings within our new Software-as-a-Service (SaaS) practice.

Spinnaker Support offers three new service packages that are tailored to assist organizations at any stage of Salesforce adoption. Certified Salesforce administrators, developers, and architects will assist organizations maximize value from their Salesforce instance by enabling them to better connect with their customers, incorporate leading best practices, boost end-user engagement and productivity, and ensure long-term Salesforce expansion and effectiveness.

[Learn more about our Salesforce practice](#)

UPDATED SAP BASIS MANAGED SERVICES

In Q1 2020, our SAP practice updated and enhanced our Basis Managed Services. With its strong technical focus, our SAP Basis team can fill gaps through automated SAP ecosystem monitoring, staff augmentation, migration planning and execution support, and development support for new functionality. It can also assume complete Basis administration and management to run your entire SAP landscape.

We offer three SAP Basis managed service packages, each designed for specific Basis needs, SAP maturity level, in-house capabilities, IT and business roadmap, and budget. Packages include:

1. **Monitor & Advise** – Combines automated SAP ecosystem monitoring with sound advice from experienced Basis administrators to help you better manage your own SAP environment.
2. **Monitor & Maintain** – Includes automated SAP ecosystem monitoring plus direct, 24/7/365 access to assigned Basis administrators who supplement your in-house team.
3. **Total Basis Management** – Spinnaker Support assumes primary responsibility for your Basis administration and management.

[Learn more about these Service Packages](#)

EMPLOYEE SPOTLIGHT



**COLLEEN
MADDEN**

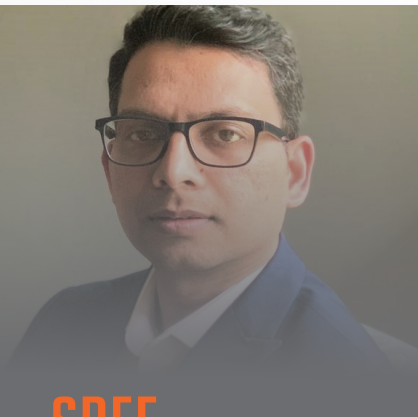
Oracle Application
Support Manager

AREA OF EXPERTISE: Oracle Supply Chain Applications/Project Management

BACKGROUND: 10 years in Industry, 20 years in Consulting providing management of implementation and upgrade projects and implementing SCM solutions, 3.5 years at Spinnaker Support

HOBBIES & INTERESTS: Crossword puzzles, dogs, and travel

GOING ABOVE AND BEYOND FOR A CUSTOMER: My team goes above and beyond! I just facilitate the team's work as best I can in order for them to excel at their jobs. For example, our team has scheduled "brown bag" virtual sessions on educational topics that make our everyday work life easier. We have an upcoming session on ebTax. I also help the team to fine tune our processes so that our client messaging is clear and consistent.



**SREE
SAKAMURI**

Senior Solutions Architect

AREA OF EXPERTISE: Oracle Databases, Middleware, Applications and Cloud computing

BACKGROUND: After earning a Masters in Computer Networks, I started my career as an IT Administrator and moved on to become an Oracle DBA. Since then, I've worked for some well-known companies and ramped up my experience on a wider range of Oracle technologies. I recently joined Spinnaker Support as a Solutions Architect, acting as a bridge between Sales and Operations.

HOBBIES & INTERESTS: Travelling, running, spending time with family

GOING ABOVE AND BEYOND FOR A CUSTOMER: As part of an Oracle migration project when client's requirement for a TCPS/SSL Listener in an EBS environment was declared as not possible by Oracle, I was not ready to accept that as an answer. As someone who had worked on those concepts before, I went ahead and came up with a solution that was accepted by the client and incorporated into the project. On another occasion when the best option to migrate an on-premise Oracle estate to AWS was shown as re-install and re-config with an estimated time-frame of 8-12 months, I proposed and delivered a cost and time efficient option to use cloning to migrate databases, middleware and applications, which has cut down the estimated delivery time by 50%.



IN THE NEWS

RECOGNITION: SPINNAKER SUPPORT AWARDED FIVE 2020 INTERNATIONAL STEVIE® AWARDS FOR ORACLE AND SAP SUPPORT SERVICES

On February 28, we were presented with a record **five international Stevie Awards** at the 14th annual Stevie Awards for Sales & Customer Service ceremony in Las Vegas. The Stevie Awards are considered the world's premier business awards, and each year they recognize the top customer service individuals, teams, and departments.

Spinnaker Support received awards for:

- **Customer Service Department of the Year** – Computer Services
- **Front-Line Customer Service Team of the Year** – Technology Industries for the Oracle Support Team
- **Innovation in Customer Service** – Computer Industries for the Global Tax and Regulatory Compliance Team
- **Woman of the Year in Customer Service** – Karen Blazek, Director of Customer Success
- **Customer Service Leader of the Year** – Computer Industries for Iain Saunderson, Chief Technical Officer

We're immensely proud of the recognition for our hard-working teams and outstanding executives. Of the more than 2,600 nominations, only 35% were recognized as finalists.

Winners were determined by the average scores of more than 150 professionals worldwide in seven specialized judging committees. All five nominations submitted by Spinnaker Support received an award, a new record for the company.

[Read the full press release](#)



IN YOUR OWN WORDS

Our Annual Customer Survey is underway. Here are a few selected comments:

“ Every issue I have had has been enthusiastically as well as professionally handled. ”

“ We have had minimal issues since the switch to using Spinnaker Support, but when we have had some minor issues, our support team has been very responsive. ”

“ It doesn't get any better than Spinnaker. ”

HELP US WITH A REVIEW ON THE GARTNER PEER INSIGHTS SITE

If you're pleased with the assistance you've received from our team in the past year, we would be grateful if you would take a few minutes to review Spinnaker Support on Gartner's Peer Insights platform.

- All reviews are completely anonymous for you and your enterprise.
- Survey takes less than 10 minutes to complete.
- Gartner is offering an electronic \$25 USD VISA gift card (good internationally) for reviews they accept.

Thank you for considering the request!

[Click here to get started](#)



FOLLOW US ON SOCIAL MEDIA!

We're always active on social media, and you can follow us to see the latest company and industry news.

