



- ✓ **Dedicated Engineer**
- ✓ **Proactive Analysis Execution**
- ✓ **Product Upgrades**
- ✓ **Actionable Information Insights**
- ✓ **Personalized Apps**
- ✓ **Custom Analyses**
- ✓ **Custom Reports & Dashboards**
- ✓ **3rd Party Integration Support**

LiveSupport 360

Get Maximum Value from LiveCompare

LiveSupport 360 is a dedicated program that helps customers take back time by accelerating their implementation of smart DevOps powered by LiveCompare.

The program gives you access to expert LiveCompare engineers who will proactively use the software to support your business and IT needs.

LiveSupport 360 frees your team to focus on implementing the results identified by LiveCompare, speeding up the pace of innovation, driving down costs, increasing quality and eliminating risk.

What Do You Get?

Dedicated Resource

You'll be assigned a dedicated LiveSupport 360 engineer who will access your system via remote access and VPN connection for installation and on-going support. The LiveSupport 360 engineer will continuously monitor all critical settings and background jobs to ensure no disruption.

LiveCompare Upgrades

Your LiveSupport 360 engineer will be responsible for making sure your LiveCompare version is up-to-date and will take care of upgrades as needed.

Proactive Support

Your LiveSupport 360 engineer will stay actively involved in on-going projects, and proactively find ways to maximize the value of using LiveCompare across your business.

Your LiveSupport 360 engineer will analyze your internal processes and provide recommendations on how to improve operational inefficiencies using LiveCompare.

Find Out More

www.intellicorp.com
sales-info@intellicorp.com
USA 408-454-3500 or
EMEA +44 1454 629 605

Personalize Pre-Configured Apps

If required, your LiveSupport 360 engineer will work with you and your team to personalize the standard LiveCompare apps. This could include personalization of the user interface, customizing reports and dashboards, as well as configuring when apps are scheduled to run.

Building Custom Functionality & Interpreting Reports

Your LiveSupport 360 engineer will get involved with reviewing and interpreting LiveCompare results, along with constructing custom apps to produce the required deliverables.

For example:

- Master Data Exception Reporting
- Security & Compliance Reporting
- IMG Configuration Management Reporting
- SAP Licensing Reporting
- Usage Reporting

Monitor & Manage Integrations

Your LiveSupport 360 engineer will continuously monitor and manage all pre-built integrations that are included as standard with LiveCompare. They will work with you and other third-party vendors you may use, to establish additional integrations that may be beneficial.



LiveSupport 360 Terms and Conditions

Dedicated Meetings

You can request up to **eight** scheduled meetings per week with your LiveSupport 360 engineer. Meetings include, but are not limited to:

- CAB meetings
- Functional requirements gathering
- Design reviews
- Status meetings
 - Scheduled meetings require a minimum of 24hr notice from the customer.
 - Additional meetings in excess of **eight** in any given week would need approval.
 - No carryover meetings from week to week.
- Ad-Hoc sessions
- Initiating/Monitoring LiveCompare Applications
- Output/deliverable review sessions
- 3rd Party integrations

Customization & App Personalization:

You can request up to **two** new custom workflows or apps per month. Custom workflows are defined as brand new reports/analyses (requested by you) that are not already a part of the template library within LiveCompare.

You can request up to **two** personalizations per month to the standard apps that come delivered with LiveCompare. Personalizations to standard apps include but are not limited to:

- App parameter changes
 - Final report deliverable changes
- Provide complete and detailed specifications of the **custom workflow/app** to be built and the **app personalization** to be configured.

- The LiveSupport 360 engineer has the right to request more details if deemed incomplete.
- No carryover from week to week.
- All custom workflows are not created equal.
 - If a very sophisticated workflow is requested that takes significant time/effort to create, then the **two** allotted custom workflows/apps per week is suspended until that particular custom workflow/app being created is finished.
- IntelliCorp has the right to deny any custom workflow/app/personalization request if it is deemed **out of scope** to LiveCompare, too complex or for other reasons. IntelliCorp will provide a detailed written explanation as to why it cannot be done.

Integrations

Upon your request, your LiveSupport 360 engineer will work to integrate LiveCompare with other 3rd Party applications.

- It is your responsibility to provide resources/expertise on the other 3rd party application that LiveCompare will be integrating with.
- Collaboration meetings may be necessary to get the connection working.

Ad-Hoc System Monitoring

Your LiveSupport 360 engineer will use their expertise to periodically run apps that come as standard with LiveCompare to look for anomalies (code, configuration, data, security etc.) to proactively support system integrity.

Quarterly Program Review

Your LiveSupport 360 engineer will schedule a quarterly review to check that the LiveSupport 360 program meets your needs. Changes with regards to meetings can be discussed and modified.



Monthly Usage & Status Report

Your LiveSupport 360 engineer will remit a monthly status report on the utilization of the tool within your environment, and provide relevant feedback, comments or suggestions.

Meet your LiveCompare LiveSupport 360 engineer

Bob Cushman, “Cush”

Experience

- 10+ years’ SAP support experience working for Accenture to support Large Medical Device Company.
- ~5 years’ SAP Support experience working for large High-Tech Company.
- ~4 years as application owner and lead architect for IntelliCorp’s LiveCompare Software at large Hi-Tech Company.
- 16+ years of Functional Experience and Configuration in SAP MM, PP, and SD.

Projects

- Involved in one (1) SAP Global implementation and Global upgrade of SAP.
- Involved in five (5) SAP Support Pack Implementations.
- Over six (6+) years as Manager for SAP-SD functions.
- Over four (4+) years as Manager for SAP-FI/CO functions.