



The Performance Exchange

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The CN Tower

Performance Analytics Provides Long Term Support for SAP BPC



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PERFORMANCEANALYTICS
ANALYTICS FOR THE OFFICE OF THE CFO

**The Performance
Exchange - 2015**

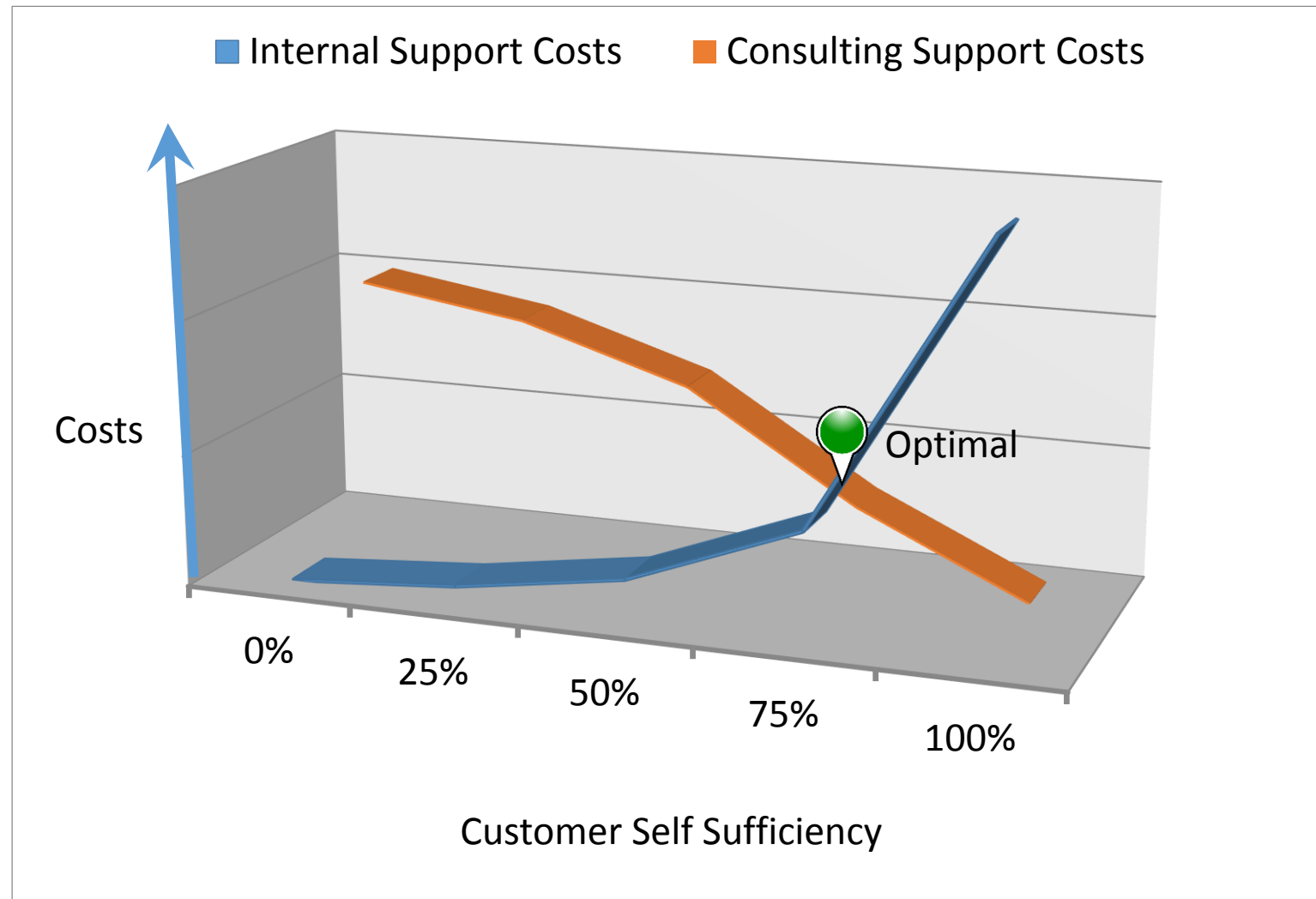


Sample of our Support Customers



The Performance
Exchange - 2015

Costs of Self Sufficiency



Why use Performance Analytics (PAC) for SAP Services:

Services and Support Value:

- Support your existing team with highly qualified SAP experts
- Avoid hiring and training of backup personnel
- Benefit from application stability with committed SLA's
- Utilize support during and after business hours
- Received regular updates and recommendations
- Comprehensive issue management, tracking & reporting
- Allow Customer to focus on core business capabilities
- Access to SAP trusted advisors for future SAP initiatives

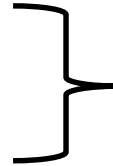


SAP Support Types



1

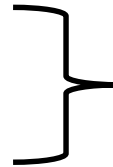
*SAP Application
Functional Layer*



Customer and/or PAC to manage the SAP Application Functional Layer

2

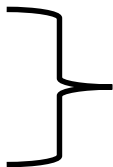
*Application Technology
Layer*



PAC and / or Customer - manages the DB and / or NetWeaver application.

3

*Infrastructure
Layer*



Customer or Infrastructure Partner - manages the OS, backup/recovery as well as the H/W infrastructure, BPC Application Upgrades & Regression Testing

SAP Application / Functional Support

▪ On-demand problem resolution:	▪ Tier 2 support for urgent functional and technical issues.
▪ On-demand guidance to your SAP Super Users:	▪ Provides business value in the optimization of SAP
▪ Advisory and small Project Assistance:	▪ Understanding the right next steps and assistance to implement
▪ BPC Training	<u>Standard Training:</u> <ul style="list-style-type: none">▪ Standard Report & Input Form Training▪ Standard Administrator Training▪ Standard Logic Training <u>Custom Training:</u> <ul style="list-style-type: none">▪ Custom Report & Input Form Training▪ Custom Administrator Training▪ Custom Logic Training

Operational Management



SAP BPC Managed Support

Communication Strategy

☐ **Assigned Account Manager**

- Available to discuss status of outstanding tickets or issues

☐ **Monthly Operations Meeting**

- Support issues are reviewed including specific incident reports
- Roles and responsibilities are adjusted based on operational priorities
- Any issues or changes are addressed in a timely manner
- Maintenance scheduling is clearly communicated
- Review of any new SAP Releases or Support packages

☐ **Quarterly Business Reviews**

- Understand any changes or new business drivers that may affect current services
- Discuss additional or specialized support required looking forward
- Make key decisions affecting IT strategy or project delivery goals, objectives or desired outcomes

SAP BPC Managed Support

Communication Strategy

❑ Incident and Problem Management

- 10 hours X 5 days week - Service Desk, Ticketing Handling & Management
- Coverage 24 X 7 on special request
- Tier 1 – Troubleshooting and Triage
- Tier 2/3 – Problem Resolution and Root Cause Analysis

❑ Incident Response / Restoration Targets (SLA)

- P1: 1 hour response, 4 hour escalation, continuous dedicated resource
- P2: 4 hour response, 8 hour escalation
- P3: 1 business day response, 2 business day escalation
- P4: 1 business day response, 1 business week escalation

❑ Support Bank Model

- Commitment to maintain a Support Bank at a defined level on a monthly basis
- Payment is based on actual usage with a “top up” invoice issued monthly to replenish the Support Bank.
- 12 month commitment with an initial 3 month trial period.



Performance Analytics Support Desk

Contact Information



- ***E-mail Address:***
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- Extension # 2 - Support

