# Support Revolution
## Revolutionary Support for SAP Business Suite

## BENEFITS

- Up to 90% savings vs. SAP support costs
- Complete SAP Business Suite portfolio support back to SAP R/3
- Comprehensive security protection
- Support for SAP customizations
- Tax, Legal, and Regulatory updates for all versions without forced upgrades
- Fast response and resolution SLAs
- Assigned Primary Support Engineers and Account Managers

## Ignore SAP's Ultimatum

Feeling the pressure of SAP's 2027 deadline for ECC 6.0 support? Support Revolution offers a cost-effective alternative that allows you to maintain control over your IT roadmap while saving up to 90% on support costs. Our third-party support enables you to continue using your current SAP software without compromising on maintenance or security.

Support Revolution delivers ultra-responsive, 24/7 support tailored to your needs. Whether you're planning to migrate to S/4HANA or exploring other options, we provide the flexibility to make decisions on your own timeline.

## SAP Challenges

As the 2027 end-of-support deadline for SAP Business Suite 7 and ECC 6.0 approaches, you may be struggling to justify the complex and costly migration to S/4HANA. It's difficult to create a compelling business case due to the extensive effort and resources required to upgrade. Plus, SAP's push towards cloud-based solutions may not align with your needs, as various S/4HANA options each come with their own limitations. You also face the risk of vendor lock-in, limited customization options, and potential disruptions to business operations during the transition.

## Support Revolution Solution Overview

Support Revolution enables you to continue using your current SAP software without the pressure to migrate to S/4HANA. By leveraging third-party support, you maintain control over your IT roadmap while significantly reducing support costs by up to 90% compared to SAP's total costs. Ignore SAP's deadline without compromising on maintenance or security, and receive expert, 24/7 support tailored to your specific needs.

With Support Revolution you receive access to tailored security patches, faster support SLAs, plus the ability to keep your existing customizations. Use Support Revolution as a safe harbor while you decide on your roadmap: eventually migrate to S/4HANA, explore other options, or maintain your current systems indefinitely.

> **We evaluated the key leaders in the support space and we're glad we chose Support Revolution. The Support Revolution team has helped Paysafe save hundreds of thousands in SAP maintenance with their third-party support model.**

– Head of Technology Operations, Paysafe

# SAP Support Program Comparison

| | Support Revolution Support | SAP |
|---|:---:|:---:|
| **Maintenance and Support Services** | | |
| Break-fix support | ✓ | ✓ |
| Security updates | ✓ | ✓ |
| Tax, Legal, and Regulatory updates | ✓ | ✓ |
| Upgrade and migration assistance | ✓ | ✓ |
| Support for customizations | ✓ | ✕ |
| Up to 90% savings vs. SAP costs | ✓ | ✕ |
| Response times of 10 minutes or less for critical issues | ✓ | ✕ |
| Guaranteed resolution time of 2 hours for critical issues | ✓ | ✕ |
| Run software for as long as you want, no forced upgrades | ✓ | ✕ |
| Performance support | ✓ | ✕ |
| Interoperability and integration support | ✓ | ✕ |
| Ask the Experts sessions included | ✓ | ✕ |
| Database Health Checks | ✓ | ✕ |
| Personalized with assigned Primary Support Engineer and named Account Manager | ✓ | ✕ |
| Revolutionary Enterprise Security included at no additional cost | ✓ | ✕ |

## SAP Business Suite Support Details

Support Revolution helps organizations effectively maintain their SAP Business Suite software and reallocate budget and resources towards strategic initiatives by providing:

- **Complete SAP Business Suite portfolio support** back to SAP R/3 including Tax, Legal, and Regulatory updates for older versions
- **Significant cost savings** of up to 90% compared to SAP's maintenance costs
- **Issue resolution** for all technical, functional, and regulatory aspects of SAP
- **Support for customizations,** break-fix support for code SAP won't touch

- **Interoperability and integration support** ensures optimal functionality across your enterprise ecosystem
- **Fast response SLAs** of less than 10 minutes for critical issues
- **Binding resolution times** of less than 2 hours for critical issues
- **Assigned Primary Support Engineers and Account Managers** for personalized support
- **Enterprise-grade security** — choose from Revolutionary Enterprise Security, Revolutionary Application Security, and Revolutionary Database Security