

Benefits

The SAP® Ariba® Customer Support service provides the fastest way to get the most power out of your SAP Ariba solutions by offering:

- 24x7 production down, 24x5 for all other issues, and global coverage
- Tiered support to meet your unique requirements
- Support for users, suppliers, and technical staff
- Designated support contacts

Features

SAP Ariba Customer Support addresses all of your support challenges by providing:

- Expertise on SAP Ariba solutions
- SAP Ariba solutions
- Skilled resources
- Expertise in sourcing event management
- Internal understanding of configurations and business processes
- Access to known solutions
- Updated software
- New-feature training
- Documentation
- Issue tracking and reporting
- Technology best practices
- User adoption
- Supplier support
- Access to IT resources

Today's business imperative? Do more with less and get more ROI – faster – out of your technology investments. Most companies lack the resources and tools to do this.

But SAP® Ariba® solutions can help. SAP Ariba solutions deliver a comprehensive range of business commerce solutions that are uniquely designed to help your organization meet and exceed its ROI objectives. Every day, hundreds of thousands of companies use our offerings to generate more value than any other business application.

Delivering such results is not accomplished by just turning on a piece of software. To get the most from your business commerce solutions, you need to provide access to the right kinds of expertise, support, and knowledge across your organization.

Why SAP Ariba Customer Support

Most companies fail to maximize their business commerce solutions, due to a lack of:

- Skilled resources, as well as resource bandwidth, turnover, and learning curves
- Extensive knowledge of SAP Ariba solutions
- Access to IT resources to assist with downloads, upgrades, and more
- Internal understanding of configurations and business processes
- Rapid issue resolution by experienced resources to avoid delays

SAP Ariba Customer Support addresses these challenges by providing more than 170 resources dedicated to supporting customers – as well as access to developers, engineers, product management, operations, and others throughout the organization who can help you make the most of your investments. SAP Ariba Customer Support offers three levels of services tailored specifically to your organization's needs.

- Technical Support Services to help diagnose and fix technical issues
- End User Support for basic "how-to's" to speed the learning curve for new users
- Expert Care for named support contacts who have intimate knowledge of your organization

Technical Support Services

Technical support engineers diagnose, troubleshoot, and help to resolve technical problems related to application core code for SAP Ariba solutions. Access to the support Web portal and knowledge base is also provided.

End User Support

End User Support acts as an initial point of contact to address basic functional and navigational questions regarding SAP Ariba solutions for all end users.

Expert Care

A highly skilled, designated support manager serves as your primary point of contact to manage all of your service requests and support discussions within SAP Ariba solutions, as well as to provide you with product expertise.

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About SAP® Ariba® Solutions

SAP® Ariba® solutions support the marketplace for modern business, creating frictionless exchanges between millions of buyers and suppliers across the entire source-to-pay process. Our market-leading solutions enable companies to simplify collaboration with their trading partners, make smarter business decisions, and extend their collaborative business processes with an open technology platform. More than 2 million companies use SAP Ariba solutions to connect and collaborate around nearly US\$1 trillion in commerce on an annual basis. To learn more about SAP Ariba solutions and the transformation they are driving, visit www.ariba.com.

Picking the right SAP Ariba Customer Support option for your company

Customer Support at a Glance	Technical Support Services	End User Support	Expert Care
Basic Functional and Navigation Support		x	x
Advanced Functional Support			x
Language Support		x	
Supplier Training		x	
Sourcing Event Day Management		x	
Expert Domain Knowledge			x
Best-Practices Advice on System Usage			x
Software Downloads	x		
Core Code Technical Support	x		
Unique Customization and Configuration Support			x
Planning Migration and Upgrade Strategies			x
Expert Care Manager			x
Designated Support Contacts (DSCs)	3	3	6
Consolidated Issues Management			x
Priority Support			x
Change Management Support			x
Health Checks			x
Customer Advocate			x
Escalation Management			x
Monthly Support Review Teleconferences			x
Proactive Notifications			x
Product Feature Training			x
Enhancements Request (ER) Management			x
Customer Site Visits (two per year)			x
Monthly Reports	standard	standard	custom
Self-Service Support Web Portal (Connect)	x	x	x
Guaranteed Incident Response Time	x	x	x
Online Knowledge Base	x	x	x
Toll-free Support Phone Number	x	x	x

Ready to get started?

To learn more, visit the SAP Ariba Customer Support Web site at www.ariba.com or contact your account executive or SAP Ariba Global Services account lead.

www.ariba.com

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