



## Global SAP Support Services

"Our partnership with G3G is key to maximising Sony Music's return on SAP technology. The business understanding and technical excellence that G3G brings has allowed us to realise the benefits one would expect from an SAP investment and extend it even deeper into our core, mission critical business processes."

Miles Braffett  
Chief Information Officer  
Sony Music

"G3G has been working with us for over 3 years now and is our go-to partner for all SAP related items. What we value most is their business experience, depth of knowledge, and the deep-seated culture of placing the interest of the customer first. Their consultants understand our business processes and therefore are able to provide meaningful and relevant solutions to every challenge."

Glyne Griffith  
Group ICT Manager  
Banks Holdings Ltd

**Imagine a service which will finally help you maximise the returns on your investment in SAP whilst driving down support costs. To make this vision a reality you need to find a partner with focus and flexibility.**

International reach of a global company with flexibility, personal commitment and cost-effectiveness of a local supplier.

- Full 24 x 7 SAP Support
- Global "follow-the-sun" support
- Commitment to client success
- Dedicated global infrastructure support
- Reduction in total cost of ownership
- Customer Competency Centre and Development Program
- In-depth SAP expertise
- Proven track record
- Innovation to deliver
- Flexibility to fit
- Customised pricing options

You need a partner who will ensure that your SAP environment becomes a real business enabler, not a business constraint.

You need a team of experts on hand who understand you and your business and share the same goal of service excellence.

**G3G Application Support ensures you get results whether you require:**

- Ad-hoc or fully outsourced support
- On-site or off site resources
- Standard SAP or customised
- Core or complementary solutions

### Strengthening Your Capabilities

**Efficient Support is vital to maintain business competitiveness.**

At G3G we understand the demands placed on internal support teams to maintain and improve their SAP business platform.

To be "world class" your SAP support team needs to deliver continuous operational support, business-driven application enhancements, effective system procedures and a mid-to-long-term strategic vision.

Our experience has shown that there are four essential roles your SAP support team needs to perform – whether via internal, external or a combination of resources:

- Operational Support
- Policing the System
- Developments and Enhancements
- Identifying Medium / Long-term Improvements



### **Operational Support**

This ensures the system is always available to users and supports the day-to-day requirements of the business. If you get this wrong, it's the first area where the business feels the pain.

### **Policing the System**

A successful SAP system demands discipline and procedures to function effectively; add to that different time zones, languages and local issues and the complexity increases exponentially.

### **Developments and Enhancements**

The business will have a regular stream of improvement requests to support operational changes. Inability to deliver will create frustration and a sense of stalling in the improvement process.

### **Identifying Medium / Long-term Improvements**

SAP and complimentary vendors continue to release solutions that extend the value chain across the enterprise. You need to consider these improvement opportunities in line with your strategic growth objectives.

### **Ensuring an Effective Partnership**

**Knowledge, trust and continuity are key to a successful partnership.**

G3G's Support Services include a large and focused team of highly skilled professionals. They are experienced in all aspects of the SAP product suite and have real business expertise from all industry sectors. They truly understand the practical challenges and questions that your internal support team and users face, whether technical or functional.

With a friendly, consultative approach, G3G can work with you as a trusted advisor in support of your current and future system needs. True partnership is built upon a strong relationship where we can offer you continual guidance and help to support your longer term business and system objectives.

### **Continuous Quality Assurance**

The whole emphasis of G3G Support is built on working with your company to ensure your goals are met and you achieve the greatest return on your investment in SAP.

### **Dedicated Service Delivery Consultants**

Every G3G client has a dedicated Service Delivery Consultant (SDC) who provides a focal point for communication and quality assurance. They will proactively identify and resolve any problems and ensure our services continue to meet your needs as your business circumstances change.

### **Regular Performance Reviews**

To ensure the highest levels of service delivery, we constantly monitor our performance on your behalf. Detailed monthly reports on all incidents, trend analyses plus Service Level Agreement (SLA) reporting ensure delivery to agreed standards.



### **G3G: Ensuring the success of your SAP system**

We will advise on the best ways to support your implementation, organise your team and implement best practice procedures. We can take the pressure off you by being available to cover any or all of these roles.

G3G's Support Services provide the essential expertise you need to exploit the strategic gains, "quick wins" and tactical improvements of your SAP business platform, with minimal disruption to your business.

### **Added Value Services**

At G3G we offer a range of services designed to help develop your existing SAP environment:

#### **On-site Support**

We can provide fast, efficient and flexible resources to work with you on-site and transfer skills to your team in the process.

#### **Remote Support**

System issues will arise which your internal team may not be able to resolve. The ability to log an incident call with an external support team staffed by SAP experts can greatly increase the productivity of your own people.

#### **Ad-hoc Support**

Immediate requests for ad-hoc requirements often prove difficult to cover internally. We can resource you up or down as needed without the need to carry resource inefficiencies.

#### **User Training**

Refresher courses for existing staff or initial training for new staff members can be provided to ensure that people new to your business learn how to get the best from your SAP investment

### **Technology Road Mapping**

Our experienced Solution Architects are available to help you navigate the fast paced world of SAP Innovation. Whether you are looking to simplify your current landscape or to understand how your business can benefit from technology enhancements, we will be able to assist.

#### **Cover for Absence**

Replacing, training and retaining staff with the appropriate, current SAP skills can prove difficult. As virtual team members we can cover these issues on a temporary or permanent basis, providing continuity to your business.

#### **Off-site / Outsourced**

As a full provider of SAP support services we can provide fully outsourced support services providing total peace of mind that all elements of your SAP landscape is in safe hands.



### **G3G Application Support**

Whether you require ad-hoc or fully outsourced support, on-site or off site resources, standard SAP or customised, and core or complementary solutions, our support services can be tailored to fit within your specific business and system requirements.

## Tailored Support Solutions

We can build the support package tailored to your needs by combining services and commercial terms to build sustainable value and ongoing reduced cost.

### Option 1

Time based support, to give you peace of mind

Benefits at a glance:

- Dedicated global resource pool
- Guaranteed SLAs
- Assigned Service Delivery Consultant
- Regular Service Reviews
- Flexible carry over options for on-use
- Ability to scale up and back down for peak periods

### Option 2

Time and Materials support, we are there when you need us

Benefits at a glance:

- Only pay for what you use
- No upfront payment
- No obligation
- Use as a one-time customer
- Rapid set up and delivery

### Option 3

Outsourced, we look after everything on your behalf

Benefits at a glance:

- Reduced costs
- Access to in-depth SAP expertise
- Flexible managed pricing models
- Resources flex to your needs
- Agreed SLAs support and Managed Services SLAs for hosting if required



## About G3G

We are a global consulting organisation specialising in SAP.

We were founded in 1998 and have grown to become a Gold reseller, in the UK and the USA. We are also PCoE certified, and operate a "one team, many locations" approach to provide our customers with a global support capability across the full suite of SAP applications.



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