SAP Business Intelligence (BI) Components

Third-Party Support

OVERVIEW

Spinnaker Support is a leading global provider of third-party support and managed services for SAP Business Intelligence components. Spinnaker Support currently services medium to large size enterprises running tools including SAP Business Warehouse (BW), SAP BW on HANA, SAP BW/4HANA, and SAP BusinessObjects (BOBJ), with thousands of professional users in more than 100 countries.

Spinnaker Support's third-party software support replaces SAP's annual application support and saves customers an average of 62% on maintenance fees. Our third-party support provides more services through an assigned support team that delivers highly personalized service.

Your operations rely heavily on tools such as BW, BOBJ, and Crystal Reports to transform raw data into insights and actions that advance your business. With third-party SAP support, you gain high responsiveness and faster problem resolution when problems arise.

Third-party SAP BI component support lets you remain on your existing versions for as long as needed regardless of whether the product version remains covered by SAP Support. When you eventually upgrade, move to the cloud, or migrate away from your current products, you can rely on our expert technology advisory services.

SUPPORTED PRODUCTS

- SAP Business Warehouse (BW) – Versions 7.0 and later
- SAP BusinessObjects (BOBJ) - Versions XI R3.1 and later
- SAP Business Intelligence (BI)
- SAP BW/4HANA
- Analytics Hub
- Crystal Reports
- Lumira
- OpenText

TODAY'S SUPPORT CHALLENGES

Software support is a mandatory expense, but not one that should drain your IT budget. Expert assistance is critical to dealing with unplanned technology issues, and that service should be fairly priced.

Unfortunately for organizations running stable BI components like Business Warehouse and BusinessObjects, SAP Support has turned towards a self-service model with slow response times and little value. SAP is always prepared to upgrade you to new versions like BW/4HANA or have you invest even more to migrate to another product. But if you are not yet ready for an upgrade or wish to implement your technology roadmap at your own pace, then third-party SAP support is well worth considering.

We have skilled engineers who know your BI components and business needs and respond in minutes to your support ticket. Reasonably-priced SAP support, services, and advice, available when and how you need them. **Trusted Support Solutions—Exceptional Customer Experience**.

That's Spinnaker Support.

SPINNAKER SUPPORT: YOUR SUPPORT SOLUTION

Spinnaker Support replaces SAP-provided support in a proven, secure, and smart way - delivering superior service, more efficiently. We support medium to large size global enterprises in nearly all industries.

RESPONSIVE SERVICE
Responses in < 15 minutes, from Level 4 senior support engineers

COMPREHENSIVE SUPPORT
Covers security, custom code, interoperability, tax & regulations, and more

IMMEDIATE COST SAVINGS
Average 62% hard savings, with more soft savings possible

FLEXIBLE CONTRACT TERMS
Pay for licenses you use, modify scope as business conditions change

CUSTOMIZED ASSISTANCE AVAILABLE
We also offer a tailored set of managed services and consulting

SPINNAKER SUPPORT: THE GLOBAL TEAM

Spinnaker Support engineers average over 19 years of experience. Working out of eight regional operations centers, this team supports more than 120 SAP products. Our professional engineers fill your knowledge gaps, ease your staffing constraints, and provide expert assistance for complex application and database issues.

Our Customer Success team leads all new customers through a phased, collaborative onboarding and archiving process designed to ensure a smooth transition to Spinnaker Support. This includes a well-planned and legal archiving process.

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> With SAP's support, we never spoke with anyone. Now, with Spinnaker Support, it's 3-4 times better than SAP was. We talk to a real person and have a real resolution. It's like you found the switch to the light in a dark room.
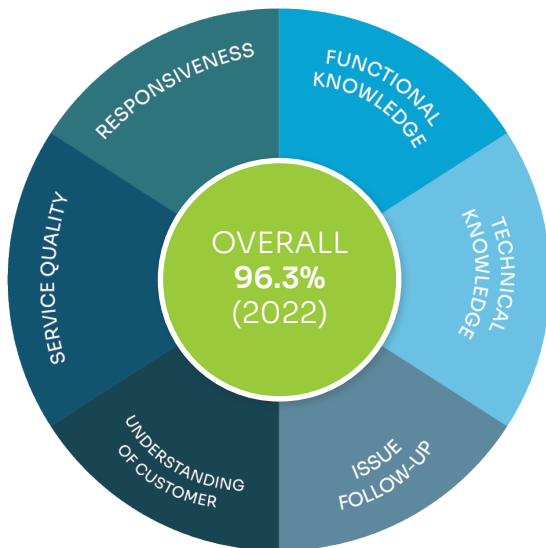> "
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> **Craig McBroom**
> **Business Analyst, BancTec**

THIRD-PARTY SAP SUPPORT INCLUDES:	
Break/ Fix Support	Keep your enterprise applications running at peak performance with swift responses, proven ISO-certified processes, and diagnostic services, product fixes, and/or operational workarounds for standard and custom code and integrations (interoperability).
General Inquiry for Supported Products	For supported products, we answer general inquiries related to the usage and configuration of standard (out-of-the-box) software, tools, and applications.
Security & Vulnerability Management	Through proven processes, security products, and a staff of industry experts, we continuously investigate issues, harden and protect your application environments, and deliver timely fixes, patches, and remediations.
Technology Advisory Services	Unbiased and proactive technology advisory services that help you advance through your IT and innovation roadmap, including virtualization, cloud migration, and upgrade support.

For additional detail on this story and other SAP client success stories, visit **SpinnakerSupport.com**

HIGHEST RATED CUSTOMER SATISFACTION

In our 2022 customer survey, we reported a record 96.3% overall satisfaction.

OVERALL
96.3%
(2022)

RESPONSIVENESS

FUNCTIONAL KNOWLEDGE

TECHNICAL KNOWLEDGE

SERVICE QUALITY

UNDERSTANDING OF CUSTOMER

ISSUE FOLLOW-UP

ABOUT US

Spinnaker Support is a leading and trusted global provider of Oracle and SAP third-party support. We are the only vendor to deliver a unique blend of third-party support, managed services, and consulting when customers prefer to consolidate with a single vendor. Spinnaker Support's award-winning blend of services span SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Database, Oracle Technology and Middleware products, Hyperion, Demantra, Agile PLM, ATG/Endeca, and more.

SPINNAKER SUPPORT