SAP HANA -
THIRD-PARTY SUPPORT

SPINNAKER SUPPORT

Overview

Spinnaker Support is the leading global provider of third-party support and managed services for SAP HANA and related products. Spinnaker Support's third-party software support replaces SAP's annual maintenance and support. Third-party support is always at least half the cost of SAP support and provides more services through an assigned support team and other personalized service components.

When switching to Spinnaker Support, SAP customers gain more comprehensive and responsive service, save on their support fees, and can remain on HANA and related applications such as ECC for as long as they want. Customers trust us to keep their SAP applications running smoothly, securely, and in compliance, and to help them navigate from on-premise to hybrid to cloud when they are ready.

TODAY'S SUPPORT CHALLENGES

Software support is your insurance policy: : it's critical to have an expert safety net available to handle unplanned application and database issues. 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 business and applications environment 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 database support in a proven, secure, and smart way – delivering superior support, more efficiently, at a dramatically reduced price.

SUPPORTED VERSIONS

SAP HANA releases 1, 2, and S4

SUPPORTED PRODUCT AREAS

- Index Server
- Name Server
- Pre-process Server
- Statistical Server
- Studio Repository
- XS engine
- Java
- HTML
- Performance Tuning
- SQL*Plus
- SQL*Loader
- PL/SQL
- Cloud environments
- Advanced Security
- Diagnostics
- OLAP

SUPPORTED APPLICATIONS

We support both standalone SAP HANA instances and SAP HANA in conjunction with all SAP applications.

RESPONSIVE SERVICE	COMPREHENSIVE SUPPORT	IMMEDIATE COST SAVINGS	FLEXIBLE CONTRACT TERMS	ADDITIONAL ASSISTANCE AVAILABLE
Responses in < 15 minutes, from a Level 4 senior support engineer	Covers security, custom code, interoperability, tax & regulations, and more	Average 62% hard savings, with more soft savings possible	Align support fees with software use and future migration plans	We also offer a tailored set of managed services and consulting

WHY THIRD-PARTY SUPPORT FOR HANA DATABASE

SAP has clearly stated that HANA is now the foundation of its future database and application strategy. For that reason, you've made a major investment of budget, time, technology, and staffing to achieve a smoothly running HANA environment. But like many SAP customers, you may not be ready or willing to risk a migration to newer applications.

Spinnaker Support can help to prepare you for that eventual move to S/4HANA, C/4HANA, or other SAP Cloud applications by providing the HANA expertise and cost savings you need today. Our third-party support also includes advisory services in areas of migration and roadmap planning.

SPINNAKER SUPPORT: THE GLOBAL TEAM

Spinnaker Support engineers average over 16 years of experience. Working out of eight regional operations centers, this team supports versions 4.6C to the latest Netweaver stack and HANA releases. These professional engineers fill your knowledge gaps, ease your staffing constraints, and provide expert assistance for complex database issues.

Our customer success team leads all new customers through a phased, collaborative onboarding and archiving process designed to ensure a smooth transition to Spinnaker Support.

THIRD-PARTY ORACLE DATABASE 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.

GENERAL INQUIRY FOR SUPPORTED PRODUCTS
Advisory support to help you understand your options in areas as diverse as application functionality, virtualization, cloud migration, security, audit defense, and roadmap planning.

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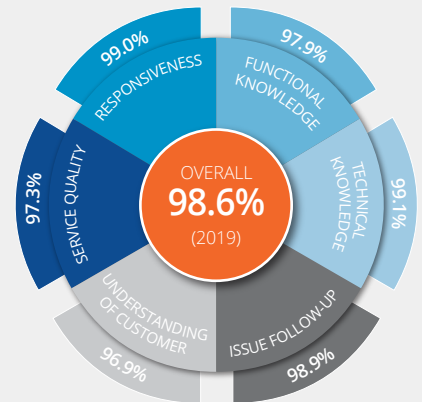
TECHNOLOGY ADVISORY SERVICES
Unbiased and proactive technology advisory services that help coach as you advance through your IT and innovation roadmap, including virtualization, cloud migration, and upgrade support.

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.

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

OVERALL
98.6%
(2019)

The support engineers are responsive, efficient, and engaged directly on resolving our issues. They don't respond with stall tactics or try to push unneeded patches to 'try' and resolve issues, like SAP support.

Ajith Kumar, Sr. Manager, Autodesk

AUTODESK.

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.

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