

# Revolutionary Support for SAP Global Trade Services

## BENEFITS

- Up to 90% savings compared to SAP support costs
- Expert SAP Global Trade Services support
- Security protection for any version
- Support for SAP Global Trade Services customizations
- Tax, Legal, and Regulatory updates for any release
- Fast response and resolution SLAs
- Assigned Primary Support Engineers and Account Managers

## Software Support Overview

Support Revolution delivers scalable and personalized third-party support for SAP Global Trade Services (GTS), enabling organizations to optimize trade operations while significantly reducing support costs. Our independent support helps you maintain your current SAP GTS version, without forced upgrades. Support Revolution ensures your SAP GTS platform remains secure, compliant, and operational with world-class support. Our service also includes ultra-responsive SLAs and Tax, Legal, and Regulatory updates. Experience cost savings of up to 90% compared to SAP support, backed by an expert team focused on your business continuity and long-term success.

## SAP Global Trade Services Challenges

Compliance with global regulations, tariffs, and free trade agreements can be particularly daunting for organizations operating across multiple jurisdictions. SAP GTS, while feature-rich, can be complex and difficult to master. Ongoing maintenance requires considerable investment in both time and resources, and demands attention to detail and skilled personnel. Additionally, as SAP ends support for legacy GTS versions, organizations must also deal with potential risks of unsupported software, including security vulnerabilities, regulatory non-compliance, and integration challenges with modern systems.

## Support Revolution Solution

Support Revolution provides comprehensive support for SAP Global Trade Services, allowing organizations to avoid forced upgrades and desupport deadlines. Support Revolution enables businesses to remain on their current SAP GTS release for as long as needed, without sacrificing compliance, security, or operational effectiveness. Clients benefit from binding resolution SLAs of two hours or less for critical issues, ensuring minimal disruption to global trade operations.

Support Revolution's support for customizations and Database Health Checks are included, helping to optimize system performance and resolve technical issues at no extra cost. Support Revolution offers a superior alternative for SAP GTS licensees seeking stability, compliance, and cost efficiency in their global trade operations, while significantly reducing their total support costs up to 90% compared to SAP and maintaining high service standards.



**On December 31, 2025, SAP will discontinue all mainstream maintenance and support for SAP GTS 11.0, including bug fixes, legal and regulatory updates, and critical security patches. Migrating to GTS E4H is complex and not a standard upgrade.**



## SAP GTS Support Program Comparison

	Support Revolution	SAP
Maintenance and Support Services		
Support break/fix	✓	✓
Security updates	✓	✓
Upgrade and migration assistance	✓	✓
Global Tax, Legal, and Regulatory updates for any version	✓	✗
Support for customizations	✓	✗
Up to 90% savings vs. SAP costs	✓	✗
Response time 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 an assigned Primary Support Engineer and named Account Manager	✓	✗
Revolutionary Enterprise Security included at no additional cost	✓	✗

## SAP GTS Support Details

Support Revolution helps organizations effectively maintain their SAP GTS and reallocate budget and resources toward strategic initiatives by providing:

- **Comprehensive SAP GTS support** for all 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 GTS
- **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

