

# SAP SUPPORT ASSESSMENT SERVICE



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Birchman's SAP Support Assessment Service can provide you with a comprehensive review of your existing model and requirements. We can help identify where alternative models could greatly improve end-user satisfaction, service optimisation, operating costs and ensure future scalability as the needs of your business evolve.

## Why choose Birchman as your UK SAP Support Partner?

For over 20 years we have been listening to our clients, developing a highly flexible and engaging model to suit client's needs, providing proactive services, and focusing on continuous business improvement.

- We offer a variety of support model options
- Highly experienced Senior Application and Technical SAP consultants
- Advanced 24x7 monitoring and health checks
- Signavio Process insights, allowing clients to gain an instant understanding of potential process improvements within their system

## Powered by the United VARs

Birchman provides a unique global support model by harnessing the United VARs partner network, a leading alliance of SAP solution providers who deliver local support across 100+ countries and 24x7 follow-the-sun resources.

## SAP Support Assessment Process

To understand a clients' existing SAP support service, Birchman's undertakes a thorough 3-stage assessment process.

In the process of our assessment, we rely on client conversations and a questionnaire to gain insights into the positive aspects and challenges associated with the current support processes.

Our goal is to identify areas for improvement and enhance the services provided to end users.

Our 3-stage process includes:

- **Requirements** – We perform a workshop with you to understand your current model, challenges, and future requirements. This includes looking at your global support needs and aspirations to develop inhouse skills.
- **Review** – Here we review your requirements and understand what would work well and benefit your organisation. Some further questions and meetings may be required to ensure a full understanding of your needs.
- **Recommendations** – We provide a comprehensive guide with recommendations for ongoing support needs, sizing, model delivery approach, and indicative pricing.

## About Birchman

Founded and headquartered in the UK, the Birchman Group is a multi-award-winning SAP Platinum Partner, PCoE certified Value-Added Reseller, and UK member of the United VARs.

As Digital Transformation specialists, Birchman help businesses define their target operating model, digital roadmap, implement business change & digital transformation, and deliver support services with continuous business improvements.

We offer flexibility, innovation, access to senior level consultants and high levels of engagement to work with clients to evolve their landscape and recognise SAP opportunities.

Our capabilities span the entire SAP product suite. Our services cover strategy, consulting, implementation, and application managed services. We work with deep sector expertise in:



Consumer Packaged Goods



Energy & Natural Resources



High Tech



Manufacturing



Mining



Pharmaceuticals



Professional Services

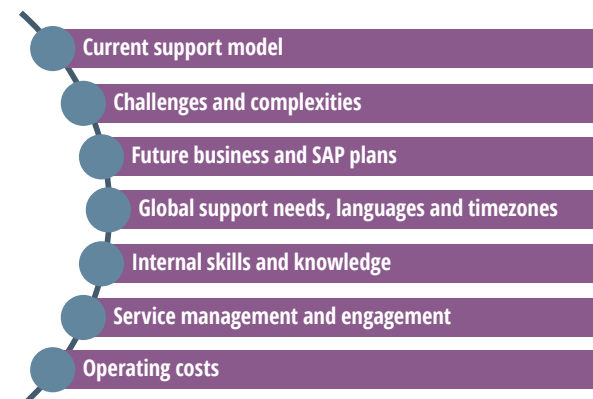


Retail

## All Under One Model and Contract:



## Key Components of Our Assessment



SAP® Certified  
Partner Center of Expertise  
SAP Signavio

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