

B4 Consulting, Inc. Application Management Services

About AMS

B4 Consulting's Application Management Services (AMS) deliver cost-effective and customer-responsive global support for SAP® Business One users, ensuring ongoing and optimal performance of the SAP Business One solution.

AMS Value

A gold-level SAP Channel Partner and authorized reseller of SAP Business One, B4 Consulting is considered the *go-to* partner for global SAP Business One rollouts. International subsidiaries and a relationship with S&T, which has a presence in 22 countries, give B4 Consulting an international footprint and unparalleled expertise in SAP solutions. AMS customer service teams are available on-site or remotely to help SAP users derive the best results from their implementations.

AMS Services

- Post-implementation Application Support
- Application Optimization
- Ongoing Improvement of SAP Solutions
- Global Follow-the-Sun Support: Monday – Friday; 8:00am – 6:00pm CET
- On-call Support
- 24x7 Live Remote Support
- Daily, Weekly & Monthly Updates; Newsletters; Reporting
- Advanced Call Center Capabilities
- Multi-language Support: English, Chinese, German, Japanese
- AMS Customer Portal

Support Options

1st & 2nd Level

- Supports Key SAP Users
- Business Process Consulting
- Issue Management & Resolution

Ongoing Improvement

- Optimizes structures, applications & processes
- Creates New Reports or Forms
- User Training

Continuous Maintenance

- Monitors & Maintains Interface
- Implements Support Packages
- User Administration

Business Change Management

- Long-term SAP Development Plan
- Consulting support & New Process Implementation
- Release Upgrades

Support Packages

Platinum- Annual Agreement

- 40% of Licensing Fee + User Count Fee
- Unlimited Calls

Gold - Retainer Agreement

- Retainer Rate
- 1-day Monthly Minimum

Silver – Pay-As-You-Go Agreement

- Standard Rate
- Per-hour Billing

Worldwide Headquarters

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