

## B4 Consulting, Inc. Application Management Services Facts

### About AMS

B4 Consulting's Application Management Services (AMS) deliver cost-effective and customer-responsive global support for SAP® Business One and SAP Business All-in-One solutions. AMS customer service teams are available on-site or remotely to help SAP users continually optimize their SAP solution.

### 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

#### 1<sup>st</sup> & 2<sup>nd</sup> Level

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

#### Continuous Maintenance

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

#### Ongoing Improvement

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

#### 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

#### Silver – Pay-As-You-Go Agreement

- Standard Rate
- Per-hour Billing

#### Gold - Retainer Agreement

- Retainer Rate
- 1-day Monthly Minimum

### Worldwide Headquarters

B4 Consulting, Inc.  
1400 Main Street  
Waltham, MA 02451

Tel: +1 888 446 4872  
Email: [globalsupport@b4-consulting.com](mailto:globalsupport@b4-consulting.com)  
URL: <http://www.b4-consulting.com/support>

