



THIS IS SUPPORT+

WITH OVER **2,800**
EMPLOYEES ACROSS
30 COUNTRIES

PROVIDING SUPPORT
and CONSULTANCY SERVICES
SINCE **1999**



SUPPORTING OVER
80 CUSTOMERS
from our UK and SA
support centres



OUR
EMPLOYEES HAVE
AN AVERAGE OF
15 YEARS' ERP
EXPERIENCE
All of our Consultants
are industry experts



SAP VAR PARTNER
SINCE SINCE
2012

We use **SERVICENOW** GARTNER'S LEADING SERVICE DESK SOLUTION

Providing
USER INTERFACE
via a
PORTAL AND
MOBILE APP

KNOWLEDGE
BASE
available to all
customers to
self-fix issues

Optional
REAL TIME
INTEGRATION
means never
having to chase for
an update again

OUR STATISTICS



2.8
hours
average
incident
fix time



1100
incidents
per month



300
queries and
non-urgent
service requests
per month



30
change requests/
small projects
per month



100%
of tickets
are dealt with
in SLA

OUR SKILLS COVER

Range of ERP and EAM
solutions including ECC,
Analytics, S/4HANA and
Business One, HR & Payroll,
and include award winning
Cloud Solutions

FULLY FLEXIBLE SUPPORT MODEL

Allowing you to select the
service elements that are right
for your business - covering
Application Support, BASIS,
Infrastructure and ad-hoc
development services

PROVEN TRANSITION PROCESS

Designed to minimise
disruption and costs, and
maximise return on your
technology investment

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