

[Know more](#) about how to maximize bang for your SAP support buck.



## GET THE GREATEST BANG FOR YOUR SAP SUPPORT BUCK WITH SAP *flex*SUPPORT FROM ADROIT

Traditional support models use dedicated resources for each customer engagement. Since vendors are required to adhere to pre-defined service level agreements (SLAs) on the face of unpredictable support volumes, they staff individual teams with the number of dedicated resources required to handle peak volumes. In actual practice, since support volumes are lower than peak estimates for most of the year, resources are under-utilized, but customers nevertheless end up paying for idle capacity.

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 *flex*SUPPORT** offering from *Adroit Infotech*.

Under a choice of various models that can be customized to individual customer situations, we only dedicate a relatively small team of SAP resources drawn from multiple modules for handling average volumes, thus reducing your SAP support costs. By permitting utilization of this team across fix-on-fail or for making small improvements, our offering delivers the greatest bang for your SAP support buck. To boost the bandwidth when loads exceed the average – subsequent to implementing a sizable change request or deploying a large hot pack, for example – we will increase the team size temporarily so that we are able to meet stringent SLAs even against the backdrop of unpredictable volumes. Because the team is ramped down to the original size once support volumes return to normal, this offering enables you to limit your financial outflow beyond a basic minimum to the amount of support your SAP installation actually consumes.

Spanning help desk, functional and technical support across all levels, our SAP *flex*SUPPORT 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 SAP support to many marquee customers worldwide. Our engagements include functional support for a leading automobile and heavy engineering company, offshore functional support for an American defence contractor, functional support for a Middle East chemicals conglomerate, and technical support for an American farm equipment manufacturer's subsidiary in Germany.

Contact us at [info@adroitinfotech.com](mailto:info@adroitinfotech.com) to know more about how you can maximize the bang for your SAP support buck.