



SAP Production Support Service

Going “live” with an SAP implementation is a major task, but more important is to plan and strategize post implementation for supporting the SAP System. Our clients understand the importance of having a robust help desk to extract the maximum value out of their SAP system and the importance of having an SAP services partner like ObjectWin. Our services help our clients so they can focus on their other important IT strategic issues.

You may be operating in the global market place with multiple landscapes, supporting multiple business functions across multiple locations. Setting up an SAP support structure can become quite a daunting task. Objectwin can help you with the process of setting up and managing your support system that will:

- Streamline the process of handling calls
- Resolve issues within time frame as per the business needs
- Reduce the high cost of supporting and maintaining SAP infrastructure
- Continuously improve SAP support process with an overall objective of reducing cost

Our Process

Understanding what support model best suits your business along with a working knowledge of your organization’s tools, infrastructure and communication structure are all vital for getting the most out of your SAP systems. ObjectWin offers a complete SAP production support service, in-house or off-site, to its client to minimize their support cost. ObjectWin can also setup a 24/7 centralized remote support center to ensure end-to-end SAP support.

ObjectWin’s support process focuses on key goals – reducing total cost of ownership, smooth functioning of SAP systems and enhancement of clients knowledge base. Our specialized SAP consultants for production support bring in tremendous knowledge that can augment to establishing the right mix of support process for your organization.

Client Benefits

- Centralized point of contact and end-to-end support for the client's user community
- Streamlined process of handling support calls
- Improved speed and efficiency in handling support calls
- Ensure high productivity resulting in low cost per unit processed
- Significant reduction in downtime
- Providing process improvements such as augmenting first call resolution, reducing turn around time and improving customer satisfaction

As an SAP Services partner, ObjectWin provides:

- proven business solutions
- cost-effective installation and implementations
- complete life-cycle support to lower total cost of ownership
- increase customer satisfaction
- industry best practices

Solutions & Services

- Troubleshooting SAP user problems
- Fixing application and system errors
- Assisting users in understanding business processes
- Providing minor functional and technical enhancements
- Managing SAP security and authorization profiles
- Performance tuning of applications
- Monitoring batch jobs
- Establishing and documenting standard operating
- Setting up a governance structure



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