

## AGENTIL SUPPORT CENTER for SAP

- > SAP full **Operations & Support activities**
- > L2, L3 Operations Monday to Friday 8AM to 6PM
- > 24 x 7 Incident & Request Management
- > Intervention on your site < 1h
- > On site or remote services
- > **Governance**
- > Dedicated Account Manager
- > Ticketing & Monitoring 24x7
- > Single Point of Contact
- > Quality Reviews & SLA'S
- > ServiceNow ITSM

### + All CUSTOMERS

Small, Medium & Large Enterprise Companies  
(SAP R/3, SAP A10)

### + All SUPPORTS

SAP Technology - ABAP Development - Security -  
Functional, support for all modules (FI/CO, SD/MM...)  
- Infrastructure (can include also infrastructure and  
hosting (IBM))

Everyday, everywhere, anything you need,  
*we do it for you!*



SAP® Certified  
Partner Center of Expertise



# SAP SUPPORT CONTRACTS



## DISCOVER

**Flexibility and reliability for operations and updates of your SAP environments.**

- > On site and/or remote services
- > Pool of hours flexibility (yearly based)
- > Transfer of none consumed hours to the next year
- > Pool can be used for other domains

## SHARE

**Integration with your IT teams to provide common and additional Service Levels.**

- > Deliver add-value external services according to a statement of work and SLA's
- > Access to AGENTIL's support center
- > On site and/or remote services
- > Quarterly Quality Reviews
- > 24x7 standby
- > Change Manager for project activities
- > 3 years default contract, no exit penalties

## TRUST

**Outsource the responsibility of one environment with Service Levels and Key Performance Indicators.**

- > Deliver full outsourced services
- > Fixed base for operations and pool of hours for projects
- > Access to AGENTIL's support center
- > On site and/or remote services
- > Quarterly or Monthly Quality Reviews
- > 24x7 standby
- > 3 to 5 years default contract no exit penalties

## MORE EFFICIENCY!

**Local, shared and dedicated delivery: onsite and remote service from Switzerland. Hybrid, cost effective and high flexible delivery: Switzerland & Off-shore (Mauritius: English & French)**

- > AGENTIL Hybrid Model (up to 70% off-shore, 30% minimum in Switzerland)
- > Cost effective and highly flexible
- > Hybrid efficiency with local and global support
- > Strong SLA's and security policies

- > Flexibility to adapt during the year
- > Strong Switzerland governance and quality checks in Switzerland (onsite)
- > Onsite and remote services
- > AGENTIL Group staff