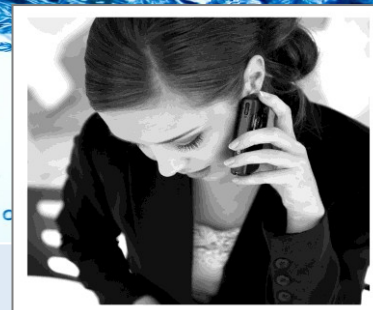


## SAP Technical Support Services



### get in touch:

e. [info@invenio-solutions.com](mailto:info@invenio-solutions.com)

t. +44 (0) 330 440 1800

### With Invenio's support services you can:

- reduce SAP support costs by up to 40%
- get 24/7 emergency support – regardless of contract agreement
- gain a support partner that really understands the professional services industry
- experience a friendly and responsive service from a partner that really pays attention to your business and system requirements
- increase uptime and system availability – improving user satisfaction
- reduce operating costs and increase system efficiency
- get covered for all your resource and skill constraints.
- have flexible contracts that suit your budget and your internal processes.

### first-class technical support services

Invenio is a new breed of SAP service partner that offers an efficient, low cost and accountable service that accommodates all your SAP support needs.

We'll support your SAP application - and infrastructure - to help you maintain and promote business productivity, giving you the following benefits:

- Simplified support - helping to resolve problems faster.
- Increased uptime and system availability – improving user satisfaction.
- Reduced operating costs and increased system efficiency.
- Support that covers all your resource and skill constraints.

### Significantly lower support costs:

Invenio customers can typically expect to save some 40% on their support costs. We do this by offering an innovative onshore/offshore service and support model – that doesn't compromise on quality.

Invenio embrace low cost, reliable technology including skype, webex and online conferencing to help keep our costs down. What's more, we are passionate about streamlining our own internal processes - we cut all unnecessary costs and overheads and ensure that these savings are reflected in our service charges.

### Focused, experienced support personnel:

The support consultants assigned to your account have at least 3 years experience in an SAP support and consulting environment. We will never employ inexperienced graduates - or call centre agents - who lack a full understanding of SAP.

To build an appreciation of your SAP landscape, your Invenio support team leader will spend a number of days on site to really understand your system, your culture and your infrastructure.

Building a close relationship with your Invenio support team results in an expert resource that really understands your system and so can resolve issues more efficiently, What's more, you will always speak with the same owner of a specific problem who will carry the problem to closure.

### One service – one contract:

We combine all your support needs in one, easy to understand, transparent contract so you know exactly how much you are paying for your support.

There are no hidden fees, no 'administration charges', no top-up costs and absolutely no unnecessary optional extras. Just a sound, straightforward agreement that covers what you need, when you need it.

### 24 x 7 x 365 emergency cover:

Regardless of the scope of your contract your SAP system is covered by an emergency access support offering at all times. No exceptions.

### Free on-site days:

You will enjoy an agreed number of free days consulting time every quarter. During this time one of our support consultants will visit you on-site to assist you in any 'hand-holding' and/or non-urgent issues that need attending to in the presence of an SAP expert.

### Free your IT resources to focus on your core business

Most internal IT teams don't have the time or skills required to troubleshoot complicated SAP software and system failures. By accessing the SAP team at Invenio, you will:

- Gain the help you need to improve system availability.
- Enhance end-user satisfaction.
- Reduce the number of system outages and related costs.
- Refocus your time and energy on what really matters.

### Why Invenio?

Invenio focuses exclusively on delivering high quality, low cost SAP services. SAP is all we do and we preserve and protect our reputation by recruiting only the very best and most competent consultants to give you the experienced resources you need to rapidly resolve your support issues. We also pay particular attention to the fact that support should be an effective, simple partnership. Include in our support offering is:

Regular opportunities for your key SAP personnel to work at the Invenio support desks - enabling your team members to:

- Benefit from one-to-one, hands-on training.
- Enhance product knowledge and understanding of the SAP solution.
- Familiarise themselves with the support process and improve their problem solving methodologies.
- Build relationships with key support team members and resolve problems jointly.

Regular service and support team evenings which allows you to:

- Discuss system development proposals with our team of SAP experts.
- Take advice on how SAP can better support your important operational processes.
- Participate in joint problem-solving activities that will address any system, user or technical issues.
- Provide feedback and appraisals on the Invenio support and service teams.

If you'd like to learn more about how we can help your business, please call our advisory team on +44 (0)330 440 1800.

"We find Invenio a very professional and trustworthy organisation and they add real value to the project rather than just 'box ticking' their way through the implementation."

**Graham Terry - Director, SPP Pumps**

"...we are proud to have you as a member of our team..." and "appreciate your commitment, hard work and dedication to achieve a successful and timely migration..."

**John Santos - Head of Project Delivery, Siemens UK**

"...we would not have been where we are without Invenio's proactive approach and dedication and we will extend our relationship further by actively considering Invenio for our offshore development ..."

**Nick Murrey, IT Director, Neopost**