

Imagine keeping 70%
of your SAP ERP budget.

It's possible...because now you have a choice.

Introducing Spinnaker Support's SAP Maintenance Services

Helping hundreds of companies
KEEP millions of dollars, while
receiving superior quality of service.

SPINNAKER
SUPPORT 

EXCELLENCE IN GLOBAL SUPPORT AND CONSULTING

Why We Exist

A common myth among SAP customers is that paying high annual maintenance fees is a requirement of owning the software...it's unavoidable. However, this simply isn't true. There is another option. One that enables SAP customers to cut their software maintenance and support spend by 70%, while receiving superior quality of service.

Spinnaker Support's SAP Maintenance Services provide an alternative. Our goal is to help companies realize significant savings and break the mold...one client at a time.

MYTH BUSTER:

If it sounds too good to be true, it is.

Spinnaker Support's SAP Maintenance Services defy this old adage.

We deliver significant cost savings with superior, personalized service.

Spinnaker Support is the market leader in third-party Maintenance and Co-SourcingSM solutions. We help companies maximize the life of their SAP software investment. Our strength and stability make us the clear provider-of-choice for our clients and employees.

At Spinnaker Support, we operate with a "client first" mentality. If something isn't working for a client, we make a change. If a client has a problem, we drop everything until it's resolved. With roots in supply chain and ERP systems, we understand that if there's an issue with your software it can have a negative impact on your business. We aim to never let that happen. And if our clients are successful, we're successful.

PROVEN COST-SAVINGS MODEL (EXAMPLE ONLY)

VENDOR COST (K)

| Category | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 | Total Cost |
|--------------------------------------|--------------|--------------|--------------|--------------|--------------|----------------|
| Annual Maintenance Fees | \$300 | \$302 | \$304 | \$306 | \$308 | |
| Updates/Tools/Fixes/Custom Code Fees | \$475 | \$475 | \$475 | \$475 | \$475 | |
| Vendor Support Totals | \$775 | \$777 | \$779 | \$781 | \$783 | \$3,895 |

ALTERNATIVE COST (K)

| Category | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 | Total Cost |
|--------------------------------------|--------------|--------------|--------------|--------------|--------------|----------------|
| Annual Maintenance Fees | \$150 | \$150 | \$150 | \$150 | \$150 | |
| Updates/Tools/Fixes/Custom Code Fees | \$75 | \$75 | \$75 | \$75 | \$75 | |
| Alternative Support Totals | \$225 | \$225 | \$225 | \$225 | \$225 | \$1,125 |

SAVINGS (K)

| Category | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 | Total Savings |
|---|--------------|----------------|----------------|----------------|----------------|----------------|
| Annual Spinnaker Support Savings | \$550 | \$552 | \$554 | \$556 | \$558 | 71% |
| Cumulative Savings | \$550 | \$1,102 | \$1,656 | \$2,212 | \$2,770 | \$2,770 |

SAP Maintenance Services

Spinnaker Support provides cost-effective, personalized maintenance for SAP users. Whether you are planning to replace your high-cost maintenance provider or are seeking supplemental maintenance support for your SAP applications, we have a solution to meet your needs. Our clients benefit from:

- **Experienced and Stable Staff**

We hire and retain best-in-class application, technical and development engineers with an average of 15 years of SAP ERP support experience.

- **Dedicated, Assigned Support Engineer**

You will have direct access to your dedicated Spinnaker Support software engineer who knows your environment for the fastest issue resolution in the industry.

- **Immediate Response Time**

Our sophisticated escalation and routing system guarantees you an immediate response for your issues. On average, our clients have a live conversation with a software engineer within eight minutes.

- **Customization Support**

We understand that companies make modifications to the base software. Our software engineers guide you through the root-cause analysis of issues related to your custom SAP programs. We make certain that your SAP ERP application code is running correctly, customized or not.

- **Tax and Regulatory Updates**

We customize your tax and regulatory process and ensure updates are accurate and delivered on time. Everytime.

- **We Are Proactive**

We have a well-defined service management process, where we work with you to identify upcoming or changing software needs. Our support liaison process ensures that we understand your future direction.

SUPPORTED PLATFORMS

Spinnaker Support offers third-party Maintenance and Co-Sourcing services for these versions and modules of SAP software:

VERSIONS/RELEASES

SAP R/3 Software:

2.0, 2.1, 3.0, 3.1I, 4.0B,
4.5B, 4.6C, 4.6D and 4.7;
All Cumulative Updates

SAP R/3 Enterprise Software:

1.1 and 2; All Cumulative Updates

mySAP Software:

ECC5 and ECC6; All Cumulative Updates,
Including Enhancements Packs

MODULES

Core process areas:

- Financials
- Sales & Distribution
- Materials Management

Technology:

- Basis Support
- ABAP Programming

Others:

- Manufacturing
- Portal/GUI
- Biz Objects/BI/BW

- **Deep Understanding of Your Environment**

We invest time upfront to conduct an in-depth review of your environment and internal support structure, which saves precious time when handling critical maintenance issues.

- **Interactive Troubleshooting and Issue Resolution**

Our software engineers perform detailed root-cause analysis and debugging – directly in your environment – for maximum efficiency and effectiveness.

- **24x7x365, Global Support Coverage**

We are always available. Our global maintenance teams are highly integrated and work together through the night until the issue is resolved.

- **A Support Partner...Not a Vendor**

We are an extension of your internal support team. With Spinnaker Support, you have an experienced team and a partner you can trust.

SAP Co-Sourcing Services

Spinnaker Support's SAP Co-Sourcing Services are a personalized set of services for our clients. We become an extension of your internal team while keeping the delivery transparent to your internal users. Our Co-Sourcing professionals work in concert with your existing staff to provide specialized services and expertise to fill gaps and enhance SAP services performed in-house. Our Co-Sourcing model delivers traditional Managed and Ad-hoc Support Services that mitigate common outsourcing risks while bringing greater quality, clarity and control over the process.

Basis Managed Services

- Proactive Monitoring of Systems Performance
- System Error Logs Monitoring
- System Change/Transport Cues Monitoring
- Environment & Path Code Maintenance
- Backup and Recovery
- Vacation Coverage

Intellectual Property Approach

Spinnaker Support has carefully and thoughtfully constructed the policies and procedures that respect the license rights of the customers, and the intellectual property rights of the software vendors. We have spent years perfecting our method of maintenance and support delivery to ensure all rights are protected and violations do not occur.

SAP does not prevent the use of third-party maintenance providers. “We promote the concept of customer choice and we have for years.”

– *Information Week*, February 2009, quote from a senior SAP vice president

“Third-party maintenance should be part
of the arsenal in every CIO’s apps strategy.”

– R. “Ray” Wang, Constellation Research, Research Report, August 2011

Re-imagine your SAP maintenance with Spinnaker Support.

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