



3V Solutions Trusted Enterprise Support Program

**Putting the Customer in Control of their SAP
Maintenance Spend**



3V Solutions Trusted Enterprise Support

What is the Trusted Enterprise Support Program?

At its core, the 3V Solutions Trusted Enterprise Support program is a partnership between our SAP customers who are on or need to be on SAP maintenance for their SAP environment. As an SAP Value Added Re-seller and PCOE certified support provider, 3V Solutions can provide your SAP maintenance contracts and keep you SAP maintenance compliant and ensure your system is always being supported. Our dedicated team of support professionals ensure Service Level Agreements (SLA) are always met and if there ever is a problem it is addressed immediately to keep your business critical systems online. That said, there are plenty of support providers out there that can provide that service, but not everyone will allow you to use a portion of those support dollars that you have already budgeted to buy additional software or services. This is where 3V Solutions differentiates itself as your support partner. Our Trusted Enterprise Support customers are able to use budget that was already allocated for maintenance to either purchase additional SAP software or services from us to help in either migrations or additional implementation scope. Depending on the term of the maintenance contract, our Trusted Enterprise Support can return between twenty and thirty percent of your maintenance budget for purchase or implementation budget. Typically our customers see well above six figures added back to their budget allowing them to control how their maintenance dollars are spent more efficiently.

Why Trusted Enterprise Support Program?

Aside from the obvious answer of making your budget go further, the overwhelming reason is for ECC to S/4 HANA migrations. At 3V Solutions we know our customers are constantly evaluating how they can justify the S/4 migration. Our Trusted Enterprise Support is designed to help your organization's business case by providing funds for the move that were already allocated for maintenance. We invest back in our customers so that our customers have a true SAP partner and not just another software or services vendor. If we can provide a way to increase the speed while reducing the cost, we all benefit in that scenario. This is but one way that 3V solutions has developed programs that not only reduce cost, increase speed while mitigating risk for our SAP customers.

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How does it work?

Step 1. Right Size Current SAP Licenses—Know exactly how many licenses we are dealing with in what area and minimize maintenance spend.

Step 2. Calculate Trusted Enterprise Support Value—By right sizing the licenses we can calculate exactly what the savings back into your IT budget could be - year by year. This calculation can be year by year or if you choose to pre-pay a maintenance contract for a two or three year contract, that benefit can be calculated and assumed immediately.

Step 3. Establish the Trusted Enterprise Support Contract—Based on the above calculation, a support contract is put in place for both parties, and SAP is notified and paid the maintenance fees they are due to keep compliant with the SAP Maintenance program.

Step 4. Deposit The Trusted Enterprise Support Customer Funds— fund amount calculated above are put in escrow with full visibility and access by the customer.

Step 5. Apply the Trusted Enterprise Support customer funds to your budget.

- **Reduced Maintenance Fees**—*Value Begins DAY ONE*
- **STAY SAP COMPLIANT!**
- Apply Customer Funds to **either SAP Software or Services.**
- **Increase IT Effectiveness**
- **GAIN Migration Time to Value!**

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The Value Funds—Example

		Trusted Enterprise Support (TES)				
Annual Maintenance Paying Today	TES Term	Standard Maintenance Prepaid	TES Reduced Payments	Annual Savings	3-Year Cumulative Savings	
\$ 500,000	1 year	\$500,000	\$450,000	\$50,000	\$150,000	
at 22%	2 year	\$1,000,000	\$400,000	\$100,000	\$250,000	**
Recommend >>>>>	3 year	\$1,500,000	\$350,000	\$150,000	\$450,000	
** 2 year term includes another 1 year term for 3 year cumulative						

In the example above, the blue column represents standard payments without the Trusted Enterprise Support Program. This is the number that would normally be charged by your VAR or to SAP.

The Pink Column represents the approximate payment made toward the maintenance program itself.

The Green column represents what would be funded back to customer spend account.

The Yellow Column represents 3 year cumulative customer funds that could be put toward purchase of SAP Software or services.

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What Can The Trusted Enterprise Support be Used for?

Software

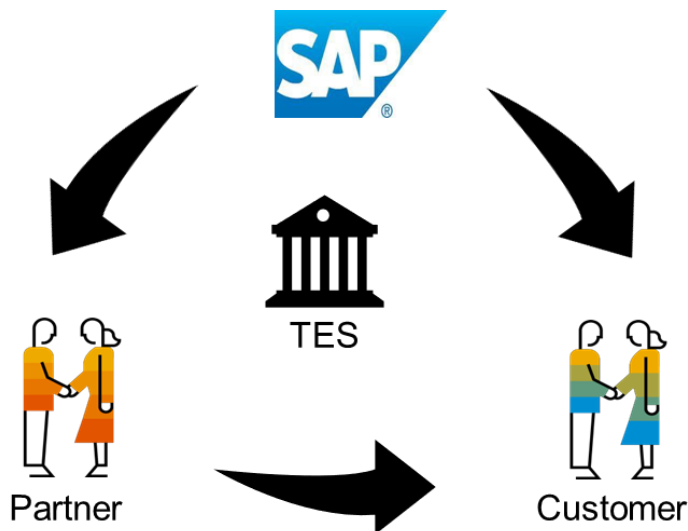
- SAP HANA
- SAP S/4 HANA
- BI/Analytics
- SAP Cloud Based Solutions
- Success Factors
- Ariba
- Hybris
- C4C
- Leonardo
- Industry Solutions
- Other SAP based Solutions on the SAP Price List
- West Trax ECC Assessment Tool
- Migration Services
- Optimization
- Custom Development
- BASIS Services
- Solution Manager and Focus Build
- General Implementation and Support Services

Deliverables to 3V from SAP:

- PCOE Certifications
- Tools and training for Enterprise Support
- License quotes for perpetual and cloud based subscriptions
- Level 3 Support when needed

Deliverables to the end customer from 3V:

- Remote services (technical quality checks)
- Software updates and legal changes
- SAP Solution Manager support
- Extended Support Plans (24x7)
- Proactive notifications and roadmaps
- Assessments (West Trax app) & migration services



Result:

TES increases customer satisfaction through a better allocation of funds for SAP support and growth.

About 3V Solutions

As a long-standing SAP Gold Partner, an SAP Master Value Added Reseller and over three decades of SAP Implementation experience, our SAP expertise is unmatched in the industry. Our commitment to SAP S/4HANA Implementations and Migrations, Business Analytics, Enterprise Information Management (EIM), and disruptive automated technologies for assessments and migrations alike enables us to deliver unparalleled product strategy and solutions.

Every new technology we explore, every methodology we develop and every solution we design is done with our customer's success in mind. Whether your organization is small, medium or a Fortune 500 company, we provide value no matter where you are in your SAP journey. We help companies around the globe to identify, measure, automate and navigate the many SAP challenges they face, using proven value-added solutions.

Our extended offerings provide powerful insights and automations that drive enhanced performance. Our name speaks to who we are— Vision, Value, Velocity

Commitment to SAP Solutions and Customers

- 12+ years of SAP Partnership and Value-Added Reseller
- 50+ partners in the SAP eco-system providing complimentary solutions
- SAP Gold Partner and PCOE Certification
- Strong SAP relationships in the SAP Executive Suite
- Experienced management team with combined SAP implementation experience of well over 100 years and hundreds of customers through their careers
- On-shore and offshore teams designed to optimize value to our end customers at every turn
- SAP maintenance optimization for your SAP spend dollars
- Automated ECC -> S/4 Assessment Options
- Automated S/4 Migration and Code Remediation Solutions
- Automated, SAP Resident, SAP Testing Solution
- Zero Dollar Cloud Migration Solutions
- SAP AI digital workforce platform
- Global SAP Archiving with world class e-Discovery