

# SAP SUPPORT

SUPPORTING YOUR BUSINESS NOW, AND IN THE FUTURE

At Edenhouse, we combine our in-depth understanding of our clients and their industry with our extensive SAP experience to deliver simple, uncomplicated SAP support services, which maximise the return on your SAP Support investment.

Edenhouse is committed to using only highly skilled, UK-based consultants, with in-depth industry knowledge to understand and support your business processes. Our SAP Support dedicated team are motivated by delivering a high level of service, ensuring your business gets the right expertise, a speedy resolution, and that you only pay for productive time.

## WHY EDENHOUSE?



OUR UK BASED CONSULTANTS HAVE AN AVERAGE OF 15 YEARS' EXPERIENCE



ITIL ALIGNED, ISO 9001 AND 27001 CERTIFIED.



SAP GOLD PARTNER AND PARTNER CENTRE OF EXPERTISE.



SAP TOP CLOUD PERFORMER 2017



FULLY EXPANDABLE, FLEXIBLE SUPPORT MODELS



AVERAGE OF 2.5 HOURS INCIDENT RESOLUTION TIME

## EDEN EDGE GIVES YOU SAP SUPPORT EXACTLY WHERE AND WHEN YOU NEED IT

Our exclusive on demand service has been designed for SAP ECC and S/4 HANA customers looking for a service that offers **proactivity, accountability and flexibility**, and which complements your own internal support set-up.

The Eden Edge service includes transition from your current provider - a critical process to ensure the success of the support service, an ITIL award-winning Service Desk underpinned by a Service Level Agreement, account management for strategic roadmap planning, regular service reporting and reviews and, most importantly, an allocation of Eden Days that reserve our expert consultants' time.

**EDEN DAYS ARE SO FLEXIBLE THEY CAN BE USED FOR;**



SOLVING INCIDENTS AND PROBLEMS



ENHANCING YOUR SYSTEM



PROJECT RELATED ACTIVITY



KNOWLEDGE TRANSFER

“  
There are decisions and then there are great decisions and choosing Edenhouse is one of those great decisions which has had an immediate impact on our users and business.

”  
*LH Evans*

“  
We have been impressed by Edenhouse consultant knowledge and response to issues.

”  
*Harrow Council*

“  
We're delighted to be working with Edenhouse, a company which resonates with ours. Their approach to challenging the status quo and seeking to be the best in the market makes it a perfect partnership.

”  
*Ecotricity*

**FOR MORE INFORMATION OR TO DISCUSS YOUR SPECIFIC SAP SUPPORT REQUIREMENTS**

**please call 0121 767 9280 or email  
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www.edenhousesolutions.co.uk**