



Overview

Combining cloud-based monitoring with certified SAP Basis expertise, Spinnaker Support delivers high-value SAP Basis Managed Services packages to fit any organization.

Our three service packages help SAP customers:

- **Modernize and automate monitoring** of their whole SAP ecosystem to pave the way to better business performance
- **Maintain access to a global team of certified SAP Basis experts** that can be deployed to augment in-house staffing or to assume management of the total Basis program
- **Better predict and control IT costs** while avoiding the headache of attracting, onboarding, and retaining internal Basis resources
- **Ensure well executed, long-term efficiency and expansion** for their SAP landscape
- **Consolidate services under a single vendor** that can supply both expert Basis managed services and award-winning SAP third-party support

TODAY'S SAP SERVICE CHALLENGES

As an SAP customer, you know how much your organization depends on SAP software solutions. The ongoing health of this software is primarily in the hands of your Basis team. Given the deep, broad, and endless outpouring of new functionality—coupled with your organization's ever-changing landscape—it is critical to find the right SAP Basis service partner to help address your immediate and long-term needs.

Maintaining and advancing your SAP ecosystem is demanding. Configuring the software, performing routine maintenance, retaining the right resources, and planning whatever comes next requires an effective SAP Basis team running a winning Basis management program.

Many organizations struggle to fund the right Basis resources or to focus them on the highest-value initiatives. Gaps go unfilled, performance degrades, and unplanned outages hinder their business operations. Their monitoring program is dated, and issues that could be avoided become fires to fight.

As you embark on a digital transformation path, monitoring and managing your SAP environments becomes ever more critical. With a managed services team, issues that have been occurring for months – but are only detected and resolved during normal business operations – become a thing of the past. Basis managed services are a strategic, affordable solution that can streamline SAP operations and deliver ongoing stability, higher performance, and longer-term innovation.

SERVICE PACKAGES

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

SCOPE OF SERVICE

Support of all SAP Applications and Surrounding Technologies, including:

- >120 product modules
- SAP Netweaver (ABAP)
- SAP Netweaver (JAVA)
- SAP Business Objects
- SAP HANA
- SAP ASE (Sybase)
- Oracle Database
- SAP HostAgent
- Linux
- Cloud Platforms AWS, Azure, VMWare (if hosted in the public cloud)

LEADING GLOBAL PROVIDER OF SAP SUPPORT SERVICES

Spinnaker Support has provided SAP managed services and third-party software support for nearly a decade. Our Basis engineers average more than 18 years of SAP experience and support hundreds of SAP instances for brand name customers across the world.

PROVIDING FOR ALL YOUR SAP BASIS NEEDS

Our Basis experts bring the skill sets and experience to tackle a wide range of tasks, including:

- **Optimizing system health and performance** through periodic health checks, continuous monitoring, and regular tuning.
- **Scheduling background jobs** to minimize stress on resources during low-demand periods so end users are not adversely impacted.
- **Planning system updates and upgrades.** Keeping the software up to date, applying critical patches, and performing efficient upgrades.
- **Managing transports** to select, test, and install update packages into production in the correct order.
- **Ensuring high availability and disaster readiness** by regular testing, running daily backups, and quickly switching to backup systems.
- **Guaranteeing end user access** to the resources they need, when they need them.

OUR SERVICE PACKAGES

Spinnaker Support offers three service packages tailored to assist organizations based on their unique environments, in-house Basis capabilities, SAP maturity levels, and available IT budgets.

	MONITOR & ADVISE	MONITOR & MAINTAIN	TOTAL BASIS MANAGEMENT
Primary Basis Performance Responsibility	Customer	Shared	Spinnaker Support
Need Fulfilled	<p>A cost-effective monitoring tool and approach that tracks performance of the SAP ecosystem (SAP and non-SAP) to pave the way for better Basis and business performance</p> <p>Access to additional Basis administration resources that help interpret monitored outcomes and advise on the smartest actions to take</p>	<p>A cost-effective monitoring tool and approach that tracks performance of the SAP ecosystem (SAP and non-SAP) to pave the way for better Basis and business performance</p> <p>24/7/365 access to dedicated Basis Administrators who perform activities that take customer Basis management to a higher level</p>	<p>Outsourcing the entirety of the Basis program to a capable, reliable partner that drives and maintains high performance of the entire SAP ecosystem</p> <p>Consolidates more services from one vendor (simpler to manage)</p> <p>Reduced Cost</p>
When to Consider	<p>You want to upgrade, automate, or expand SAP ecosystem performance monitoring</p> <p>You need outside assistance to help drive better performance outcomes from better monitoring</p>	<p>You want to upgrade, automate, or expand SAP ecosystem performance monitoring</p> <p>You need direct, full-time, and real-time access to experienced Basis administrators who can fill resource gaps that currently exist</p>	<p>You want to transfer Basis performance management responsibilities to a partner so your team can focus on other key initiatives</p> <p>You want to better predict and control costs</p>
Staffing	Junior-level Basis and user administration, available during normal business hours	Intermediate-level Basis admin, user administration and role maintenance (excludes projects), on-call support and problem resolution	Senior-level Basis admin, full security administration (excludes projects), user administration and role maintenance (excludes projects), 24/7/365 support and problem resolution
Dedicated Hours	5-10 hours a month advising customer on automated feedback/ issues	10-15 hours a month working with customers to address issues	160 hours a month, additional hours required based on additional SAP applications
Installation and Training	2-week installation of tools and 2 weeks of customer training	2-week installation of tools and 2 weeks of customer training	2-week installation of tools and 2 weeks of customer training

1 MONITOR & ADVISE PACKAGE

Many organizations want to automate, upgrade, or expand the monitoring of their SAP ecosystem. Staying on top of continuous monitoring outputs can be a struggle for Basis resources, and so timely follow-up actions rarely occur.

The **Monitor & Advise** package combines state-of-the-art cloud-based monitoring with direct access to Basis experts who share insights with your Basis team, leading to quicker, smarter follow-up for better ongoing performance management.

What's included:

- **Full monitoring of your entire SAP ecosystem** to enable continuous insight into ongoing health and performance. It's easy and cost-effective to set up, configure, customize, and scale.
- **Equally effective monitoring for on premise or hosted applications** with a flexible adaptor framework for extensive API integration with ticketing and routing systems.
- **Monitoring platform with built-in functionality and intelligence**, including alert management, self-healing workload and transaction analysis, coordinated process automation, dynamic service level management, correlation or root cause analytics, role-based dashboards, and on-demand or scheduled reporting.
- **Remote data and report access**, laying the foundation for informed engagements with authorized Basis team resources located off-premise.
- **Direct access to Spinnaker Support certified Basis experts** for sound advice, information, interpretation, insights, and recommended action steps that help you avoid issues or recover from issues faster.

2 MONITOR & MAINTAIN PACKAGE

Plenty of SAP customers employ resourceful, in-house Basis talent. But skills gaps in the team do exist, and it's becoming harder to attract, retain, or fund the skill sets needed to maintain and advance SAP business performance.

The **Monitor & Maintain** package includes automated SAP ecosystem monitoring plus direct access to assigned Basis administrators who supplement your in-house team. This package is an excellent way to bring additional resources, skills, training, and mentoring to your Basis team while letting you better predict and control costs.

What's included:

- **All monitoring solution features listed in the Monitor & Advise Package.**
- **Direct, 7/24/365 access to assigned Spinnaker Support certified Basis engineers**, who bring every skill set you need to support a wide range of tasks.

3 TOTAL BASIS MANAGEMENT PACKAGE

Some organizations are investigating the feasibility of outsourcing the entirety of their SAP Basis management program. They want to transfer primary responsibility to a trusted partner so they can simultaneously manage costs and risks while switching their in-house resources to focus on the most strategic initiatives.

With the **Total Basis Management** package, your trusted partner is Spinnaker Support. We own the administration and management of all your Basis requirements. When the time comes to step up your game and shift from reactive to proactive Basis management, this package is the right choice.

What's included:

- **All monitoring solution features listed in the Monitor & Advise Package.**
- **Complete SAP Basis administration and managed services** from a proven, highly regarded partner. You gain a team of experienced service professionals tasked with proactively monitoring, managing, and adjusting your entire SAP ecosystem. Whatever it takes, from software configuration, performance monitoring and tuning, background job scheduling, transport management, disaster readiness and recovery, planning updates and upgrades, we will help you optimize Basis and business performance for a fair price.

WHY SPINNAKER SUPPORT FOR SAP BASIS MANAGED SERVICES

- We understand SAP Basis and how best to administer and manage it.**
 Basis is the toolset that links SAP modules, databases, and operating systems together. Basis is strategic, not to be treated as just a toolset that any service provider can optimize. Since 2012, Spinnaker Support has delivered award-winning SAP services covering hundreds of SAP instances to customers. Our global customers annually rate their satisfaction level with us at nearly 99%.
- It all begins with monitoring, and our technology is second to none.**
 We monitor your complete SAP landscape through a state-of-the-art solution with advanced functionality and intelligence. Our system is easy to set up and configure and can be deployed in hours, even for large or complex SAP ecosystems. We include two weeks of systems training with each managed services package.
- Our expert global team delivers Basis managed services tailored to fit any SAP customer.**
 Our deep bench of diversely skilled Basis engineers can augment and strengthen your in-house team or assume the entirety of Basis administration and management. Operating from eight regional support centers across the world, this team covers an extensive range of legacy and new SAP products and technologies.
- We are a unique provider of SAP services and support.**
 We're the only vendor that delivers high-quality SAP Basis management services AND provides award-winning, cost-effective third-party SAP software support that directly replaces SAP-provided support. Either primary service can be delivered stand-alone or in tandem. The combination results in the most effective, responsive, efficient, and affordable service experience for our customers.

SPINNAKER SUPPORT SALES & OPERATIONS LOCATIONS



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|-------------------|----------------------|---------------------|-----------------------|-------------------------|
| 1 DENVER, CO* | 3 SEOUL, S. KOREA* | 5 CHENNAI, INDIA* | 7 TEL AVIV, ISRAEL* | 9 LONDON, UK* |
| 2 TOKYO, JAPAN* | 4 SINGAPORE* | 6 DUBAI, UAE | 8 PARIS, FRANCE | 10 SAO PAULO, BRAZIL* |

*Support Operations

HIGHEST RATED CUSTOMER SATISFACTION

In our 2019 annual customer satisfaction survey, covering the 2018 fiscal year, we reported a 98.6% overall customer satisfaction, which we believe is the highest in our industry. Survey results are based on more than 500 customer responses.



ABOUT US

Spinnaker Support is a leading global provider of on-premise and cloud enterprise software support services. Companies and public sector organizations that run Oracle, SAP, and Salesforce enterprise software turn to Spinnaker Support when they want a wider range of world-class support, managed services, and consulting from a single vendor at a reasonable cost.

Since 2008, Spinnaker Support has served nearly 1,200 customers spanning 104 countries.



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