

# 10 Myths About Leaving SAP Software Support

**MYTH**

## Leaving SAP's software support will damage the relationship

**FACT**

You are still an SAP customer whether you are under SAP software support or not. You simply get better support for half the price with Spinnaker and when it's time to upgrade, SAP will give you the white glove treatment trying to get you back on their support contract.

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**MYTH**

## SAP's software support provides the lowest Total Cost of Ownership (TCO) over the product's lifecycle

**FACT**

Spinnaker's SAP customers average over 5 years on third-party support and when they return to SAP software support, they paid no on-premise application reimplementation costs or maintenance back fees. Not to mention the more than 50% savings on maintenance fees while with Spinnaker.

**MYTH**

## Customers returning to SAP's software support will be subject to maintenance penalties and back fees

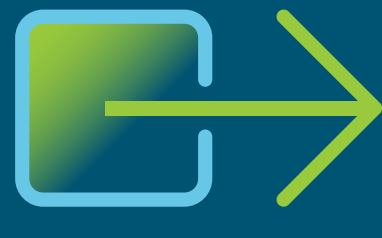
**FACT**

In our experience, no SAP customer who returns to SAP's software support is forced to pay back fees. SAP wants you back, which puts you in the position of power.

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**MYTH**

## Third-party support providers are nothing more than a 24x7 help desk

**FACT**

Spinnaker offers personalized support that is tailored to the customer's system to maintain interoperability, vulnerability management, and advisory services.

**MYTH**

## Leaving SAP's software support automatically triggers an audit

**FACT**

An audit can be triggered by a number of different events such as an M&A, stagnation in new subscriptions or purchases, or a change to infrastructure. It is possible, but not something to fear.

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**MYTH**

## My system won't be protected without SAP's Security Patches

**FACT**

Through a holistic approach to vulnerability management, Spinnaker is able to provide best-in-class hardening techniques well before SAP releases a patch, and there is no guarantee that patch won't need another patch.

**MYTH**

## Customizations will hinder your ability to upgrade in the future

**FACT**

Spinnaker utilizes best practices when considering interoperability issues that will be able to evolve as your system does.

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**MYTH**

## Without SAP Updates my system will become stagnant

**FACT**

Rather than a vendor-centric roadmap, Spinnaker gives you an unbiased consultation on the best approach to adapting your system to an ever-changing technology environment.

**MYTH**

## You will lose system interoperability

**FACT**

Spinnaker ensures interoperability not only through your SAP system but also enables a multi-vendor approach to building the best system for your unique needs.

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**MYTH**

## You won't be able to migrate to the cloud

**FACT**

Third-party support does not inhibit a company's cloud migration; rather, it gives you the control to migrate when you're ready.

