



## Overview

For more than a decade, Spinnaker Support has been one of the most trusted providers of third-party support, managed services, and consulting for SAP and related enterprise software products.

With Spinnaker Support managed services, we augment or assume complete responsibility for a range of IT operational functions and/or day-to-day technology management. We offer four distinct packages of managed services that cover your ongoing needs related to SAP HANA. Customers trust us to keep their SAP applications running smoothly, securely, and in compliance, and to help them navigate from on-premise to hybrid to cloud when they are ready.

### TODAY'S IT RESOURCE CHALLENGES

To keep their SAP HANA environments operating at peak performance, enterprises are seeking better and more cost-effective external services and resources. You want services like around-the-clock performance monitoring, improved IT function and technology management, and optimization of interoperable systems – all while building a bridge between your legacy and future technologies.

Now imagine that service, support, and advice is available when you need it and how you need it, from a single vendor at a reasonable price. Imagine gaining the staffing and SAP expertise you want without getting prematurely locked into expensive, ever-expanding projects like an S/4HANA migration. Spinnaker Support's managed services can help.

### SPINNAKER SUPPORT'S MANAGED SERVICES FOR SAP HANA

Spinnaker Support has been delivering SAP managed services for years. Our services and skillsets cover virtually every SAP enterprise application and surrounding technology environment. We help to augment your staff to fill capability gaps in your IT team, maintain system operability, and help ensure ongoing security and interoperability, often at less cost.



#### COMPREHENSIVE SERVICES

ITIL-centric services, customized for your applications and operations



#### DELIVERED AS NEEDED

Responsive services provided 24/7/365, remotely or on-site



#### GLOBAL ENGINEERING TEAM

Level 2 and 3, with average 16+ years' experience on HANA



#### ESCALATION, WHEN REQUIRED

Ability to bring in expert Level 4 staff if required



#### 'LIFETIME' SUPPORT FOR HANA

Optimizing database performance and uptime for as long as you need



#### ADDITIONAL ASSISTANCE AVAILABLE

Third-party software support or consulting options if required

### SUPPORTED VERSIONS

SAP HANA releases 1, 2, and S4

### SUPPORTED PRODUCT AREAS

- Index Server
- Name Server
- Pre-process Server
- Statistical Server
- Studio Repository
- XS engine
- Java
- HTML
- Performance Tuning
- SQL\*Plus
- SQL\*Loader
- PL/SQL
- Cloud environments
- Advanced Security
- Diagnostics
- OLAP

### SUPPORTED APPLICATIONS

We support both standalone SAP HANA instances and SAP HANA in conjunction with all SAP applications.

“ Spinnaker Support engineers go above and beyond to resolve our issues in a timely manner. They provide customized support by knowing our SAP environment, and I am able to reach an expert directly and quicker than our previous vendor support. ”

—Peter Girgis, VP and CIO



## SPINNAKER SUPPORT MANAGED SERVICES PACKAGES

Spinnaker Support offers four mix-and-match packages that represent specific sets of managed services. Customer can select one or more of these to suit their operational needs. The On-Demand package is an a la carte approach to support additional application, environment, and staffing needs.

PACKAGE	NEED	SERVICES
<b>Monitor &amp; Advise</b> 	You want to outsource proactive, around-the-clock performance monitoring with immediate notification of performance issues your internal staff should address.	<ul style="list-style-type: none"> <li>• 24/7 performance monitoring</li> <li>• Log tracking</li> <li>• System health checks</li> <li>• Issue Triage and Advisory</li> <li>• Timely reports</li> </ul>
<b>Monitor &amp; Operate</b> 	You want to outsource around-the-clock performance monitoring and the day-to-day management of your basic IT operational functions and technologies.	<ul style="list-style-type: none"> <li>• All features of Monitor &amp; Advise package</li> <li>• Fast Issue Response – Level 2</li> <li>• User Access Management</li> <li>• Database Patching</li> <li>• Security Patches</li> <li>• Backup Configuration/Schedule</li> <li>• Cloning</li> </ul>
<b>On-Demand</b> 	You want assistance beyond what is covered in other packages. This flexible, ala carte approach to managed services supports additional application, environment, and staffing needs.	<ul style="list-style-type: none"> <li>• Major Upgrade to database</li> <li>• Performance tuning</li> <li>• Server Migration</li> <li>• Integration with 3rd-party products</li> <li>• Custom development/extension</li> <li>• Install/Configure new databases</li> <li>• Disaster Recovery/High Availability setup</li> <li>• And more...</li> </ul>
<b>Managed XaaS</b> 	You require managed services for your next-generation XaaS solutions, whether enterprise applications or infrastructure in the public cloud (IaaS) or as Software as a Service (SaaS).	<ul style="list-style-type: none"> <li>• SaaS Managed Services</li> <li>• IaaS Managed Services</li> </ul>

## SPINNAKER SUPPORT CONSULTING SERVICES

When the need arises for external assistance on high-impact and time-intensive projects, Spinnaker Support can help. In addition to our third-party support and managed services, we provide project-based consulting services, including:

- Application migration strategy and deployment
- Application architecture and design
- Vulnerability and security assessments

## HIGHEST RATED CUSTOMER SATISFACTION

In our 2019 annual customer satisfaction survey, covering the 2018 fiscal year, we reported a record **98.6% overall customer satisfaction**, which we believe is the highest in our industry. Survey results are based on more than 500 customer responses.



## ABOUT US

Founded in 2008, Spinnaker Support is the only vendor to deliver a unique blend of third-party support, managed services, and consulting for SAP. Customers consolidate their service needs with Spinnaker Support and trust us to keep their enterprise applications running at peak performance while helping them navigate from on-premise to hybrid to cloud. Spinnaker Support's award-winning blend of services span SAP's entire software platform.

