

AMS Presentation



beONESolutions

the global SAP Business One® rollout experts

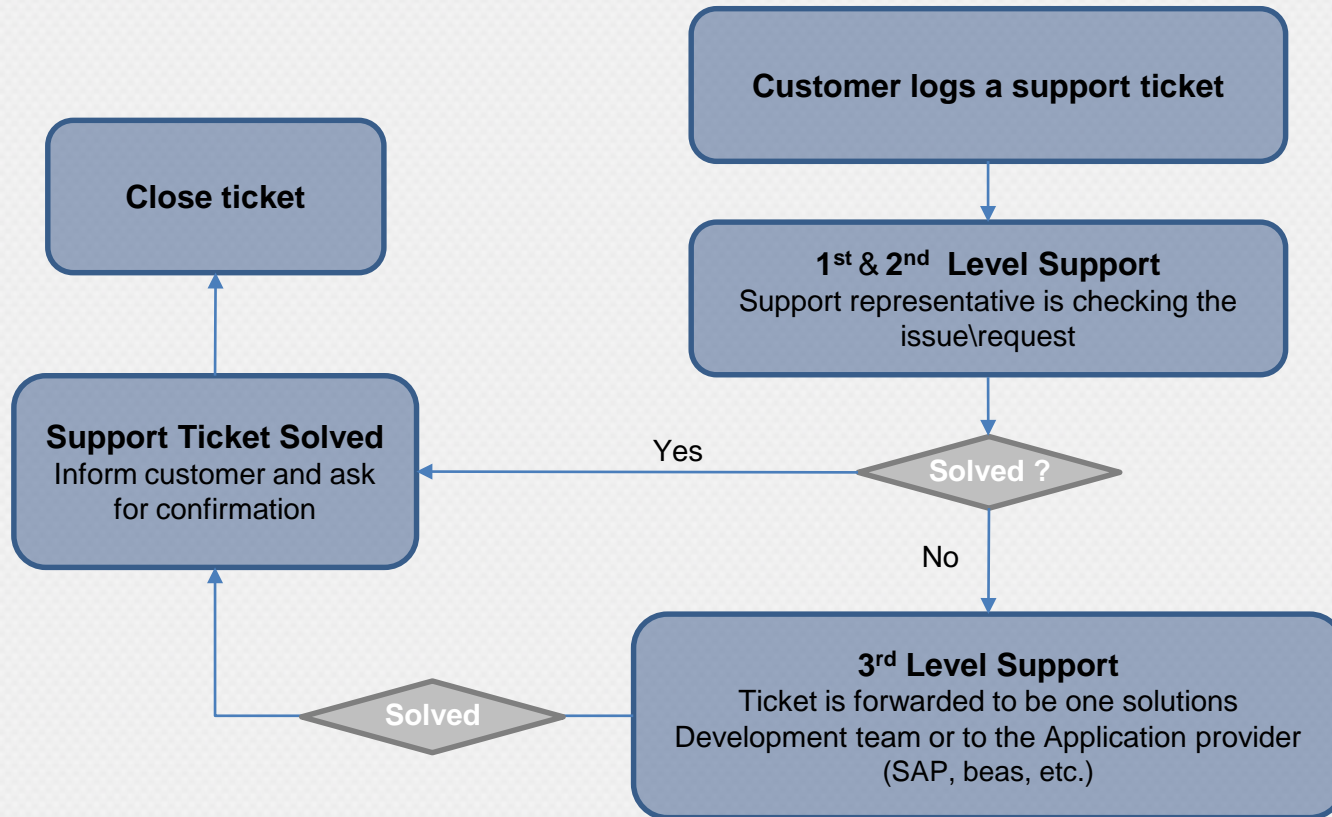


Application Management Services (AMS)

Support Scope

- Support and improvement of customer's business processes with SAP Business One
- Support of SAP Business One and Partners' Add-Ons
- Customized solutions development:
 - ✓ Design,
 - ✓ Development
 - ✓ Implementation
 - ✓ Support
- Deployment and optimization of new SAP Business One features and applications
- Implementation of new functionalities, reports, layouts following customer request
- Complete upgrade process support
- Training for expert key users and new users
- Pro-active support approach
(e.g. upcoming legal requirements, new SBO releases, new features)
- Onsite and offsite support

AMS Ticket Handling Flow



Service Description

- **Global Support Centers:**

Asia, Europe and Americas

Hours of operation in local time: 9am-6pm Monday to Friday

- **Customer Communication:**

For maximum control and full transparency of customer's open tickets and budget, we provide:

- ✓ Monthly support management review calls
- ✓ Monthly activity reports, dashboards and support budget analysis

- **Languages:**

English, German, French, Spanish, Portuguese, Hebrew, Italian, Slovak, Hindi (Indian), Chinese, Japanese, Thai

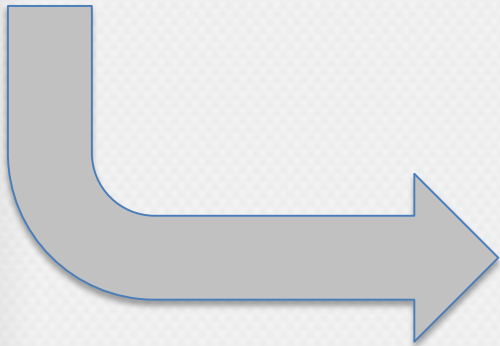


Priority Levels

Priority	Description	Response Time
Low	A problem having negligible impact on the standard use of the software	1-2 Business Days
Medium	A problem causing limitations or restrictions in the use of non-essential functions of the software.	4-8 Business Hours
High	A problem causing limitations or restrictions in the use of essential functions of the software.	2-4 Business Hours
Very High	Emergencies: problems rendering the total use of the software impossible	Within 2 Business Hours

Activity Reports

➔ Ticket Nº	107201					
Ticket Status:	Closed					
Ticket Subject:	Chile Eletronic invoices					
Day	Employee	Service	Activity Description	Hours	Inv.	
Mon, 12/5/2016	Maffia, Daniel	AMS (Off-site) (Retainer x 1:1)	MasterData last changes and tests on QA enviroment before migration, solve problems to RS and BG	8.00	8.00	
Tue, 12/6/2016	Maffia, Daniel	AMS (Off-site) (Retainer x 1:1)	Check out the Canada Master data file and find the error and update the Viewer tool	4.00	4.00	
Wed, 12/7/2016	Maffia, Daniel	AMS (Off-site) (Retainer x 1:1)	Copy scenarios that will be transfer from QA enviroment, copy folders and configs from QA to PROD	3.00	3.00	
Total Support Ticket 107201				15.00	15.00	



**Activity Reports
will be sent on
a monthly basis!**



Budget Reports

Support Retainer Consumption 2016

Purchased Retainer hours

Remaining hours from previous year	-13.30 hours
Q1 Support Retainer Hours Inv. #20152199	243 hours
Q2 Support Retainer Hours Inv. #20162052	243 hours
Q3 Support Retainer Hours Inv. #20162086	450 hours
Q4 Support Retainer Hours Inv. #20162122	450 hours
December Support Retainer Hours Inv. #20162150	275 hours

Total purchased hours 1,647.70 hours

Remaining Retainer Hours

Total purchased hours	1,647.70 hours
Total Consumed Hours	1,789.55 hours

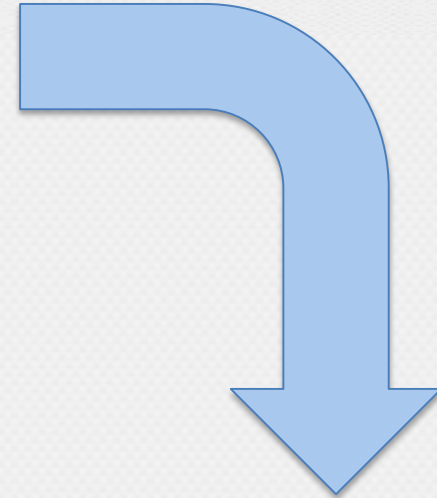
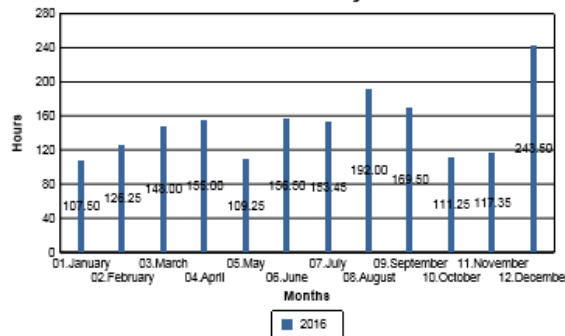
Remaining Retainer Hours -141.85 hours

Consumed Support Hours

01.January	107.50 hours
02.February	126.25 hours
03.March	148.00 hours
04.April	155.00 hours
05.May	109.25 hours
06.June	156.50 hours
07.July	153.45 hours
08.August	192.00 hours
09.September	169.50 hours
10.October	111.25 hours
11.November	117.35 hours
12.December	243.50 hours

Total Consumed 1,789.55 hours

Consumed Hours by Month



**Budget Reports
will be sent on
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Contact Our Support Managers

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