

ADVANCED EXPERTISE ON CALL

Realize the full value of your SAP and EPI-USE Labs' investment with Premium Support Services

Premium Support Services are an additional option over and above our standard software support from our dedicated global support team. With our Premium Support Services, we offer customized advanced business expertise and services related to your EPI-USE Labs software, at a discounted rate, for a set number of days, months or years.

Premium Support Service contracts allow you to leverage the EPI-USE Labs team for a variety of product work and/or services, including the examples below, to meet ongoing requirements throughout the year.

Optional services covered include training (excluding travel to site), report and document building services, advanced EPI-USE Labs product configuration, managed refreshes including tuning and oversight, bespoke data scrambling, custom scenario objects, sandbox builds, system rebuilds and landscape transformation advice.

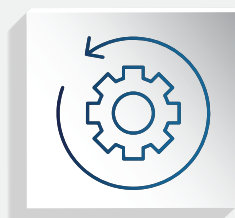


Expertise is provided by our expertly trained EPI-USE Labs associates with extensive SAP experience.



This contract can also be used to augment your team for Basis-type services, or to run workshops for System Landscape Optimization (SLO) and Migration projects. Expertise is provided by our expertly trained EPI-USE Labs associates with extensive SAP experience; they are proficient in using the EPI-USE Labs solutions and can provide in-depth advice on your SAP IT landscape.

Importantly, purchasing these days alongside the maintenance on EPI-USE Labs software means that you can get our experts on site whenever you need them, without the need for a lengthy procurement sales cycle or budget approval. You are able to lock in a pre-negotiated rate for these days, based on purchased volume, and deduct days as needed in (a minimum of) half-day increments at your discounted rate. A percentage of your pre-purchased days carry over into the following year. So, for a limited cost, you can ensure your investment in EPI-USE Labs solutions and your SAP system is fully realized.



EXAMPLE OF PREMIUM SUPPORT SERVICES IN ACTION: **REFRESH AS A SERVICE**

Annarita, one of our technical consultants, recently engaged with a client to deploy a scrambling profile on their SAP ECC landscape to ensure GDPR compliance. A typical implementation focuses on establishing the policy (through workshops), then building and testing. Once the implementation is completed, clients typically then run these established policies themselves. For this client, part of the implementation scope included some RUN services to anonymise existing environments before the handover.

Steve, our client, noted that he was 'very impressed' with the service and the solution. He also felt that we had demonstrated we would be able to manage future runs for them better than the internal teams; we do this all the time, and it is 'second nature' to us, whereas the internal teams do it much less frequently. This is a good result for all, and exactly what our Premium Support Services wants to achieve: offering customized services to fit a need identified by our client.

Contact us: sales@epiuselabs.com
epiuselabs.com/premium-support-services