SPINNAKER SUPPORT

Spinnaker Managed for SAP BASIS

Ensure Operational Efficiency for your SAP ecosystem with our Managed Services

SERVICE PACKAGES

- Monitor & Advise
- Monitor & Maintain
- Total Basis Management

SCOPE OF SERVICE

Support of SAP applications and surrounding technologies, including:

- SAP NetWeaver (ABAP)
- SAP NetWeaver (JAVA)
- SAP Business Objects
- SAP HANA
- Oracle Database
- SAP HostAgent
- Linux
- Cloud Platforms AWS, Azure, VMWare (if hosted in the public cloud)
- And many products modules

For more information on Proactive Monitoring for SAP, please contact us at **spinnakersupport.com**

OVERVIEW

Maintaining and advancing your SAP ecosystem is demanding and requires an effective strategy and management program. Your internal team tries to keep up with the configuration, maintenance, planning, and retention of resources, but your top priorities often fall by the wayside due to your team being preoccupied with putting out fires and keeping the system operational. Given the endless functionality and innovation with each release it is critical to find the right service provider who can meet your organization's unique needs in deployment and maintenance.

Spinnaker Managed for SAP Basis is a strategic, affordable solution that can streamline your SAP operations and deliver ongoing stability, higher performance, and longer-term innovation; helping to resolve such issues as:

- **Manage Complexity** the monitoring of your SAP landscape, leading to better business performance.
- **Optimize Performance** to a global team of certified SAP Basis experts that can augment in-house staffing or assume total management of your Basis program.
- **Improve Security** and control IT costs.
- **Reduce OpEx Spend** long-term efficiency and expansion for your SAP landscape.

SPINNAKER SUPPORT

SERVICE OPTIONS

Spinnaker Support offers three service packages, featuring varying levels of services to suit your organizations, unique environment, in-house Basis capabilities, SAP maturity level, and available IT budget.

1.MONITOR & ADVISE PACKAGE

What's included:

- Alert management
- Self-healing workload and transaction analysis
- Coordinated process automation
- Dynamic service-level management
- Correlation or root cause analytics
- Customizable, role-based dashboards
- On-demand or scheduled reports (HTML or PDF)

2.MONITOR & MAINTAIN PACKAGE

What's included:

- Alert management
- Self-healing workload and transaction analysis
- Coordinated process automation
- Dynamic service-level management
- Correlation or root cause analytics
- Customizable, role-based dashboards
- On-demand or scheduled reports (HTML or PDF)
- 45 hours/month of working with customers to address issues
- Direct, 7/24/365 access to assigned Spinnaker Support's certified-Basis engineers

3.TOTAL BASIS MANAGEMENT PACKAGE

What's included:

- Alert management
- Self-healing workload and transaction analysis
- Coordinated process automation
- Dynamic service-level management
- Correlation or root cause analytics
- Role-based dashboards
- On-demand or scheduled reports (HTML or PDF)
- 160 hours/month of SAP ecosystem monitoring, management, and adjustment that covers everything from software configuration, performance monitoring and tuning, background job scheduling, transport management, disaster readiness and recovery, and planning updates and upgrades

THE MONITORING TECHNOLOGY: LOGICMONITOR

Spinnaker Support's Basis experts provide the necessary skills and experience to perform a wide range of tasks, including:

- **Optimizing system health** and performance through periodic health checks, continuous monitoring, and regular tuning.
- **Scheduling background jobs** that minimize stress on resources during low-demand periods, ensuring end users don't become adversely impacted.
- **Planning system updates and upgrades.** Keeping your software up to date, applying critical patches, and performing efficient upgrades, if you have an active SAP maintenance contract.
- **Managing transports to select**, test, and install update packages in the correct production order.
- **Ensuring high availability and disaster readiness** by regular testing, running daily backups, and quickly switching to backup systems.
- **Guaranteeing end users can access** the resources they need, when they need them.

WHY SPINNAKER SUPPORT?

- **Our experts know how to best administer and manage SAP Basis.**
- **Our technology is second to none — and it all begins with monitoring.**
- **Our expert global team tailors its Basis managed services to fit any SAP customer.**
- **Our SAP services and support are unique.**

For more information, please contact us at **spinnakersupport.com**

ABOUT US

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments and freeing up the capital and resources leaders need to navigate the future with certainty.