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STRATESYS SAP SUPPORT CENTER

The **Stratesys Support Center** works with over 50 active clients providing highly reliable remote development, maintenance and support services (Application Management services), endorsed by rigorous quality control, and executed efficiently at competitive costs.
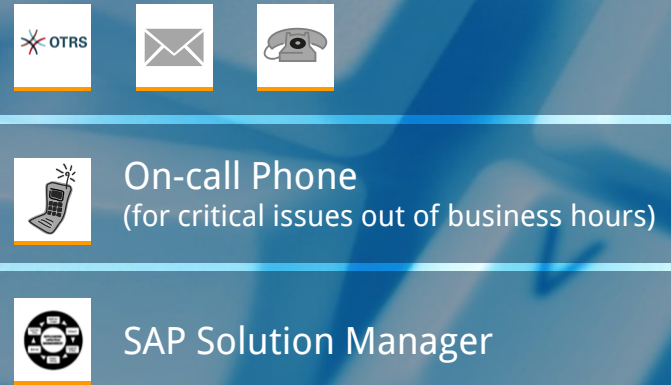
KEY ASPECTS

- SERVICE LINES
- A GLOBAL VISION
- METHODOLOGY, TOOLS & ACCELERATORS
- FLEXIBLE MODEL
- GLOBAL PRESENCE

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SERVICE LINES

- **SERVICE MANAGEMENT**
- **USER SUPPORT** — support
- **APPLICATION MAINTENANCE** — adaptive, corrective, legal, perfective, preventive
- **PROJECTS** — projects, evolutionary
- **TECHNICAL OPERATIONS** — updates, technical base/support, monitoring support

The services delivered in the SSC are configured as 2nd level support, where appointed client personnel (mainly key users of IT area) communicate system issues to Stratesys through various channels enabled for this purpose. This communication then initiates SSC procedures to resolve the request quickly, efficiently, and per the pre-defined SLA's.
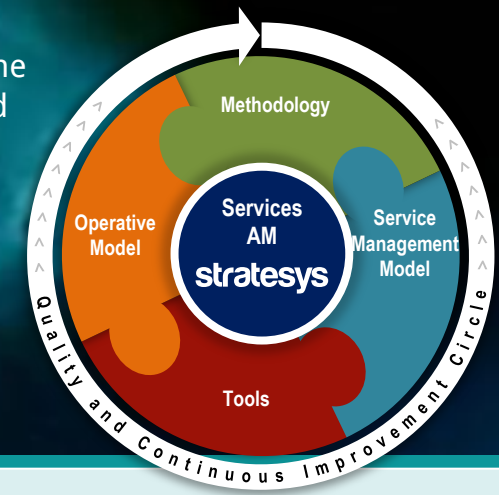
COMMUNICATION CHANNELS

- OTRS | ✉ | ☎
- **On-call Phone** (for critical issues out of business hours)
- **SAP Solution Manager**

- **24/7** Custom Schedule
- **365 days** Full coverage
- **Languages** Spanish, English, Portuguese
- **Geographic** International Presence
- **+150** Appointed Professionals
- **+30%** Of our business
- **+50** Clients served
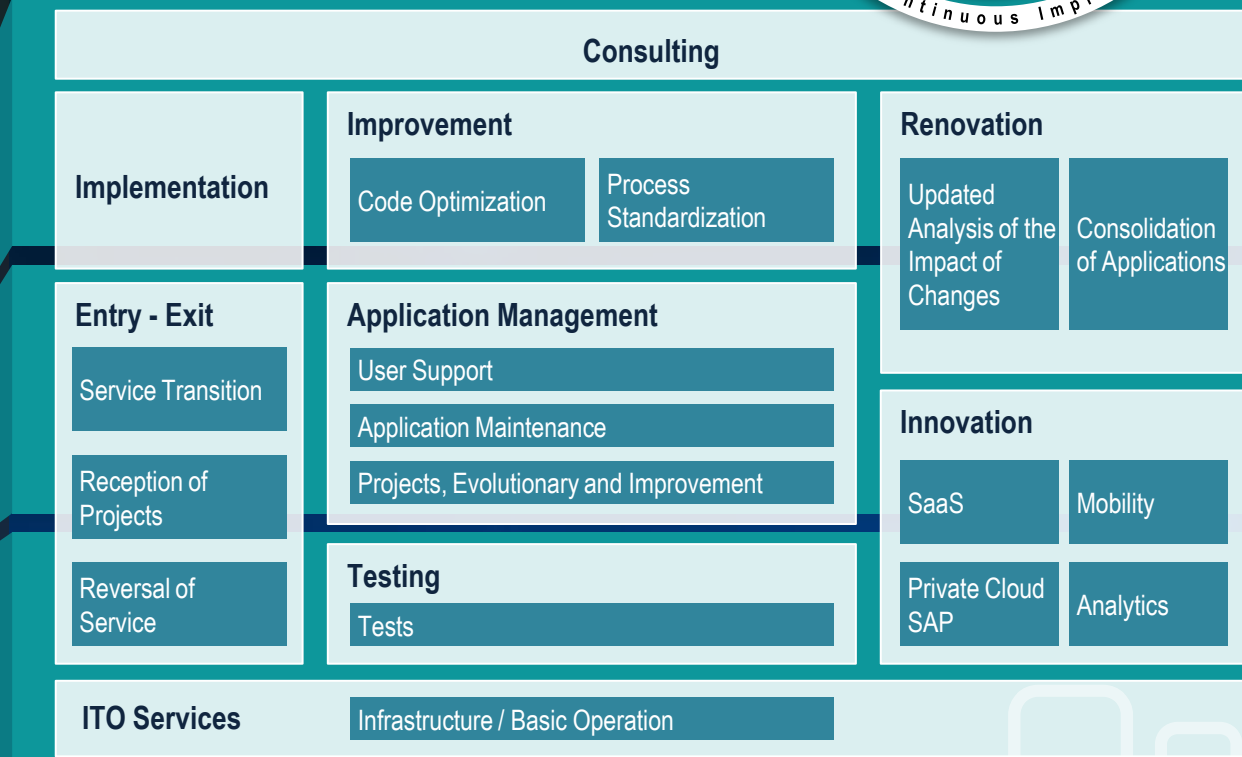
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A GLOBAL VISION

Total Coverage of application's cycles

From supporting demand management and business requirements to user testing. Including innovative features such as lab testing of prototypes or pilot testing of new modules and technologies.

- Add Value to Businesses
- Constant Improvement
- Cost Reduction

The Stratesys SSC has additional capability in the form of both remote or onsite services, tailored to our client's needs:

- On-site support on demand
- Single use or recurring expert assistance
- Task Forces for specific milestones (closing periods, massive testing, etc.)
- Lab prototypes, etc.

Services AM stratesys

- Methodology
- Operative Model
- Service Management Model
- Tools

Quality and Continuous Improvement Circle

Consulting

Implementation

Improvement
- Code Optimization
- Process Standardization

Renovation
- Updated Analysis of the Impact of Changes
- Consolidation of Applications

Entry - Exit
- Service Transition
- Reception of Projects
- Reversal of Service

Application Management
- User Support
- Application Maintenance
- Projects, Evolutionary and Improvement

Testing
- Tests

Innovation
- SaaS
- Mobility
- Private Cloud SAP
- Analytics

ITO Services — Infrastructure / Basic Operation

We have over 500 specialized professionals, experienced in all areas of the SAP Implementation and Run lifecycles available for our clients

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METHODOLOGIES, TOOLS AND ACCELERATORS

SAP — We work as **SAP Partner Center of Expertise** and comply with the standards of the Run SAP certification

STrK — We manage and ensure the correct **transfer of knowledge**

OTRS — We manage service requests by responding **quickly and effectively**

We use **SAP Business Objects** for the management and reporting of our services

We have a **network to facilitate knowledge exchange**

We provide complete coverage for all SAP modules, having a team of over 150 professionals.

We have a suite of tools that supports the operation and management of our services, fostering knowledge sharing while continuing to accelerate transition times.

Try our PROTOTYPE LAB and discover early in the lifecycle (analysis and design phases) what new system's look, feel and capabilities will be like.

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FLEXIBLE MODEL

Unplanned Services

Unplanned day-by-day Services, with varying criticality and urgency for which we offer the possibility of hiring both a Monthly Base Line or **Pay Per Use** (usually corrective and support)

On Demand Planned Services

Services requiring appraisal, approval and therefore are **Planned**, for them we offer the possibility to use both methods, such as hiring a **Package of Hours**

We offer two types of engagements, depending on the needs of our customers:

- Pay per use based on actual consumption: no ties or commitments, what is consumed, is charged.

- Services baseline that annotates monthly spending, establishing a fixed capacity and billing the same fee every month for that capacity.

| Assessment of requested evolutionary | Billing monthly per service | Planning of requested evolutionary | Reporting monthly per service | Alerts service alerts per consumption | ANS commitment to our customers |

GLOBAL PRESENCE

Projects in

+50 countries

Our network of offices and specialized centers provide coverage to the various geographies and markets in which we operate.

Our international presence spans different countries and locations in Europe, USA, Latin America and Asia.

One Global Team

FIXED TEAM

FIXED TEAM

FIXED TEAM

FIXED TEAM

- Support Centers
- Projects

Mexico
— Mexico DF

Brazil
— São Paulo

Portugal
— Lisbon

Spain
— Madrid
— Barcelona
— Valencia
— Oviedo
— Seville

China
— Shanghai

USA
— Palo Alto

Colombia
— Armenia