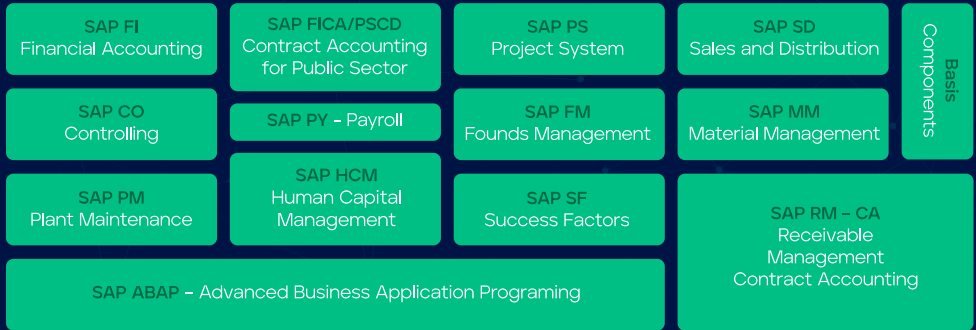




SAP Concierge Third-Party Support by Planetsoft

Break free from SAP's burdensome support contracts by transitioning to Planetsoft Support for assistance whenever you require it. Alternatively, entrust your ecosystem management to proficient IT engineers committed to assisting you in optimizing your SAP technology.

Proven Support for SAP Business Suite Modules and Solutions



Receive the Recognition You Deserve through Third-Party SAP Support

When challenges arise in managing your SAP technology, you deserve a partner **fully dedicated** to being there for you whenever and wherever you need assistance. Planetsoft Support is the **prompt** and **adaptable** solution you've been looking for.



Leverage your existing configuration to its **fullest potential** until you decide it's time to upgrade. Planetsoft Support's SAP third-party facilitates this.



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**Located in
heart of the
Europe**



.....

**7
Languages**



.....

**96.4%
Customer
satisfaction**



.....

**CRs up to
3 MD - free
of charge**

With a business model focused on **real-world enterprise requirements**, we provide top-notch service at a significant cost and administrative advantage compared to traditional ways of supporting SAP Customers. Our approach ensures that quick win adjustments and customization can be made free of charge via a support contract, significantly reducing the approval process and tailoring the SAP suite toward business needs.

Benefits of SAP Support

Immediate Cost Reduction

Lower your SAP Business Suite support fee costs by an average of 62%

Fast Response

Receive a response in minutes from senior SAP engineers

Comprehensive Coverage

Address all issues, including customizations and interoperability issues

Extend Life of Applications

Continue using your stable, customized, and productive applications for as long as you

Flexible Commercial Terms

Contract for services that match your actual licenses and business needs

Bridge to the Future

Control the pace of your transition as you advance to your next ERP solution

CUSTOMER SUCCESS STORY - Haeny AG SAP Support and Maintenance

Häny is an expert system provider of advanced, innovative, and reliable pump solutions.

Throughout this project, we encountered several challenges that required resolution to enhance and **optimize** Häny's business processes. The primary hurdle involved comprehending the entirety of Häny's landscape and swiftly implementing changes, despite lacking prior experience with the customer. Leveraging our highly experienced and dedicated SAP consultants, we **successfully** executed **numerous changes**, significantly impacting and improving existing business processes. Our overarching objective was to achieve customer satisfaction and foster trust from the client.

Simultaneously, this endeavor presented a substantial opportunity for us to showcase our expertise in a foreign market and assume responsibility for maintaining the entire SAP landscape. **We are confident that we have laid the foundation for a long-term collaboration with this customer**, and we have already proposed transitioning to the S/4 Hana solution as a new project soon. We eagerly anticipate the execution of this initiative in the coming days.

Regain **full command** of your SAP solution once and for all. Recently, SAP has been giving precedence to new business ventures and research and development, often neglecting the upkeep of on-premise solutions utilized by customers like yourself.

Many consulting and service partners of SAP may hastily guide you through engagements, urging you to upgrade to costly versions or services even when it's not in line with your preferences or readiness.

Planetsoft Group is **transforming** the SAP support landscape, offering genuinely **customer-centric service** that empowers you to take control once again.

Trade the dissatisfaction of SAP's pricey self-service support model for a dynamic, dedicated team of seasoned engineers from Planetsoft Group who are genuinely invested in ensuring your success.

Swap out the challenges of SAP's costly self-service support model with a **dedicated team** of experienced senior engineers from Planetsoft who are committed to ensuring your success.

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