

[Know more](#) about how to slash your fixed SAP support costs.



SLASH YOUR SAP SUPPORT COSTS WITH SAP SUPPORT*lite* FROM ADROIT

Traditional support models use dedicated resources for each customer engagement. On the face of unpredictable support volumes, vendors tend to staff each team with the number of dedicated resources required to handle peak volumes. In actual practice, since support loads are lower than the estimated peak levels for most of the year, resources are under-utilized. However, since vendors have dedicated them to individual engagements, they have no choice but to pass on the entire cost to customers.

The situation is compounded in the case of SAP support engagements where module-wise specialization is the norm, thus precluding the interchangeable use of an SAP specialist in one module for rendering support for issues arising in another module.

Enter **SAP SUPPORT*lite*** offering from *Adroit Infotech*.

Delivered as a shared service comprising of a large team of specialists drawn from multiple SAP modules, our SAP SUPPORT*lite* offering slashes your fixed SAP support costs. Depending upon the size and complexity of the installation and other unique customer-specific situations, we offer a support credit package of a pre-defined size that can be augmented with packages of varying sizes, including smaller ones. Support credits can be utilized flexibly across fix-on-fail or for making small improvements. Our offering also allows seamless use of support credit across different SAP modules.

Spanning help desk, functional and technical support across all levels, our SAP SUPPORT*lite* offering includes the following services:

- Fix-on-fail support
- Modification of existing configurations and making new configurations
- Development of new reports, interfaces, conversions and extensions
- Liaising with SAP OSS, obtaining, testing and applying new patches and hot packs
- Creating new users, access credentials, performance testing and finetuning

As a certified SAP SERVICES PARTNER, we access and make the most pragmatic use of SAP's standard tools and templates, thus maximizing business continuity while simultaneously minimizing operational risks. Our proven methodologies ensure cost-effective and trouble-free transitions from existing implementation and support arrangements, whether insourced or executed by other vendors. The close involvement of our top management in all engagements has helped us escape the 'anti-incumbency' effect that has seen many enterprises changing their partners once their SAP implementations are over.

Over the years, we have provided support to many SAP customers including a leading automobile and heavy engineering enterprise, an agro products company and an automobile components manufacturer.

Contact us at info@adroitinfotech.com to learn how our SAP SUPPORT*lite* offering can slash your fixed SAP support costs.