

Security Advice, Guidance & Support Service

On-hand expert SAP® Security advice

...what you need, when you need, and how you need.

SAP Security and GRC is a broad and complex area, bringing together SAP technology products, SAP based data and reports, business & security processes, and cultural mindsets. People with responsibility in this area – from SAP Basis and Authorisations teams to Compliance Managers, from Auditors to Chief Executives – may need to discuss issues and problems with someone else, an expert who can check, advise or perhaps solve a particular issue.

This often needs handling quickly and easily – and often you don't want the hassle of setting up a project, or going through proposals and negotiations about the service and its scope. You may just need someone who knows what they're doing, is enthusiastic about helping you, and is easily accessible – by email, phone, or by remotely accessing your system.

Service Overview

The objective of this service is to provide ad-hoc expert SAP Security 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 overleaf. 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 reasonably together to resolve your issues and help you to improve the level of governance in your business.

Benefits

- ☑ Rapid and easy access to expert SAP Security support when you need it
 - ➔ On-hand advice to ensure you come up with safe and best solutions
 - ➔ Avoids risks in your security through having expert advice
 - ➔ Immediate answers help to avoid major work later on
 - ➔ Cover if staff unavailable through holidays/sickness
 - ➔ Confidence in your security – for you and for the business
- ☑ 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 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 purchased

su53 Solutions focuses exclusively on GRC and Security in businesses using SAP and is one of the few businesses dedicated to the continued development of expertise in applying SAP Security and Virsa technology.

SAP® is the registered trademark of SAP AG in Germany and in several other countries