Revolutionary Support for SAP S/4HANA

BENEFITS

- Up to 90% savings compared to SAP support costs

- Complete SAP S/4HANA support

- Comprehensive security protection for any version

- Support for SAP S/4HANA customisations

- Fast response and resolution SLAs

- Assigned Primary Support Engineers and Account Managers

Software Support Overview

SAP S/4HANA represents a transformative leap in ERP, designed to meet the demands of modern businesses operating in a digital-first world. Support Revolution redefines SAP S/4HANA support by delivering a strategic, cost-efficient alternative to traditional SAP support. As companies face critical decisions regarding migration before SAP's 2027 deadline, our comprehensive support for SAP S/4HANA ensures a smooth transition and maximises the value of this ERP solution.

SAP S/4HANA Challenges

SAP S/4HANA implementations are challenging, with complex data migration risks, compatibility issues with legacy customisations, and organisational resistance to change. Support Revolution addresses these potential blockers by offering tailored third-party support including managed services, and eliminating forced upgrades, while maintaining system stability.

Support Revolution Solution

As organisations face digital transformation mandates while managing budgets, Support Revolution bridges the gap with solutions that reduce support costs by up to 90%, freeing funds for innovation. Our approach ensures system stability through proactive security patches, compliance updates, and rapid critical-issue resolution (with a 10-minute response guarantee). Assigned Primary Support Engineers provide weekly system reviews and custom solutions for challenges like data migration or legacy code compatibility, while Account Managers provide monthly strategic alignment. Support Revolution empowers businesses to maintain stable SAP environments and reinvest savings into innovation. By prioritising tailored guidance over rigid vendor timelines, Support Revolution enables risk-managed implementations, seamless system maintenance, and long-term IT roadmap control, maximising your organisation's ROI and operational continuity.

> **Prompt and quick response to tickets raised. Very knowledgeable in the SAP area. Not hearing the automatic response 'you need to patch / upgrade'.**
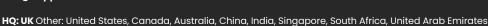
– 250M - 500M USD retail organisation

SAP S/4HANA Support Program Comparison

	Support Revolution	SAP
Maintenance and Support Services		
Support break/fix	✓	✓
Security updates	✓	✓
Upgrade and migration assistance	✓	✓
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 S/4HANA Support Details

Support Revolution helps organisations effectively maintain their SAP S/4HANA software and reallocate budget and resources towards strategic initiatives by providing:

- **Complete SAP S/4HANA portfolio 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 S/4HANA

- **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

- **Enterprise-grade security** — choose from Revolutionary Enterprise Security, Revolutionary Application Security, and Revolutionary Database Security