



The Config Team™
SAP Supply Chain Specialists

SAP Support

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Maintaining efficient supply chain operations is integral to any business, and requires a strong support partner, to ensure SAP systems continue to operate at optimum performance levels.

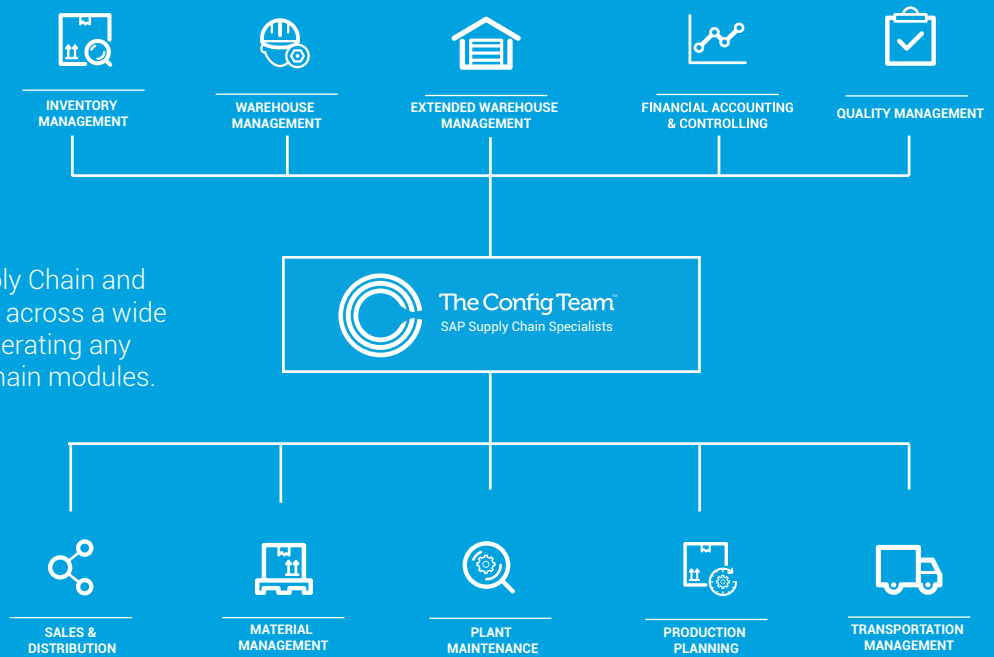
Warehouses, distribution centres and manufacturing facilities are not 9 – 5 businesses, so should be able to call on support as and when they need it. Our flexible approach provides customers with access to experienced SAP technical experts, on-demand, at any time.

A true business partner, our support team goes beyond issue resolution and is seen as an extension to your internal organisation. We provide strategic planning, proactive maintenance and monitoring and problem management with root cause analysis to ensure we effectively maintain SAP systems to meet long-term needs.



Our Expertise

We specialise in the SAP Supply Chain and provide support to companies across a wide range of sectors, which are operating any combination of SAP Supply Chain modules.



Support Service

Our UK-based support team can assist with any SAP support from system error resolution, process queries and bug fixes through to development and configuration changes, user training and in-depth system investigations.

We are delighted that customers see us as an extension to their internal teams and a resource they can call on whenever needed. We form true partnerships, based on honest and open communication, to drive the most effective results for the customer.

Our flexible support service ensures we deliver a package that best meets each individual customer's requirements. No two businesses or operations are the same, which is why we enable customers to build their own support package that really works for their business. While we have a standard framework of inclusive services for each level of support, customers can add optional services to their contract if required.



Support Team

Our UK-based support team is well placed to be able to resolve issues quickly and effectively with in-depth local knowledge of current processes, guidelines and legislation.

All members of our support team are in-house, we do not use call centres, offering the reassurance you can always contact our consultants to discuss new and ongoing tasks.

Many of our support consultants have experience as an end user, so not only have extensive experience of the SAP Supply Chain, but also with operational processes, assuring customers can be confident they will benefit from complete system knowledge. Our support team can also utilise our wider team, with more than 60 SAP consultants available to share insights, knowledge and experience.



Support Model

Our flexible support contracts are designed so they can be tailored to each individual customer's needs. This allows customers to choose the level of support needed for their specific day-to-day requirements, in addition to ensuring they have capability available to deal with unexpected issues that arise throughout the month.

Our popular hour bank support model allows complete flexibility and transparency of the support being provided. All requests are fully tracked, with time from the prepaid hour bank utilised in 15 minute increments. This ensures customers have complete control of their budget and can easily view the efficient way issues are investigated and resolved, demonstrating clear value for money.

We understand that supply chain operations are not static and as processes, operatives and end customer demands change, the support service needs to reflect this, which is why some of our contracts are designed to allow unused hours to be carried over to the following month. Similarly, if additional hours are needed, they can be purchased as and when required.

Our fixed price support and additional services are designed to provide peace of mind that all areas of support and maintenance are proactively managed and, where unknown issues arise, they will be quickly and permanently resolved.

Support Process

We operate a ticket-based process for our support customers, with a simple to use helpdesk portal, where all requests can be raised. Once a task has been assigned to one of our support team, its status can be easily tracked through the portal at any time. Each customer also has a Service Level Agreement outlining response times for different priority requests.

Our support customers benefit from our wider team's unrivalled knowledge of the SAP Supply Chain. Customers that have more complex SAP development needs can work with our experienced consulting and technical teams, who deliver innovative SAP solutions for global customers, across a wide range of industry sectors.



Support Packages

We offer three levels of support packages, to meet differing customer requirements; Standard, Enhanced and Premium.

Each level provides a set timeframe of standard support hours Monday - Friday, with the option to add extended hours if needed, along with a minimum number of monthly support hours, which increase with the Enhanced and Premium levels.

Access to the support portal, regular service reviews, usage reports and KPIs are included as standard. A range of additional services can then be included within a support contract, allowing customers to build their own package, adding on the options that will bring benefits to their business, including:

- Account management
- Strategic planning
- Customer Interaction Centre
- Annual system healthcheck
- Change requests
- Problem management
- Carry over of hours
- Trend analysis
- Support transition and onboarding
- Consultancy

Management and Reporting

It is important that your support service continues to offer added value to your business. Strong management and reporting is key to successfully monitor and improve activities to ensure you are receiving the support that you need, when you need it.

We have a flexible reporting structure and can report on specific KPIs to meet individual customers' requirements. KPIs and usage reports are always available on the online dashboard so customers can view live data, on-demand, at any time. Further reports, documentation and product collateral can all be accessed via the online Customer Interaction Centre, if required.

Regular service reviews ensure that the support service is delivering on expectations, the key metrics are providing the necessary data and any upcoming system upgrades or maintenance programmes are factored into future planning activities. Trend analysis can also be incorporated into the reporting, if required, enabling ticket trends to be reviewed to identify areas for improvement or innovation.



Support Services

Our support contracts can be enhanced with a portfolio of additional services that can be utilised as needed.

On-site Support

While we are fully set-up to offer effective remote support, customers often require resource on-site. We can provide consultants for on-site system investigation work, post go-live support or as a floor-walker for day-to-day issues and queries.

Testing Services

Regular system testing is integral to maintaining effective operations. Whether routine annual testing, scenario testing or automation simulation for planned projects, we can facilitate a wide range of SAP testing processes.

Training

Whether it is training users on a new solution that has been implemented, on-boarding new recruits or up-skilling team members on existing systems, we can provide training on your systems and processes, either on-site or remotely, to meet your needs.

Documentation Services

As companies are busy running their operations, robust documentation detailing processes and the way SAP systems integrate with 3PL systems and devices, can be missing. We can document complete end-to-end processes, or individual transactions, to assist with future planning, upgrade programmes or new integration projects.

Healthchecks

Our review of your SAP Supply Chain solutions will assess the overall health of your systems and whether they are effectively meeting business needs. Healthchecks can be conducted on existing solutions, ahead of a planned system upgrade or to investigate a solution implemented by a third party, that is not performing as expected.

More Than Support

We specialise in the design, development, implementation and support of innovative SAP Supply Chain solutions that deliver an integrated end-to-end supply chain process. Focussing on three core specialisms, we offer Consulting Services and Enhanced Solutions, alongside SAP Support.

SAP Consultancy

Providing unrivalled SAP Supply Chain expertise, we work with customers to deliver a solution that meets business requirements today, but also delivers on long-term operational needs.

SAP Enhanced Solutions

Utilising the very latest technological developments, we create innovative product solutions, including a suite of out-of-the box mobile apps, that fully integrate with SAP and deliver leading-edge user experience.

