



Application Management & Support by ORBIS

Become our support customer after a successful project!



ORBIS Support ...

Support concept

We offer a tailor-made support concept to fulfill your specific requirements:

- ♦ ORBIS Support ensures fast troubleshooting, minimum downtimes and smooth business processes.
- ♦ Our ORBIS Service Agents will support your key users with regard to all application questions and SAP problems.
- ♦ This allows your IT employees to concentrate more on innovative topics and new business requirements.
- ♦ Our detailed analyses and reports help you to uncover any weaknesses in the processes and any need for additional process expertise. With focused specific further training and process optimization, you will be able to continuously improve the processes in your company.
- ♦ You order individual and scalable service-level agreements.

Support topics

Take advantage of our experience in the following topics:

Support team

Who is part of the team?

All of our Service Agents are SAP consultants, who are working over many years on various international projects and have gained and proven their process and system expertise.

Where is our ORBIS Support Center?

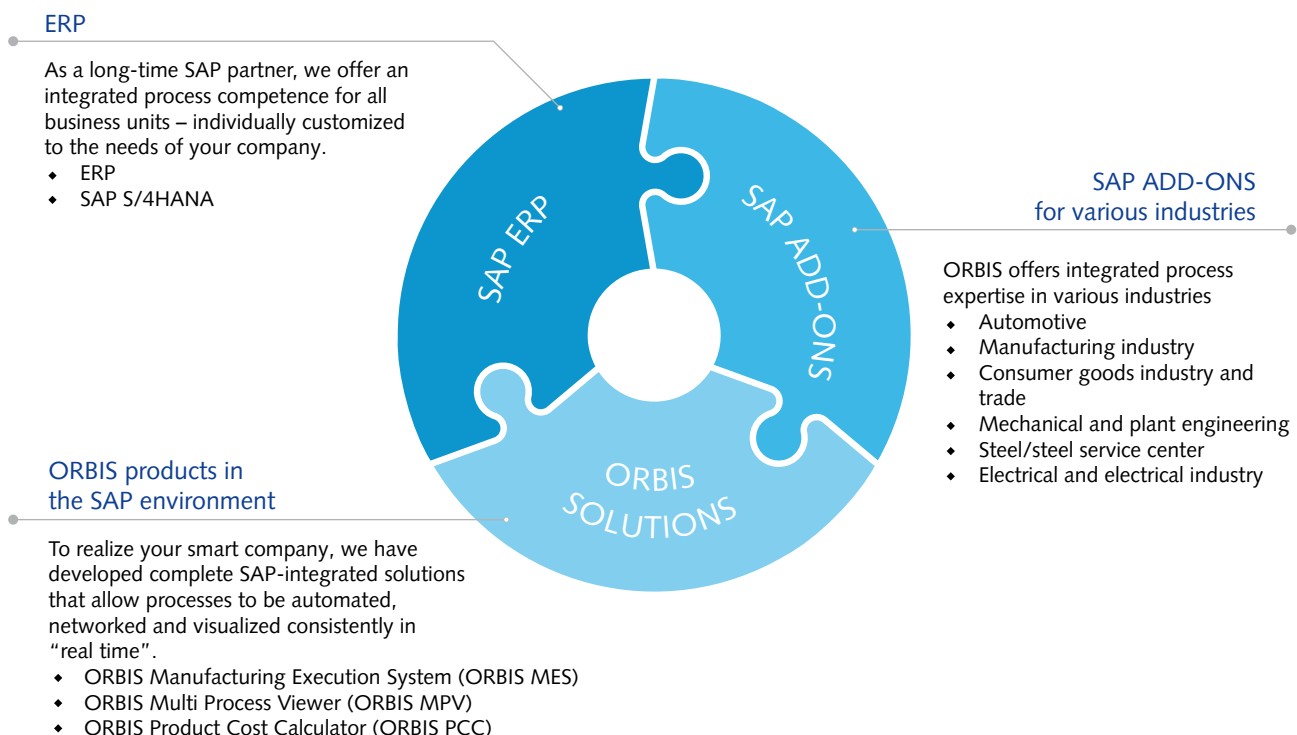
Our Support Center is located in the ORBIS headquarters in Saarbrücken:

Based on a consciously taken decision at the ORBIS headquarters in Saarbrücken, our ORBIS Service Agents have the opportunity to exchange questions with consultants and developers who had worked on the implementation projects before. This allows them to access directly to expertise relating to customer's specific settings and programs.

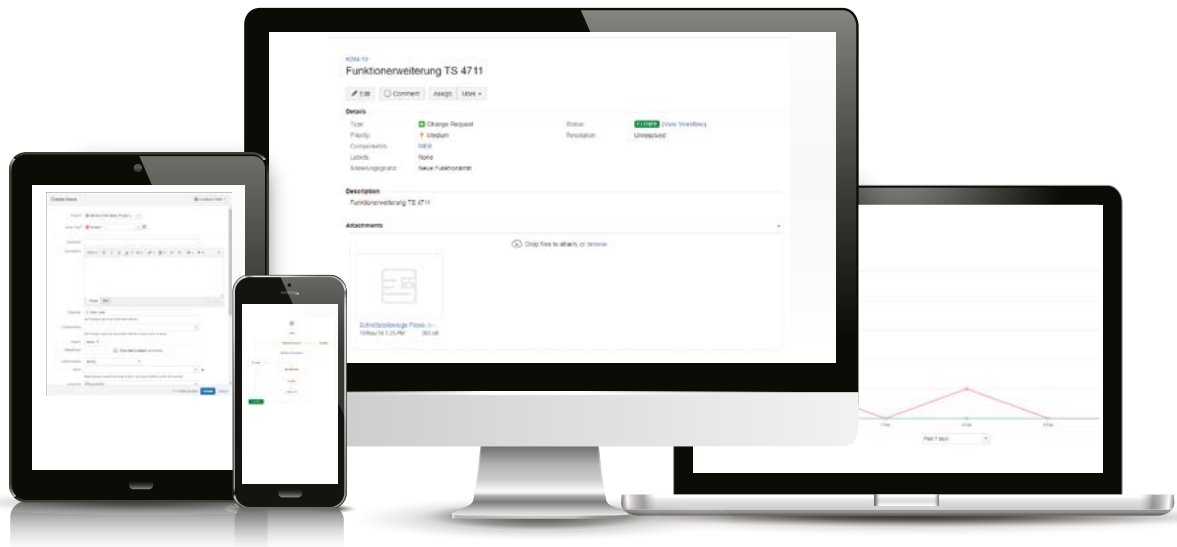
What kind of skills do our ORBIS Service Agents have?

- ♦ Many years of consulting skills in at least one main SAP module and mostly also in other SAP modules
- ♦ Strong knowledge of integration processes
- ♦ Development skills
- ♦ Proficiency in English and in other languages
- ♦ Knowledge of country-specific requirements
- ♦ Knowledge of ITIL processes (ITIL certificated)

ORBIS Process Experience



... reliable & tailor-made



Jira Ticket system

Ticket system

We manage and monitor your incidents and change requests transparently and efficiently on the basis of our Jira Service Desk ticket system. At the same time, Jira enables you to access your tickets and to get information on the latest processing status.

Jira allows our Support Team to involve our consultants and developers as quickly as possible in the solutions process if necessary.

As a result of this integrated and transparent process you are able to improve and optimize continuously your business processes and your support KPIs.

Method

The ORBIS project methodology for introducing SAP and international roll outs guides you smoothly into the Service Transition phase.

During the go live we already try to integrate our Service Agents into your support processes which guarantees the best possible know-how transfer.

Service Transition

The know-how transfer to the ORBIS support team consists of several steps.

◆ Documentation

An updated documentation offers a appropriated introduction for our ORBIS service agents to familiarize themselves with your system and your processes.

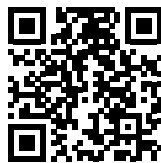
◆ Expertise Transfer Workshops

In Expertise Transfer Workshops, which we design in coordination with your team, our Service Agents acquire the system knowledge to be able to offer you the best possible support for the future!

◆ Integrating our ORBIS Service Agents continuously and independently into your system

Once the Expertise Workshops are being held, our ORBIS Service Agents continuously deepen their already acquired knowledge by independently analyzing your system and familiarity with data and processes.

More information!



www.orbis.de/en/sap-by-orbis/



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