



Maintenance Support Overview

2010

What is SAP Maintenance Support

SAP Maintenance Support Agreement Charter is to handle software and system defects in the standard delivered R/3 system.

- An error in the software causes subsequent errors
- An error in the software
- Problems arise when implementing corrections (considering the SAP correction instruction)
- Functions with incorrect documentation

SAP offers two types of Maintenance Support

- Standard Support
- Enterprise Support

Customer queries that fall outside the scope of SAP Maintenance Support Agreement

- Processing logic of the software, the business processes and Customizing (questions regarding the work with the transactions, programs and screens, the contents of screens and printouts and so on)
- The administration or tuning of the SAP system, the database or the operating system
- Errors caused by a modification of the system

What Value Will Customers Find in SAP Maintenance Support?

- Customers will have access to SAP's Service Marketplace
- Access to SAP notes and support packs
- Certified Support Consultants with a wide breadth of training
- SAP Support Advisory Team available for Very High Issues – 24X7
- Solution Manager Enterprise Edition available to all customers and includes additional diagnostic tools

General Information

- Support of custom code is not included
- Customers will continue to apply notes to their own system
- Participation in SAP's Customer and Partner Community via SAP Service Marketplace
- Customers log their messages in **it**elligence's SolMan system yet still maintain their system information via Service Marketplace

Why **it**elligence Maintenance Support

- Dedicated support staff located in the United States
- Assigned Account Manager committed to your success
 - Regular correspondence from **it**elligence Maintenance Support Team
 - Quick tips and tricks to help you in searching for notes on Service Marketplace
 - Local contact person for questions regarding Maintenance Support
- Quarterly e-newsletter with helpful tips and important information regarding Maintenance Support
- Proactive follow up regarding inactive Maintenance Support messages (messages in Customer Action for over a week)
- Proactive follow up to issues that have been forwarded to the next level of SAP Support
- Free use of **it**elligence Solution Manager system

Our goal is to always EXCEED your expectations! Let us know what we may do to better improve our service.

itelligence Maintenance Support

Overview of itelligence Maintenance Support Team

- Dedicated cross functional and technical consultants
- Certified Support Consultants
- Coverage time 8:00am to 6:00pm (EST) Monday through Friday
- After hours and weekend support for Priority One Issues (24x7) provided by SAP Global Support

SAP Customer Satisfaction Survey Process

The SAP Customer Satisfaction Survey is used to measure:

- All levels of SAP
 - SAP Customer Service
 - Software/Solutions
 - Sales
 - Service Marketplace

The SAP Customer Satisfaction Survey and itelligence

- SAP expects overall survey scores to be above 8.5
- Scores 7 or below are flagged by SAP as problem surveys

SAP Survey Results

- How satisfied are you with your SAP Channel Partner's performance overall? (This includes itelligence Maintenance Support, Implementation Work, Consulting Services, Sales Personnel, software solutions, etc.)

2009 Results – 9.71

2010 Current Results – 9.67

Tips to Expedite Your Maintenance Support Messages

- **Include error message number & error message text**
 - **Attach the first 5 pages of the Short Dump (if applicable)**
 - **Detailed step-by-step instructions to recreate the error (including Transaction Codes, company codes, material numbers, etc.)**
 - **Include information of any recent system changes (including support packs, patches or recently applied notes)**
 - **Indicate if the issue occurs for all users or not**
 - **Indicate in which system the error occurs**
 - **Include any notes you have found or applied in an effort to resolve the issue**
 - **Open your system connection and include logon information (don't forget router passwords too, if applicable)**
 - **Include contact name and phone number information**
- If you include the above information in your initial inquiry that should speed up the message processing



Thank you for your attention!

itelligence Maintenance Support Team