

STRATEGIC MANAGEMENT, BUSINESS, TECHNICAL EXPERTISE

Companies today are challenged with their ongoing SAP management. Why pay for full-time SAP resources when you can have the support required across all SAP modules from an experienced SAP managed service support team on a task-by-task basis? Laurus Technologies FirstCall SAP Support Services gives you an experienced team of SAP professionals. Unlike other companies the Laurus management team is comprised of SAP consulting executives with over 45 years of global SAP experience providing you with the comfort of knowing your SAP tasks will be successfully completed. Our customers work with a dedicated team and a single point of contact for all of your SAP needs.

BROAD RANGE OF SUPPORT SERVICES


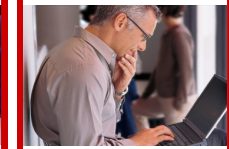

Laurus Technologies optimizes your in-house resources by offering you a broad range of SAP support services. We help you focus on mission-critical issues, and enable you to offload day-to-day operations. Our services are ideally suited to organizations that have deployed SAP and are looking to minimize ongoing maintenance and support costs and utilize knowledge transfer to educate their staff and identify process improvement opportunities.

By leveraging our skilled professional team working in tandem with your IT department, we can help you leverage SAP investment to reach your company's goals while providing you a level and predictable cost structure. Our experts can deliver answers to your help desk queries faster, providing SAP expertise at their fingertips and providing you the data to ensure that your SAP performance is meeting your business goals.

ENHANCEMENTS & PROJECTS	CONTINUOUS IMPROVEMENTS
 <p>ENHANCEMENTS, ACQUISITIONS, DIVESTITURES, UPGRADES</p> <p>YEAR END AND OTHER SMALL PROJECTS, SERVICE PACKS</p> <p>CREATION OF NEW BI CUBE</p> <p>FUNCTIONALITY ASSESSMENT</p> <p>FEASIBILITY ANALYSIS OF SAP FUNCTIONALITY FOR BUSINESS REQUIREMENTS</p>	 <p>TRAINING ACTIVITIES</p> <p>TESTING</p> <p>EXPANSION (E.G. GTS, SEASONAL PROCUREMENT)</p> <p>STRATEGIC PLANNING</p> <p>NEW MODULES AND FUNCTIONAL</p>

SAP SUPPORT SERVICES COVERAGE LEVELS

Laurus Technologies FirstCall SAP Support Services are customized to meet your requirements. We can provide support to supplement your team for FICO, MM, PP, SD, ABAP, Basis – and others – for a fraction of the cost of what you are currently paying.

LEVEL I	LEVEL II	LEVEL III
 <p>SAP & BUSINESS PROCESS</p> <p>GENERAL END-USER SUPPORT</p> <p>CREATE OR RESTART BATCH JOBS</p>	 <p>EASY CUSTOMIZATION</p> <p>EASY CONFIGURATION</p> <p>TROUBLESHOOT PROGRAM FAILURE</p> <p>SYSTEM ERROR RESEARCH</p> <p>FOCUS ON "HOW TO" ISSUES</p> <p>GENERAL APPLICATION DIAGNOSIS/TROUBLE-SHOOTING</p>	 <p>ABAP DEVELOPMENT</p> <p>SAP SCRIPT/SMART FORM DEVELOPMENT</p> <p>ALE AND EDI DEVELOPMENT</p> <p>CUSTOMIZATION OF NEW BUSINESS UNITS AND SAP MODULES</p> <p>CONCENTRATES ON CONTINUOUS IMPROVEMENTS</p>

Strategic Management Support:

Business and Solution Architect: Optimization, new functionality.

Technical and Infrastructure: Landscape optimization, integration and new functionality support

Production Support:

Technical programming services: ABAP, Java Interface development and NetWeaver Components

Functional: Application configuration and integration

Platform Support:

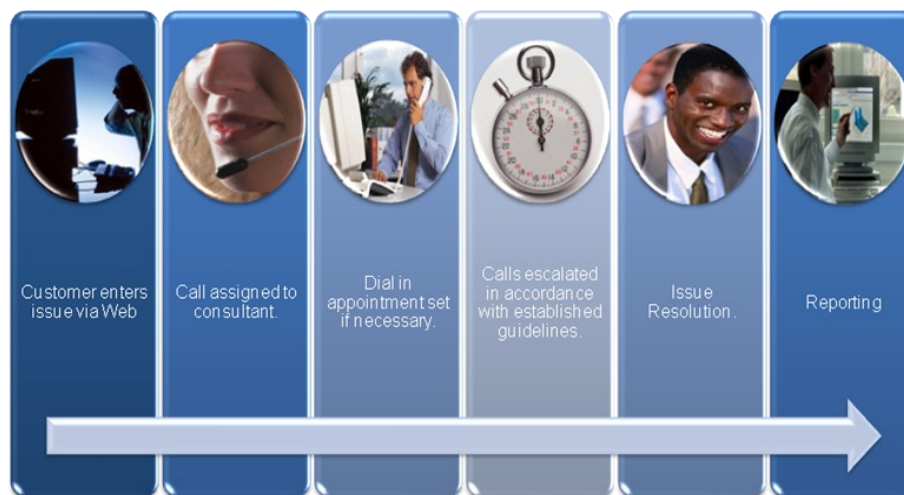
Basis: System administration, security, transport management, performance management

Infrastructure: Database and operating system admin, back up and recovery, high availability

WHY CHOOSE LAURUS FOR SAP SUPPORT?

Laurus Technologies is the same company that brings you managed services for Master Data Management (Master Data eXchange) and SAP Quadrante Software tools. If SAP is your enterprise system then you need to partner with Laurus Technologies.

- One-stop access for all functional and technical support needs.
- Eliminate the trouble of locating a different skill set to address each issue that arises.
- Full Service – one team composed of Operations, Applications, Product Services and Service Management.
- We hire only seasoned industry professionals with SAP experience.
- Experienced support consultants that average 8 yrs SAP and 10 yrs overall business experience
- Core Team for support and for project leadership (upgrades, roll-outs etc.)
- Global processes, local presence.
- SLAs individually tailored to match unique customer requirements.



LAURUS TECHNOLOGIES ISSUE TRACKING PROCESS

ABOUT LAURUS TECHNOLOGIES

Laurus Technologies is an IT solutions provider that leverages its expertise to identify and solve business challenges. Laurus' goal of a 100% referenceable customer base has resulted in the company becoming one of the fastest growing solution providers in the U.S. Laurus Technologies' people are experts in managing the growing complexity of digital content and data, developing security & compliance solutions, and managing enterprise master data. The company's strength is its combination of business knowledge, technical talent and strong focus on customer business objectives.

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