

Support Services for SAP® GRC

On-hand expert SAP® GRC advice

Implementing and utilising SAP GRC Access Control is not necessarily that straight forward – it addresses sophisticated business process, technology and people issues in its purpose of improving your business security.

The install, in all but the most straightforward situations, can encounter Basis issues that can eat up your time if you've not been through this before. And once you start the **achieving compliance** phase, based on Compliance Calibrator, the volume of conflicts can be un-nerving! This is also a change management programme and there is generally benefit in seeking the best ways of engaging the hearts and minds of the business users to play their part.

These are areas in which su53 Solutions can save you time and money, through drawing on skills & experience gained from years of SAP security thinking and from our successful GRC projects for clients on complex and sometimes multi-national rollouts.

We can help get you to you maintaining compliance phase earlier, by drawing on our learning, by using the automated tools we have developed to accelerate the implementation process and by utilising our ready-made mitigations and controls. All of these will have a major positive impact on both your risk levels and your cost of compliance.

Knowing how to implement and use SAP GRC effectively takes experience – which builds through the project – but using su53 Solutions brings experience from 10+ implementations right at the start, and empowers you to succeed.

Benefits

- ☑ Rapid and easy access to expert SAP GRC support when you need it
 - On-hand advice to ensure you come up with safe and best solutions
 - Technical support for usability issues not covered by SAP support services
 - Guidance on effective use of the GRC suite to improve security & reduce compliance costs
 - Avoids risk through having expert advice from GRC professionals with the essential and rare skills you need
 - Immediate answers help to avoid major work later (i.e. utilise support units to stay ahead of the game and avoid the known pitfalls that many fall into without expert help)
- ☑ Pre-budgeting avoids the need to approve an order each time, saving time and administration delays and costs
- ☑ The simple Unit based charging approach is easy to understand and apply, and ensures we work hard to get resolution!

Service Overview

The objective of this service is to provide planned or ad-hoc expert SAP GRC support to your organisation with the minimum of delay and administration.

An annual agreement is put in place to include a number of pre-paid **Service Units**, which are then called off according to the type of service you need – email, phone, remote access or site-visit. Your service request is charged at a flat rate as in the table below. You will receive a monthly statement allowing you to monitor your usage and budget, and you can add top-up **Service Units** at any time.

The aim is to have a quick and easy way of giving you help, and to work together to resolve your issues and help you to improve the level of governance in your business.

Service Detail

You define the type of call. We then respond and provide resolution, or agree with you, if the call is complex, that it will take longer – in which case a higher number of **Service Units** is charged.

SERVICE UNIT CHARGES	Simple	Complex
Email	2	6
Voice Call	3	6
Remote Access	5	8
Consultancy day	20	

Service Terms

- Includes reasonable expenses (any additional expenses will be agreed in advance)
- All calls are set as simple and only reclassified as complex by agreement: excessively complex issues will be subject to a further estimate
- Calls are charged at the higher rate only, i.e. if a call needs remote access leading to a site visit, then only the site visit rate applies
- Site visits are 10.00 - 16.30 on site in the UK unless stated
- Charges exclude VAT
- Initial activity from both parties is required to set-up secure remote access: su53 Solutions does not charge for this provided a minimum of 100 Units is initially purchased

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