

Revolutionary Support for SAP R/3

BENEFITS

- Up to 90% savings compared to SAP total support costs
- Expert SAP R/3 support
- Security protection for any version
- Support for SAP R/3 customisations
- Tax, Legal, and Regulatory updates for any release
- Fast response and resolution SLAs
- Assigned Primary Support Engineers and Account Managers

Software Support Overview

As SAP phases out maintenance for SAP R/3, many organisations face uncertainty around future risk, compliance, and operational stability of their systems. However, migrating to S/4HANA isn't your only option. Support Revolution empowers you to maximise the value and lifespan of your SAP R/3 investment, providing expert third-party support that ensures your business continuity, cost savings, and peace of mind long after SAP's support ends. With Support Revolution, you have the flexibility to transition on your terms, free from SAP-imposed deadlines.

SAP R/3 Challenges

SAP R/3 licensees face mounting challenges as the 2027 end-of-support deadline nears. Without official updates or security patches, organisations will be exposed to increased operational and cyber risks along with compliance issues. However, migrating to SAP S/4HANA is costly and complex, risking business disruption and requiring specialised expertise. Meanwhile, maintenance fees continue to rise, leaving organisations with fewer options and less flexibility for their legacy R/3.

Support Revolution Solution

Support Revolution offers SAP R/3 customers a superior alternative to SAP maintenance, delivering third-party support tailored to your business. With guaranteed response times as fast as 10 minutes for critical issues and binding resolution SLAs of two hours or less, Support Revolution ensures rapid, reliable support for any version of SAP R/3 without a costly migration. Customers benefit from total cost savings of up to 90% compared to SAP support, as well as customisation support, security measures, and routine Database Health Checks at no additional charge.

Beyond break/fix support, Support Revolution provides Tax, Legal, and Regulatory updates, strategic consulting, and managed services to help you maintain operational stability and compliance as SAP phases out R/3 support. Support Revolution can even deliver feature enhancements without upgrades, and the flexibility to extend the life of your SAP R/3 investment while you plan your roadmap. With Support Revolution, SAP R/3 customers gain the freedom to transition at their own pace, minimising business risk and maximising value.



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.



– Mike Giannoumis, Technology Operations, Paysafe



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**Support
Revolution**

SAP R/3 Support Programme 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 customisations	✓	✗
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	✓	✗
Personalised with assigned Primary Support Engineer and named Account Manager	✓	✗
Revolutionary Enterprise Security included at no additional cost	✓	✗

SAP R/3 Support Details

Support Revolution helps organisations effectively maintain their SAP R/3 and reallocate budget and resources toward strategic initiatives by providing:

- **Comprehensive SAP R/3 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 R/3
- **Enterprise-grade security** — choose from Revolutionary Enterprise Security and Revolutionary Database Security
- **Support for customisations**, 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 personalised support

