

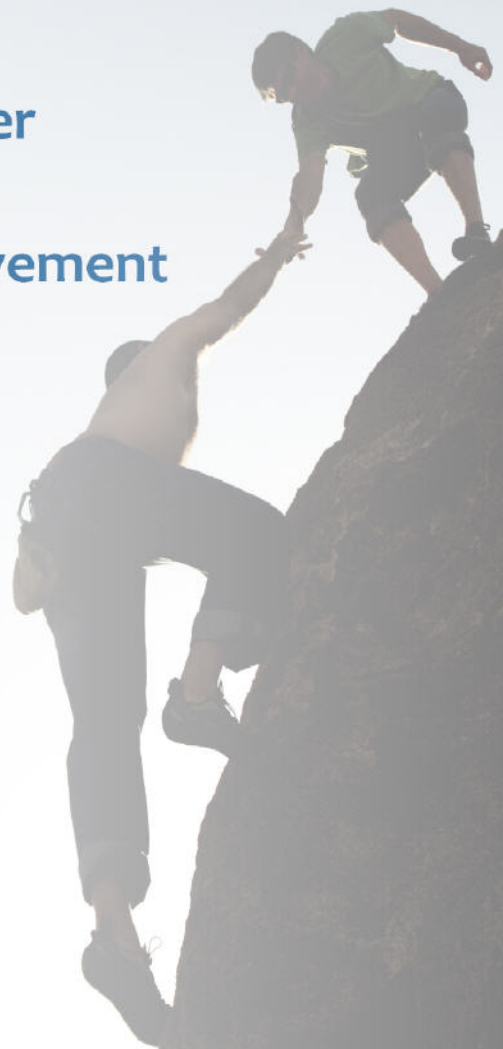


# AIS Support Services for SAP BPC

Business Support

Knowledge Transfer

Continuous Improvement



Specialists in SAP BPC

**SAP**<sup>®</sup> Member  
Extended Business Program



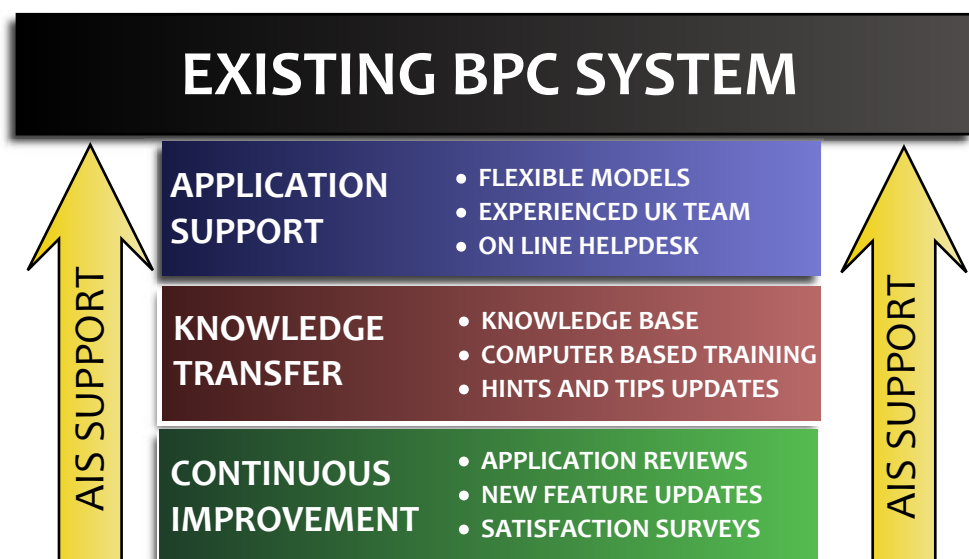
## Do you tick these boxes?

- Recently implemented BPC and now transferred to business as usual
- Users are unsure of how to use BPC
- Need a flexible support model
- Want more knowledge transferred to your internal team
- Want continuous improvement from your BPC investment
- Require BPC support but not at consultant day rates

## Then consider this ...

A BPC support service that is not solely a tactical response to immediate issues but a strategic way to leverage the best return possible from your investment.

AIS Support will underpin your business processes providing more customer satisfaction, improved efficiency and greater system leverage in the short and longer term.





## What is AIS Support?

AIS Support is a suite of services that aims to help your business processes run as smoothly as possible and also to ensure you get the most from your BPC system.

AIS Support provides you with:

- a helpdesk that assists your 1st line support, system administrators and key power users resolve escalated issues within agreed service level time-frames.
- a pool of expert BPC resources who act to reinforce your team and fill gaps that may arise
- a resource that will be used to transfer knowledge to your team and also identify key areas for training
- a service that keeps you abreast of recent developments and helps to manage upgrades and new releases
- a service that helps keep your BPC system “healthy” with system and performance reviews

### AIS SUPPORT

Application  
Support

Training and  
knowledge share

Upgrade and patch  
management

Application health  
checks

New features  
workshops

Data  
management

Change  
management

## How does it work?

AIS Support is offered in a flexible package that can be tailored suit your individual requirements

- You can opt for a “pay as you go” or “retainer-based” model
- You can increase or decrease levels of support as required
- You select the method of assistance. This can be one or a combination of:
  - on-site
  - remote using Citrix, VPN, Webex etc
  - telephone
  - email



## Who is the support team?

The support team is a mix of Finance and IT specialists all of whom have experience implementing and supporting BPC applications.

The support team comprises:

- Dedicated support manager to manage your account
- Dedicated support consultants providing:
  - Fault resolution in line with agreed SLAs
  - Reporting on support issues and areas of risk
- A pool of implementation consultants - to assist on specialist issues
  - Technical “environment” issues
  - BPC application issues
  - Business process advice

## Interested?

Contact us if you would like

- to discuss the AIS Support service
- any other information on SAP BPC and AIS services

## Contact...

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## About AIS Consulting

AIS Consulting is a performance management consultancy specialising in the delivery and support of SAP BPC and other SAP EPM solutions. It is one of the most experienced SAP EPM consultancies and is an SAP Partner.

Working with a wide variety of clients in many different industries, AIS has SAP-endorsed case studies illustrating the benefits that can be achieved through implementing SAP EPM solutions.