OVERVIEW SHEET

Revolutionary Enterprise Software Support for Maximum Value

Support Revolution is a worldwide leader in independent, third-party enterprise software support, assisting over 300 clients in saving nearly $400 million in total support costs. Support Revolution replaces traditional Oracle, SAP, and VMware support with important advantages, including faster issue resolution and lower costs that enable you to reallocate resources towards innovation and growth.

Technology leaders are strategically repositioning their IT operations to drive enterprise transformation.

However, many are trapped by vendor-mandated roadmaps and forced into costly upgrades, deal with interoperability challenges, and are burdened by ongoing expenses just to maintain existing systems. Support Revolution is changing the game, liberating you from the constraints of megavendors so you can concentrate on what truly matters: maximizing IT investments and moving the needle for your business.

With Support Revolution as your trusted support partner, you gain the freedom to build your future on your terms.

> **Support Revolution's team have always been a huge help with any query we've taken to them, being very responsive and approachable and clearly specialists in what they do. We've found one of the biggest benefits of working with Support Revolution has been their flexibility and communication. We don't have to wait days to arrange to talk to them, we can simply pick up the phone or email them directly knowing we'll receive a quick response.**

– Service Delivery Manager, ATU

IN BRIEF

Comprehensive independent support with a personal touch

Founded
1998

Worldwide employees
250+

Offices
UK, US, Australia, Canada, China, India, Singapore, South Africa, United Arab Emirates

Customers
300+

Support for customer operations
in 116 countries

Customer savings
nearly $400,000,000

Customer satisfaction
93.2%

Former
Oracle and SAP partner

supportrevolution.com
info@supportrevolution.com
HQ: UK Other: United States, Canada, Australia, China, India, Singapore, South Africa, United Arab Emirates

Support Revolution

OVERVIEW SHEET

Unmatched Support Services Designed for Enterprise Success

Support Revolution provides a personal, more strategic approach to enterprise software support—one that puts you in control of your IT budget, roadmap, and operational flexibility. Our services go beyond traditional software maintenance by offering application and database management to drive efficiency and maximize business outcomes. As an independent provider, Support Revolution is solely focused on what's best for your organization. Experience support that's built around your success.

Support Revolution Software Support Services

Support Revolution delivers third-party software support for Oracle, SAP, and VMware, offering significant cost savings of up to 90% compared to vendor support. We deliver tailored, comprehensive technical support, robust security solutions, strategic consulting, and expert managed services. We are the only global support provider delivering binding resolution SLAs of two hours or less for critical issues.

ADDITIONAL SERVICES

Revolutionary Ask the Experts Sessions
Ask the Experts sessions are an opportunity to get advice on tricky technical issues, strategy, or roadmap questions from experienced team leaders and are available at no additional charge.

Revolutionary Database Health Checks
Database Health Checks, offered at no additional charge, analyze databases to identify problems and suggest corrective actions.

Revolutionary Tax, Legal & Regulatory (TLR) Updates
Our comprehensive Tax, Legal, and Regulatory updates for Oracle and SAP systems, ensure clients stay compliant with the latest changes across nearly 200 countries. These tailored updates are delivered without requiring costly upgrades or migrations.

Revolutionary Managed Services
Revolutionary Managed Services provide hands-on support for systems to eliminate handovers and reduce costs through economies of scale. We deliver technical break/fix, systems management including backup, cloning, and disaster recovery, as well as functional support.

Revolutionary Managed Security Services
Revolutionary Managed Security Services deliver enterprise-grade security that you don't have to manage and administer, giving you time to focus on projects that move the needle for your business.

Revolutionary Data Migration
Revolutionary Data Migration facilitates the seamless transfer of large volumes of data between systems, databases, or data centers, ensuring data integrity, security, and minimal business disruption. Our expert team offers a complete solution that includes data extraction, transformation, and loading.

Revolutionary Enhancement Days
Revolutionary Enhancement Days provide customers with expert access to improve their Oracle and SAP systems, offering custom new functionality tailored to specific business needs without upgrades.

Revolutionary Security
Comprehensive security solutions for databases and applications enable organizations to maintain a strong security posture without the need for costly upgrades or adhering to vendor roadmaps.

IN BRIEF

Oracle
- Oracle Database
- E-Business Suite
- PeopleSoft
- Fusion Middleware
- Hyperion
- JD Edwards
- Business Intelligence
- Siebel
- Retail-J
- Primavera

SAP
- S/4HANA
- BusinessObjects
- Business Suite
- Business Warehouse
- HANA
- R3
- Sybase

VMware
- vSphere
- ESX and ESXi
- VCenter
- VMware Workstation
- VRealize
- NSX
- VRealize
- Tanzu

IBM Db2

Certifications
- Cyber Essentials
- ISO 27001:2022
- ISO 9001:2015

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