

SAP Database & Technology

Third-Party Support

OVERVIEW

Spinnaker Support is the leading global provider of third-party support and managed services for SAP databases and technologies.

Spinnaker Support's third-party software support replaces SAP's annual support covering a range of databases, including HANA, Oracle Runtime, and ASE (Sybase), and critical technologies like SAP NetWeaver, SAP Enterprise Portal, and Access Control.

Third-party support is always at least half the cost of SAP-provided support and delivers more services through an assigned support team that knows your systems and product customizations. When switching to Spinnaker Support, SAP customers gain more comprehensive and responsive service, save on their support fees, and can remain on their chosen database and technologies for as long as they want, regardless of whether SAP has ended support for those products.

Customers trust us to keep their SAP databases and technologies running smoothly, securely, and in compliance, and to help them navigate from on-premise to hybrid to cloud when they are ready.

SUPPORTED DATABASES

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

SUPPORTED TECHNOLOGIES

- SAP NetWeaver
- SAP Enterprise Portal
- Process Integration XI / PI / PO
- Access Control
- ABAP
- Application Interface Framework
- Fiori
- Landscape Transformation
- Replication Server
- SQL Anywhere
- And more

TODAY'S SUPPORT CHALLENGES

Software support is a mandatory expense, but it shouldn't be one that drains your IT budget. Expert assistance is critical to dealing with unplanned database and technology issues, and that service should be fairly priced.

Unfortunately for organizations running stable databases and technologies, SAP Support has turned towards a self-service model with slow response times and little value. SAP is always prepared to upgrade you or move you away from products like Oracle Runtime Database, but if you're not yet ready or want to implement your technology roadmap at your own pace, then third-party SAP support is well worth considering.

We have skilled engineers who know your database and technologies 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. **Trusted Support Solutions—Exceptional Customer Experience.**

That's Spinnaker Support.

SPINNAKER SUPPORT: YOUR SUPPORT SOLUTION

Spinnaker Support replaces SAP-provided support in a proven, secure, and smart way – delivering superior service, more efficiently. We support medium to large size global enterprises in nearly all industries.



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 SAVING

Average 62% hard savings, with more soft savings possible



FLEXIBLE CONTRACT TERMS

Align support fees with software use and future migration plans



CUSTOMIZED ASSISTANCE AVAILABLE

We also offer a tailored set of managed services and consulting

WHY THIRD-PARTY SUPPORT FOR SAP DATABASES AND TECHNOLOGIES

Prior to HANA, SAP integrated with and supported a range of databases including Oracle Runtime Database and Sybase, but now that HANA is clearly the foundation of its future product strategy, your options are severely limited. The same goes for many of the older technologies that are not associated with SAP’s cloud-based product roadmap.

But you’ve made a major investment made up of budget, time, technology, and staffing to achieve a smoothly running SAP environment. Spinnaker Support can help. Our services span databases, applications, and the surrounding technologies to help ensure ongoing interoperability, regardless of whether some or all of those products are still supported by SAP.

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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.

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Craig McBroom
Business Analyst, BancTec

THIRD-PARTY SAP SUPPORT INCLUDES:	
Break/ Fix Support	Keep your enterprise applications running at peak performance with swift responses, proven ISO-certified processes, and diagnostic services, product fixes, and/or operational workarounds for standard and custom code and integrations.
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.
Technology Advisory Services	Unbiased and proactive technology advisory services that help you advance through your IT and innovation roadmap, including virtualization, cloud migration, and upgrade support.

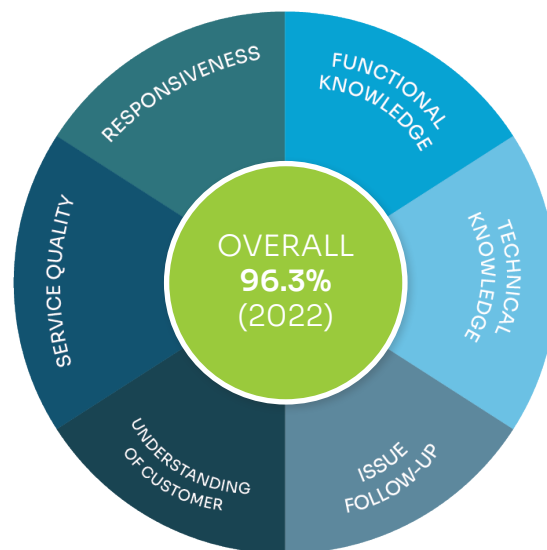
SPINNAKER SUPPORT: THE GLOBAL TEAM

Spinnaker Support engineers average over 19 years of experience. Working out of eight regional operations centers, our team supports a wide range of SAP technologies and databases. These professional engineers fill your knowledge gaps, ease your staffing constraints, and provide expert assistance for complex 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.

HIGHEST RATED CUSTOMER SATISFACTION

In our 2022 customer survey, we reported a record 96.3% overall satisfaction — the highest in our industry.



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.