

Solutions Overview

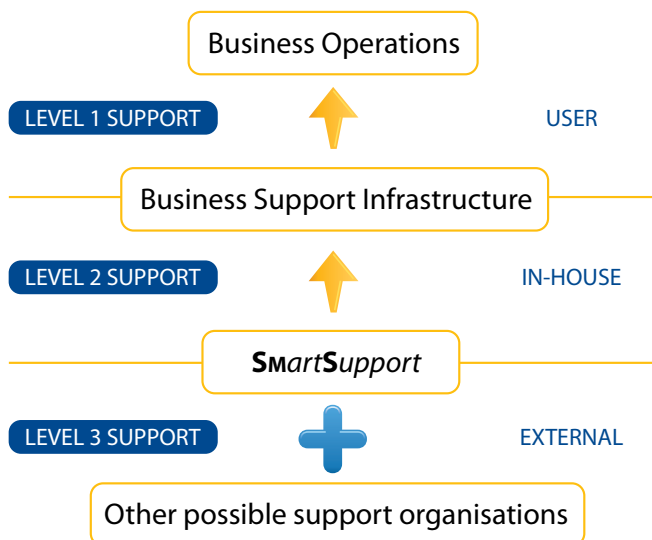
SmartSupport is an SMB 'Smart' service solution designed specifically to meet the needs of the Small and Medium size Enterprise (SME).

It is a flexible package of product and service deliverables aimed at assisting our clients in the support of their business systems infrastructure. We help deal with operational issues and facilitate continuous improvement, by way of a supportive hands-on person to person knowledge transfer philosophy.

Our aim is to get our customers to the point where they are largely self-sufficient, but always able to contact us for further assistance on a regular basis.

The solution is therefore particularly relevant for any SME organisation striving to develop an independent, in-house support capability, in a fast changing business environment.

THE SMB SUPPORT MODEL



SmartSupport is a solution designed to support the business by supporting the in-house infrastructure.

The benefit of the SMB approach is that it provides a way of supporting the business through on-site knowledge transfer. Whilst the team are external to the business, the support they provide is delivered within the business,

which facilitates a far closer working relationship than is sometimes the case with external support delivered via a third-party help desk.

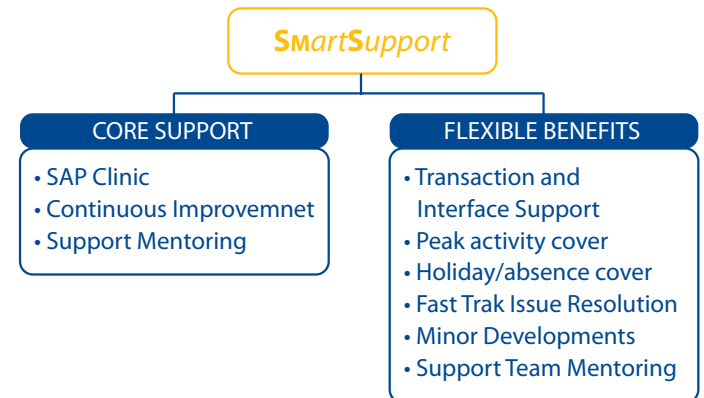
SUPPORT PROFILE REVIEW

To ensure a 'best solution fit' it is recommended that any organisation embarking on developing its support infrastructure should undertake a [Support Profile Review](#) to determine key objectives, direction and focus.

The results of this review would form the basis of a **SmartSupport** solution proposal from SMB.

A TAILORED SOLUTION

SmartSupport provides a solution specifically tailored for the individual enterprise by matching business support needs with the benefits provided from each of the two key **SmartSupport** component areas.



CORE SUPPORT

These are elements of the support structure that provide core systems support and support infrastructure mentoring.

This combines a blend of person-to-person mentoring with knowledge transfer to deal with day to day operational systems issues.

The frequency of the core support elements is completely flexible and will be agreed following the findings of the Support Organisation Profile Review.

SAP Clinic

- Individual sessions with one or a small group of users to resolve issues that have been raised
- Emphasis on knowledge transfer, developing self-help capability
- Develops feedback path for process improvement

Continuous Improvement

- Identify and record areas for processes improvement
- Implement simple or quick system changes which give immediate benefit
- Feedback recommendations for larger changes which will give business return

Support Mentoring

- Advice and training to support personnel

FLEXIBLE BENEFITS

These are elements of the support structure that provide a package of value-added benefits which ensure that the support solution meets the operational needs of the business.

Flexible benefit elements help the support organisation deal with business activity peaks, short-term interim resource, unforeseen operational needs, reprioritisation of issues and ad-hoc knowledge transfer requirements.

Within the Flexible Benefits component, planned days are interchangeable to ensure maximum flexibility from the support organisation to the business.

- **Transaction and Interface support**
Application and Technical support covering key process transactions and interfaces (including specific ABAP code)
- **Peak activity cover**
Additional resource required to cover stock takes, year end processes, promotions etc.
- **Holiday / Absence Cover**
To provide cover for essential personnel during absence periods
- **Fast-Trak issue resolution**
Capacity to provide rapid resolution of business issues that are required ahead of scheduled plan (typically less than 3 days effort)

- **Minor Developments**

Handling minor developments (typically less than 3 days effort) to give process improvement or resolve user-issues

- **Support Team Mentoring**

Additional training or knowledge transfer to the support team or new personnel

SMB SOLUTIONS

SMB Solutions (SMB) is the dedicated SAP Consulting and Services division within SMB Group Ltd, with business activities in the UK and Overseas. Our target market is the SAP SME market place including subsidiaries of larger organisations. We work directly with mid-enterprise customers as well as SAP SME Divisions and the SAP Partner community.

SMB understands the needs of mid-enterprise companies and their business system requirements. Our approach means that we work in partnership with them to ensure that the solution delivered in is line with their needs and the implementation process has minimum impact on business operations.

Additional consulting and software solutions are available from SMB Group and for further information please refer to our website at www.smbolutionsgroup.co.uk or e-mail: info@smbolutionsgroup.co.uk.