Overview

For nearly a decade, Spinnaker Support has been a trusted provider of third-party support, managed services, and consulting for SAP and related enterprise software products. Mid-size to Fortune 100 enterprises from around the globe and in virtually every industry have made the switch to Spinnaker Support for reliable, comprehensive, responsive, and affordable SAP services.

Spinnaker Support's SAP BI Managed Services offer ongoing, customized assistance with SAP's Business Intelligence (BI) and reporting products. For SAP customers operating Business Warehouse (BW) 7.0 and later and BusinessObjects (BOBJ) XI R3.1 and later, Spinnaker Support's managed services team performs general system support tasks, system monitoring, application monitoring, data management, performance improvements, and more – regardless of whether the product version remains covered by SAP Support.

TODAY'S SAP REPORTING CHALLENGES

SAP customers rely heavily on tools such as SAP BW, SAP BW on HANA, SAP BW/4HANA, and SAP BOBJ to transform raw data into insights and actions that advance the business. But these customers also face a taxing set of operational, technical, and development challenges.

In today's competitive business climate, companies like yours are running fast and lean. This means that departments are understaffed, strapped for time, and often lacking in advanced skills to support operational and management reporting. As a result, process chains run too long, data sources fail to connect, and ad hoc queries are often indecipherable.

SAP's push for a migration to BW/4HANA and current product policies compound these problems. Older versions of these essential and reliable products no longer receive updates or even support.

SPINNAKER SUPPORT'S BI MANAGED SERVICES FOR SAP

Savvy enterprises are turning to Spinnaker Support 's SAP BI Managed Services for expert, cost-effective assistance with SAP's reporting products.

BW and BOBJ reports can be complex, time-consuming , and sensitive to modifications. Spinnaker Support helps customers by delivering customized reporting managed services based on an assessment of your current state and anticipated needs. These services range from day-to-day system monitoring and data loading to monthly housekeeping to on-demand report template modification.

With Spinnaker Support's expert managed services team, reporting challenges that have been occurring for months become a thing of the past. BI managed services are a strategic, affordable solution that can streamline your SAP operations and deliver ongoing stability, higher performance, and longer-term innovation.

Customers can choose to contract these managed services as standalone or in combination with our third-party software support.

SAP BUSINESS WAREHOUSE (BW)

- BI 7.0
- BW 7.01 and later
- BW/4HANA 1.0 and later

SAP BUSINESSOBJECTS (BOBJ)

- SAP BOBJ XI R3.0 and R3.1
- SAP BOBJ BI 4.0 – 4.3

LEADING GLOBAL PROVIDER OF SAP SUPPORT SERVICES

Spinnaker Support has provided SAP managed services and third-party software support for nearly a decade. Our experienced SAP BI engineers support hundreds of SAP instances for brand name customers in all industries across the world.

MANAGED SERVICES – WHAT IS INCLUDED

COMPREHENSIVE SERVICES
ITIL-centric services, customized for your applications and operations

DELIVERED AS NEEDED
Responsive services provided 24/7/365 globally

GLOBAL ENGINEERING TEAM
Experienced Level 2 and 3 SAP engineers

ESCALATION, WHEN REQUIRED
Ability to bring in expert Level 4 staff if required

'LIFETIME' SUPPORT FOR SAP PRODUCTS
Optimizing software performance and uptime for as long as you need

ADDITIONAL ASSISTANCE AVAILABLE
Third-party software support or consulting options if required

EXAMPLES OF REPORTING SERVICES

- System and Application Monitoring
- General Admin Tasks
- Housekeeping Tasks
- Data Load Monitoring
- Data Management
- Performance Optimization
- Urgent User Issue Resolution
- Report Modification as Per User Request
- System Upgrade / Update
- Security Issues

WHEN TO CONSIDER SPINNAKER SUPPORT MANAGED SERVICES

- You have a limited number of internal resources and are unable to resolve challenging reporting issues.
- SAP is no longer supporting your versions of BW but you do not want to migrate to BW/4HANA.
- Your existing System Integrator (SI) does not have the specific skills to support your SAP reporting needs.
- You are already receiving our third-party SAP support and are experiencing extensive managed services related BW and BOBJ issues.
- Looking for the benefits available when consolidating your SAP BI Managed Services with Third-Party Support under a single provider.
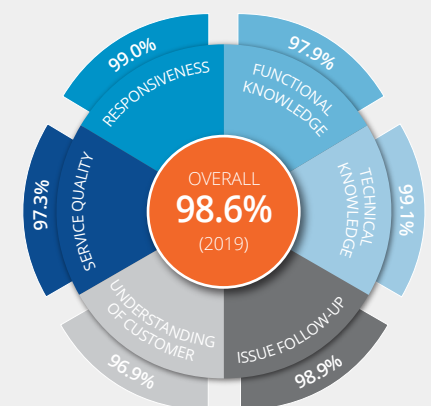
EXTERNAL EXPERTISE TO SUPPORT YOUR IN-HOUSE NEEDS

Spinnaker Support has been delivering SAP managed services for years, and our certified experienced engineers have extensive experience covering all aspects of SAP BI, SAP Applications, data sources, databases, and interoperability issues.

Operating from eight regional support centers across the world, this team's knowledge extends beyond reporting tools to over 125 SAP products and technologies, the entire technology stack, cloud platforms, and the various sources of reporting data.

HIGHEST RATED CUSTOMER SATISFACTION

In our 2019 annual customer satisfaction survey, covering the 2018 fiscal year, we reported a record 98.6% overall customer satisfaction, which we believe is the highest in our industry.
Survey results are based on more than 500 customer responses.

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

Founded in 2008, Spinnaker Support is the only vendor to deliver a unique blend of third-party support, managed services, and consulting for SAP. Customers consolidate their service needs with Spinnaker Support and trust us to keep their enterprise applications running at peak performance while helping them navigate from on-premise to hybrid to cloud. Spinnaker Support's award-winning blend of services span SAP's entire software platform.

SPINNAKER SUPPORT

SPINNAKERSUPPORT.COM