

# VertexOne's White Glove Approach—or Your Typical SaaS Support? You Decide.

What's the difference in the Vertex White Glove approach to support and that of your typical vendor? It's what you **won't** get with most cloud or SaaS providers.



**A company with 20+ years of experience rooted in utilities**



**Ongoing infrastructure and application services**



**Dedicated SAP expertise and licensing support**



**3rd Party Vendor management**



**Environment and disaster recovery testing**



**Agreed service levels that are aligned with your business**

**That's the Vertex difference.** We already know what many of your ongoing needs will be, because we've worked with utilities for decades. We think beyond implementation, and we're prepared to align and sustain your utility solutions for years to come so you can focus on your business and your customers.

## **Ongoing hardware and software support**

Our **infrastructure services** make sure you have the robust hardware needed to scale as your customer base and expectations grow.

**Application services** handle bug fixes and software development, including upgrades and added functionality as you need it.

## **Dedicated SAP support**

You get **dedicated SAP support**. Where you can call up Tina if you have a problem, not just a support line. To keep up with changes, you'll need someone who can fully understand SAP applications and evaluate their updates. We are that resource.

## **3<sup>rd</sup> party vendor and license management**

SAP may not have everything you need at your price point. Often, 3rd party vendors can augment your SAP solution. Vertex knows what's available and can help you select and manage the right solution. And, as with SAP, we'll make sure you have only the licenses you need and that you're not paying for those you don't.

## **Environment and disaster recovery testing**

Our support team tests current and new environments to ensure your solutions don't crash when new OS's, software, or applications are installed. They test disaster recovery, too—so you're up and running should a failure ever does occur.

## **Business Aligned SLAs**

Though most companies will have SLAs, Vertex ensures that our service levels are aligned with your business KPIs. This allows you to focus on your business and not the applications that support your business – we do that!

With a White Glove support approach for the life of your solution, why would you settle for anything less?

**VertexOne Support Services. So much more than just SAP Support.**

**vertexone™**

UPGRADE TO HAPPIER.

[www.VertexOne.net](http://www.VertexOne.net)