

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 Business ByDesign 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 Business ByDesign 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 Business ByDesign 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, annual and quarterly reviews for Cloud software releases, 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

“ On the rare occasion that we have requested support from Edenhouse we have found that their response time, execution and communication throughout to be exemplary. Highly recommended.



Joie UK



Dealing with Edenhouse has been a breath of fresh air for Demco Europe. Their breadth of knowledge coupled with their understanding of our people and business has made for a very successful partnership.



Wall Family Europe



Edenhouse were extremely helpful on advising us at each step of the implementation process, they have strong knowledge both in SAP and Accountancy. I would highly recommend their services.



B4 Capital

FOR MORE INFORMATION OR TO DISCUSS YOUR SPECIFIC SAP BUSINESS BYDESIGN SUPPORT REQUIREMENTS

please call 0121 767 9280 or email

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www.edenhousesolutions.co.uk