



## SAP® Partner Center of Expertise

Enterprise support is delivered through the B4 Consulting Partner Center of Expertise (PCoE). As a certified SAP PCoE, B4 Consulting provides industry-leading SAP-compliant services and support delivery processes for SAP Business Objects and SAP Business All-in-One solutions. Our SAP support expertise enables:

- Deployment of industry-leading standards to streamline implementations and ongoing maintenance
- Comprehensive system integration throughout the solution life cycle
- Achievement of a near-zero downtime to increase business continuity
- Reduced downtime through a built-in provision of standardized diagnostic tools, integration testing, and business process monitoring
- Competitive Service Level Agreements that decrease time to resolution

## Application Management Services

In addition to being a PCoE, B4 Consulting offers Application Management Services (AMS). AMS delivers cost-effective and customer-responsive global support for SAP® Business One, SAP Business Objects, and SAP Business All-in-One solutions.

### AMS 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 & New Process Implementation
- Release Upgrades

we're all about **supporting**  
your SAP solution

- Certified SAP PCoE
- World-class Quality & Value for Maintenance/Support
- Industry-leading SAP Compliance
- Application Optimization
- Ongoing Improvement
- Follow-the-Sun Support
- On-call Support
- PCoE 7x24x365 Live Remote Support
- Daily, Weekly & Monthly Updates; Newsletters; Reporting
- Advanced Call Center Capabilities
- Multi-language Support
- AMS Customer Portal

B4 Consulting, a key partner and collaborator with SAP, is your *go-to* for end-to-end SAP solution operations optimization. Reselling and implementing the entire portfolio of SAP general business solutions, B4 Consulting is your full-service partner with comprehensive SAP service offerings.

