

How This Machinery Manufacturer Guaranteed Compliance While Receiving a Better Quality of Sap Support



Organisation Stats:

Industry: Industrial Machinery Manufacturing

Headquarters: UK

Area served: UK

Revenue: £80m+

Employees: 500+

Supported products:

- SAP BusinessObjects 4.2

This organisation provide refrigeration, mechanical, and electrical solutions to customers in the food retail, food processing and distribution, and non-food sectors including pharmaceuticals and manufacturing.

The issue

They had purchased support for their SAP BusinessObjects software through a reseller.

But this left their support missing some vital functions and were also not receiving guaranteed SLA times for any resolutions that they received.

This meant that they were at risk of falling short on compliance requirements which could result in more costs further down the line if this were not addressed.

Not only that, but without moving their support to third-party support, They faced paying inflated support and maintenance costs for a service that wasn't fit for their requirements.



The Solution

They needed to reassess their support options to ensure compliance guidelines were met while also finding a support partner with the required knowledge of its SAP systems.

After examining their options, Support Revolution were the obvious choice having decades of experience supporting SAP estates, and guaranteeing a level of service that protects the security and longevity of the software.

This also meant that they were able to avoid a costly and disruptive upgrade to the latest SAP version as Support Revolution support all version of SAP software.

The Benefits

One of the greatest benefits to them moving to Support Revolution was that they were guaranteed a resolution time to any tickets raised. This meant any questions around compliance could be answered within specific timeframes.

What's more, they would now be partnered with an independent third-party support provider with unrivaled knowledge and experience as a specialist in supporting SAP software; this was something they were not receiving prior to the transition from the reseller.

And finally, they were now free to invest in new technologies thanks to the savings they made on their SAP support by moving to Support Revolution.

Interested? Join the revolution

We guarantee to reduce your support costs by at least 50%!

But you could save even more!

See how much more by filling in our online savings calculator today:
www.supportrevolution.com/savings-calculator

