

# SAP Business Suite and Business Applications

## THIRD-PARTY SUPPORT



## Overview

**Spinnaker Support is a leading global provider of third-party support and managed services for SAP Business Suite (ECC) and Business Applications.** Spinnaker Support currently services medium to large size enterprises running all versions of SAP Business Suite from R/3 to ECC 6, with thousands of professional users globally spanning more than 100 countries. We support over 120 SAP products and Business Applications, including SAP GRC, SAP HCM, SAP BPC, SAP Hybris, and SAP Ariba.

Spinnaker Support's third-party software support replaces SAP's annual application support and saves customers an average of 62% on maintenance fees. Our third-party support provides more services through an assigned support team and highly personalized service.

Your operations depend on your SAP applications running smoothly and efficiently. With third-party support, you gain high responsiveness and faster resolution when problems do arise – and at a fair price, especially for products that SAP charges you for but no longer supports. You can remain on your current SAP solutions, like ECC6, for as long you need and can rely on our expert advice when you eventually upgrade, move to the cloud, or migrate away from these products.

### TODAY'S SUPPORT CHALLENGES

**Software support is a mandatory expense, but it should not be one that drains your budget in a hole.** Expert assistance is critical to dealing with unplanned ERP and application issues, and that service should be fairly priced.

Sadly, SAP Support has devolved in recent years into a self-service model with slow response times and little value to organizations running stable software and systems. Already expensive, the cost of this service continues to grow at a rate of 2-4% per year.

**Now imagine how support should be.** Skilled engineers who know your ERP and business applications and respond in minutes to your support ticket – whether for customized code, interfaces, interoperability concerns, or even general inquiries. Reasonably-priced SAP support, services, and advice, available when and how you need them. Support that is actually supportive. **That's Spinnaker Support.**

### SPINNAKER SUPPORT: YOUR SUPPORT SOLUTION

**Spinnaker Support replaces SAP's ongoing application support in a proven, secure, and smart way** – delivering superior support, more efficiently. We support medium to large size global enterprises in nearly all industries.

#### SUPPORTED BUSINESS SUITE PRODUCTS

- SAP ERP Central Component (SAP ECC)
- SAP R/3
- SAP Customer Relationship Management (SAP CRM)
- SAP Supplier Relationship Management (SAP SRM)
- SAP Master Data Management (SAP MDM)
- SAP Supply Chain Management (SAP SCM)
- SAP Product Lifecycle Management (SAP PLM)

#### SUPPORTED BUSINESS APPLICATIONS

- SAP Governance, Risk, and Compliance (SAP GRC)
- SAP Human Capital Management (SAP HCM)
- SAP Business Planning and Consolidation (SAP BPC)
- SAP Hybris
- SAP Ariba
- SAP Master Data Governance (SAP MDG)
- SAP Global Trade Services (SAP GTS)
- SAP Advanced Planner and Optimizer (SAP APO)
- SAP Transportation Management (SAP TM)
- SAP Incentive Administration by Vistex
- And more



#### RESPONSIVE SERVICE

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



#### COMPREHENSIVE SUPPORT

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



#### IMMEDIATE COST SAVINGS

Average 62% hard savings, with more soft savings possible



#### FLEXIBLE COMMERCIAL TERMS

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



#### ADDITIONAL ASSISTANCE AVAILABLE

We also offer a tailored set of managed services and consulting

## SUPPORTED OPERATING SYSTEMS INCLUDE

- Linux
- Microsoft Windows
- HP-UX
- Solaris
- IBM AIX

## SUPPORTED DATABASES INCLUDE

- SAP HANA
- SAP Sybase / IQ / ASE
- Oracle Runtime Database
- SAP MaxDB
- Microsoft SQL Server
- IBM Db2

## SUPPORTED PRODUCT AREAS INCLUDE

- Analytics, including BI, BW, BusinessObjects
- Enterprise Resource Planning
- Customer Relationship Management
- Data Management
- Financial Management
- Human Capital Management, including Payroll
- Supply Chain Management
- Supplier Relationship Management
- Global Tax, Regulatory & Compliance
- Environmental, Health, & Safety

## THIRD-PARTY SAP SUPPORT INCLUDES:



### BREAK / FIX SUPPORT

Keep your enterprise applications running with swift responses, ISO-certified processes, and diagnostic services, product fixes, and/or operational workarounds for standard and custom code and integrations (interoperability).



### GENERAL INQUIRY FOR SUPPORTED PRODUCTS

For supported products, we answer general inquiries related to the usage and configuration of standard (out-of-the-box) software, tools, and applications.



### SECURITY & VULNERABILITY MANAGEMENT

Through proven processes, security products, and a staff of industry experts, we continuously investigate issues, harden and protect your application environments, and deliver timely fixes, patches, and remediations.



### GLOBAL TAX & REGULATORY COMPLIANCE (GTRC) SERVICES

Receive timely, comprehensive, and accurate GTRC updates, customized to your geographic and application needs by an expert team that continually researches, monitors, and gathers tax and regulatory requirements.



### TECHNOLOGY ADVISORY SERVICES

Unbiased and proactive technology advisory services that help coach as you advance through your IT and innovation roadmap, including virtualization, cloud migration, and upgrade support.

## SPINNAKER SUPPORT: THE GLOBAL TEAM

### Spinnaker Support engineers average over 19 years of experience.

Working out of eight regional operations centers, this team supports more than 120 SAP products. These professional engineers fill your knowledge gaps, ease your staffing constraints, and provide expert assistance for complex application and database issues.



Prior to leaving SAP Support, our customer success team leads all new customers through a phased, collaborative onboarding process designed to ensure a smooth transition to Spinnaker Support. This includes a well-planned and legal archiving process.

“With SAP’s support, we never spoke with anyone. Now, with Spinnaker Support, it’s 3-4 times better than SAP was. We talk to a real person and have a real resolution. It’s like you found the switch to the light in a dark room.”

— Craig McBroom, Business Analyst, BancTec

## A DIRECT FEATURE COMPARISON FOR SAP SUPPORT AND SPINNAKER SUPPORT

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

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

## WHY SUPPORT-DRIVEN MODELS SURPASS SOFTWARE-DRIVEN MODELS

The differences highlighted above are fueled by the objectives of the business. **SAP Support is primarily software driven, which results in a standardized approach that solves a limited set of issues.** This model offers more automated solutions and often promotes software purchases and upgrades as the only solution to complex issues. SAP has acknowledged that support fees are primarily diverted away to engineering initiatives rather than to upgrading support capabilities.

In contrast, **third-party support is support driven, with an emphasis on more proactive, comprehensive responses and sound technology advice.** Third-party support focuses on solving issues quickly, no matter what the source or who is required to weigh-in on the solution. Spinnaker Support is intensely focused on the quality and value of customer service, reinvesting its profits into continuous improvement and initiatives for added customer value.



## CASE STUDY

### REDUCING THE IMPACT OF THE BUSINESS CYCLE ON IT OPERATIONS

D+M, now part of Sound United, is a large multinational company that develops sound technology and equipment. With a strong belief that “Performance is everything,” D+M is focused on innovation to serve the needs of the consumer, professional, and automotive markets in an increasingly digital world.

D+M Group runs a very stable and moderately customized SAP ECC6 system in multiple sites across the globe. They discovered that the maintenance fees paid to SAP at their overseas locations were excessively high. However, making a strategic change affecting the maintenance of their critical ERP system was not an easy decision.

With no immediate upgrade plans, D+M Group began to consider alternative SAP support options. Aside from lowering costs, they needed global, 24x7x365 service that included local tax and regulatory requirements and the ability to work with their non-English speaking staff in their Japan operation. With these requirements and more in mind, they began looking at third-party maintenance for SAP ECC6.

D+M initially engaged Spinnaker Support to support 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 more responsive service and lower costs than they'd had with SAP Support, D+M also decided to switch their Oracle JD Edwards World applications to Spinnaker Support.

Over the course of five years, D+M Group is expected to save approximately \$3.75M. Until they reach a time when the business is ready to upgrade or migrate from on-premise to the cloud, they can continue to redeploy a portion of their ERP budget to other projects without putting the health of ECC6 at risk.

“ We feel confident that we have the right partner to ensure the stability of our SAP and JD Edwards environments. ”

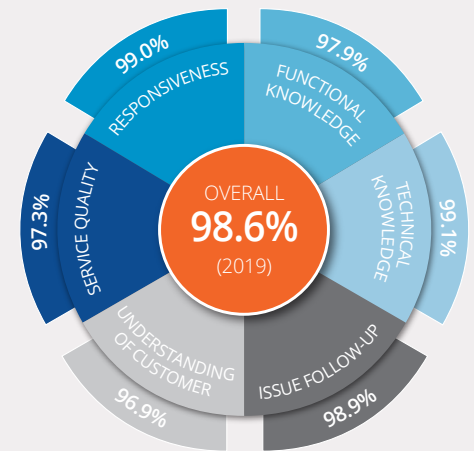
*Christoph Hesterbrink —  
Vice President, Global IS Applications and Business Systems for D+M Group*



For additional detail on this story and other SAP client success stories, visit [SpinnakerSupport.com](http://SpinnakerSupport.com).

## HIGHEST RATED CUSTOMER SATISFACTION

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



### SPINNAKER SUPPORT QUICK FACTS

- Founded: 2008
- Headquarters: Denver, Colorado, USA
- Regional Operation Centers: 8
- Customers since Inception: 1,100+
- Customer Retention: 92%
- Instances Supported: >12,500
- No. of Countries Supported: 104
- Languages Supported: 14

## ABOUT US

Spinnaker Support is a leading and trusted global provider of Oracle and SAP third-party support. We are the only vendor to deliver a unique blend of third-party support, managed services, and consulting when customers prefer to consolidate with a single vendor. Spinnaker Support’s award-winning blend of services span SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Demantra, Agile PLM, ATG/Endeca, and more.

