

Making the Case for Third-Party Support

SPINNAKER
SUPPORT





Software applications and systems are at the core of any business. From enterprise resource planning to supply chain and manufacturing, customer experience to human capital management, applications and related systems often define an organization's performance and efficiency.

While investments in applications are critical, equally important is ensuring that organizations derive maximum value from their applications with the right technical support and maintenance services. Some of the key trends globally redefining software ecosystems include:

- **Enterprise Software Transformation**
- **Service Quality and Security**
- **Expertise and Budget Constraints**



Enterprise Software Transformation

Over the past couple of years, companies have begun to embrace digital transformation at a much greater speed, which in turn has sped up cloud adoption. According to Gartner, by 2024, more than 45% of IT spending on system infrastructure, infrastructure software, application software, and business-process outsourcing will shift from traditional solutions to cloud. Meaning, organizations across the globe will be at different stages of their digital transformation journey, resulting in hybrid environments with interoperability support needs.



Service Quality and Security

Because IT leaders are now looking at “always-on” and “always-secure” software systems and applications, the need for improved service quality and security has grown exponentially. In addition, organizations are seeking improved services to ensure they can maximize the value of their software applications and systems.

According to a survey by Enterprise Strategy Group (ESG), 79% of organizations push vulnerable code to production either occasionally or regularly. Security vulnerabilities resulting in breaches can cause both reputational damage and financial losses for organizations.



Expertise and Budget Constraints

The technology and software landscape is continuously evolving, resulting in complex environments that require specialized skill sets to maintain and manage. According to a report by Global Knowledge, 76% of IT decision-makers experience critical skills gaps on their teams, a 145% increase since 2016. CIOs and IT departments across the globe are facing unrelenting pressure to do more with less, as they look to streamline costs.



A third-party support provider that brings an unbiased approach to software support and maintenance can help you in your transformation journey, on your own terms. Partnering with the right third-party support provider can help address pain points of your broader IT needs.

Spinnaker Support can be that third-party support partner. Our service capabilities span break/fix services, security and vulnerability management, Global Tax, Regulatory & Compliance (GTRC), and general inquiry and advisory services for multiple software ecosystems, including Oracle, SAP, and JD Edwards. We'll partner with you on your key initiatives, including:

- **Software Ecosystem Transformation**
- **Improved Service Quality and Security**
- **Cost and Resource Optimization**



Software Ecosystem Transformation

If you are considering cloud or migrating to a different software package, Spinnaker can help you pace out the migration according to business needs by providing interim support for your current platform. We also provide support for software versions that the original software provider will no longer support without a customized-support agreement and an additional fee.



Improved Service Quality and Security

If you are experiencing a decline in service quality and sustained-software-support value, along with unreliable access to expertise, you'll benefit from partnering with Spinnaker. We provide support that allows customers to opt out of new and future versions or release upgrades from vendor that might be costly and unnecessary for the business.

In addition, Spinnaker's security solutions can help with unpatched security vulnerabilities caused by aging software versions. Our services are designed to strengthen your security posture with a consultative approach and best-in-class security tools. Through proven processes, security products, and a staff of industry experts, we continually investigate issues, harden and protect your application environments, and deliver timely fixes and remediations.



Cost and Resource Optimization

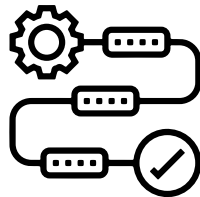
Reduced IT budgets, specifically software maintenance expenses, are a challenge for most organizations. In a potential recessionary environment, customers will face increased pressure to streamline costs and leverage in-house expertise toward revenue-generating IT projects. Partnering with Spinnaker can result in an average cost savings of 60%, along with a move to a more predictable operating expense (OPEX) model.

Our services are enabled by:



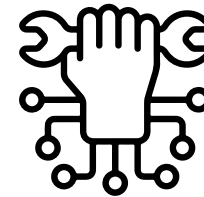
PEOPLE

Our engineers offer an average of 20+ years' experience and deep expertise in related software applications. Our customer success team partners with our customers every step of the journey.



PROCESS

We follow Information Technology Infrastructure Library (ITIL) framework for service design, service transition, service operations, change management and continuous process improvement. We are ISO 9001 certified, and our processes are designed to ensure Intellectual Property (IP) protection of the original software vendor.



TOOLS

We offer a robust knowledge base and AI-based search engine to our experts for augmented decision-making and accelerated service responses at scale. We bring best-in-class security tools for vulnerability management.

To learn more, please talk to a
Spinnaker Support representative.

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About us

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.

