

# Archiving FAQ

## SAP

### INTRODUCTION

Archiving of software is a critical aspect of making the transition from SAP-provided support to third-party support. Spinnaker Support's ISO 9001:2015-certified archiving approach enables the new client's ability to retain, access, implement, and use the software that they are legally entitled to as defined in SAP contracts.

Archiving is the download and storage of relevant software and data located on SAP's Service Marketplace and their Maintenance Optimizer. This information is captured for future use after a client has ended their SAP maintenance contract and includes pertinent software upgrade, support packages, and enhancement packages specific to the client's unique footprint of SAP applications. Archiving provides the assurance that SAP users

can upgrade or apply any necessary data if the need arises in the future. Spinnaker Support clients are fully supported on their current SAP release until they're ready to upgrade or migrate. In other words, no forced timelines — allowing you to take back control of your IT roadmap.

After a client has decided to make the switch to Spinnaker Support, but before their SAP maintenance contract ends, Spinnaker Support SAP engineers host an archiving kickoff meeting with the client to jointly decide what will be archived. Kickoff meeting topics also include which SAP products will be supported, connectivity requirements, an outline of virtual machines, etc. Then, unlike other third-party support providers, Spinnaker Support executes the archive — saving the customer money, time, and risk.

# THE TRUE VALUE OF ARCHIVING

When considering third-party support, clients initially focus on the substantial cost savings, but what they end up getting is hyper-responsive service, access to advanced problem solving talent, full support of their customized code, technical advisory services, and a full set of software updates archived for future use.

After many successful and safe archives, Spinnaker Support understands what SAP users are legally entitled to download. While archived information is not always leveraged, clients like knowing they have it in case they'll need it. It's part of getting the most out of the investment they've made in their enterprise software. Archiving is not a separate cost to our customers — unless they do it themselves. We save our customers hundreds of hours in processing time and ensure that the software is packaged securely in a searchable data structure that is easy to navigate.

# CUSTOMER SUCCESS STORY

Spinnaker Support has performed over 100 SAP archives and have client references available on demand. One of our SAP customers, the world's largest forest products manufacturer, made the decision to switch to Spinnaker Support in October of 2015. During the archiving process, Spinnaker Support downloaded 9 enhancement packs, 16 kernels, 4 GUI updates, and numerous support packs and other components - in less than 6 weeks.

More recently, this client wanted to update their ECC6 applications — which required an archived service pack. The service pack was easily located in the searchable archive. The service pack was deployed, tested, and promoted to production within a few days.

# FAQS REGARDING SAP ARCHIVING

| QUESTION  | SPINNAKER SUPPORT'S ANSWER   |
|---|--|
| <b>How long does it typically take to perform a SAP archive?</b>            | Up to 8 weeks, but typically 3-4 weeks. Duration depends on number of SAP products, versions, and platforms being archived.  |
| <b>How much storage is typically required for archiving purposes?</b>       | Our client's storage requirements have ranged from 5 to 15 terabytes.  |
| <b>Do you have a dedicated archiving team? Where are archivers located?</b> | Yes, we have a dedicated team of archivers who have performed many successful, safe archives. The core team is concentrated in our Denver, CO operations center with additional resources located in our international support hubs. Every archiving project is directed specifically by the new client's assigned Account Support Lead (ASL). |
| <b>Is your archiving process ISO-certified?</b>                             | Yes. All of our end-to-end support processes, including onboarding and archiving, are ISO 9001:2015-certified.   |

| QUESTION   | SPINNAKER SUPPORT'S ANSWER  |
|--|---|
| <p><b>What actually gets archived?</b></p>   | <p>As agreed by the client, Spinnaker Support downloads software upgrades, support packages, and enhancement packs that the client is legally entitled to archive. This can also include the operating system and database software specific to the client's application (e.g. ECC6 downloaded with Windows if Windows is the client's operating system of choice).</p> |
| <p><b>Where is archiving data stored?</b></p>  | <p>Either on the client's storage or on a cloud-storage owned by the client. Spinnaker Support does not retain or store any client archived data on Spinnaker Support hardware. The data is always housed on client hardware, making it accessible for years to come.</p>   |
| <p><b>How is the archive searched?</b></p>   | <p>Spinnaker Support overlays the archive with industry-standard search tools. Either the client or Spinnaker Support can quickly and easily locate any archived information.</p>   |
| <p><b>Are there any legal restrictions regarding archiving by Spinnaker Support?</b></p> | <p>There are no restrictions except to say that you can only download data that you are legally entitled to prior to the end of your SAP maintenance contract. Unlike our competition, we have never been in violation of the intellectual property rights of others, including SAP or Oracle.</p>  |

## ABOUT US

Spinnaker Support is the leading global provider of third-party support and managed services for Oracle and SAP enterprise software products. Spinnaker Support clients gain more comprehensive and responsive service, save an average of 62% on their support fees, and can remain on their current software release indefinitely. They trust Spinnaker Support to keep their enterprise applications running at peak performance and to help them navigate from on-premise to hybrid to cloud.

Spinnaker Support operates from ten regional operational centers located in Denver, Dubai, London, Mumbai, Paris, Sao Paulo, Singapore, Seoul, Tel Aviv, and Tokyo. Our award-winning blend of services span SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Agile PLM, ATG/Endeca, and more.