



Independent Oracle and SAP Support



CONTENTS

EXECUTIVE SUMMARY 3

 Company Overview3

 Cost savings and risk sharing3

 Service Guarantee4

 First class, bespoke service delivery4

 Description of Services Included7

Additional Services 9

EXECUTIVE SUMMARY

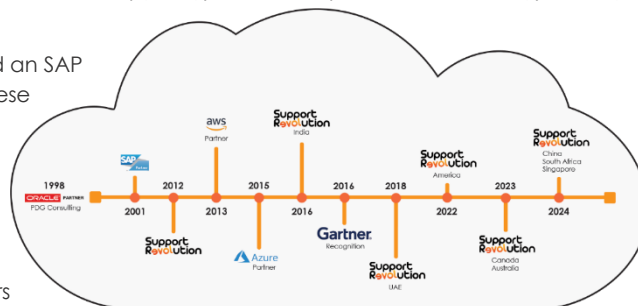
Company Overview

Support Revolution is the leading provider of independent third-party software support and maintenance for SAP and Oracle systems. Support Revolution was founded on 30 September 1998. We have been providing SAP and Oracle services since that date.

Support Revolution is privately owned, with headquarters in the UK. We serve customers across the globe with support teams on hand 24/7 to provide a bespoke and technically excellent service, going far above and beyond what you'd expect from a support partner. We place a high emphasis on quality. We are ISO 9001 (quality), ISO 27001 (information security) and Cyber Essentials accredited.

Support Revolution was, until recently, an Oracle partner and an SAP partner for over 20 years. In early 2019, we terminated these partnerships so that we could offer the best service possible to our customers without any restrictions from the manufacturers. We are the only third-party support partner that was formerly an Oracle and SAP partner and the only one with the level of expertise that this brings.

Our senior management team are based in our headquarters in Berkshire, UK. Our teams operate from there and from our 8 other offices across the globe, with a large proportion of the team working completely remotely from their chosen location.



We have offices in the UK, North America, Canada, South Africa, the United Arab Emirates, India, China, Singapore and Australia. Our staff speak 15 languages and support customers across the globe.

Cost savings and risk sharing

Our service delivery, account management, and leading industry partnerships collectively lead to success and cost reductions for our clients. We expect that our pricing will be the most competitive in the market, whilst maintaining service delivery by appointing a dedicated team that will work closely with you. We will share risks with you and work with your teams to identify further cost reductions and pass on any savings so that you get the most efficient and cost-effective service. This approach to pricing enables us to deliver **50-90% cost reductions** to our clients.

By partnering with Support Revolution, our clients get a much better service, better security and access to a range of additional services to make further savings and improvements. From the start of the service, we will focus on stabilising and improving your Oracle and SAP systems which will generate efficiencies that mean there will be less issues to fix, and we can pass these savings on to you.

We offer a **free of charge license review** at the start of our service, **free of charge transition** from the vendors support to ours, and **free of charge security tool implementation, training, support and guidance**. Finally, throughout the term of the contract, we have included **a free and unlimited number of "Ask the Expert" sessions** so that your team can get expert advice and guidance on any area of your Oracle and SAP systems at any time.

In addition to our free of charge offerings, clients can also increase the volume of software in support by up to 10% without paying any additional fees. If the volume of supported software decreases by more than 10%, we will adjust our fees accordingly at the next renewal point. **We offer a range of payment options including monthly in advance, quarterly in advance at a 1% discount and annually in advance at a 2% discount.**

Service Guarantee

We understand that this will be a big change for organisations, and so if during the initial term of our service we fail to live up to our promises and our clients wants to return to the vendor's support service, we will help you to return, pay any reinstatement costs and give you a full refund of our fees. We promise:

- To deliver a more responsive support service than Oracle and SAP with a dedicated support team tailored to your needs.
- To resolve issues with supported products.
- To improve system security.
- To maintain interoperability.
- To defend license compliance issues if you are audited by the vendor as a direct result of our service.
- Not to infringe the license terms or Intellectual Property rights of Oracle and SAP.
- To support your systems and customisations for as long as you wish, with no forced upgrades and no de-support dates.

First class, bespoke service delivery



Good customer service means consistently meeting customers' expectations. Great customer service is quick, easy, personalised and empathetic. We use these principles to help our team deliver exceptional customer service. Our base of over 300 customers rates us at **97.9% satisfaction**, with an outstanding **Net Promotor Score of 74.29%**.

We pride ourselves on this high service delivery, built since our inception in 1998, and will ensure that your organisation receives the same level of service.

Our **Revolutionary Service Level Agreement** is our commitment to providing you with an initial response, regular updates and a **target resolution time** for incidents, problems and service request you raise with our support team.

Priority	Initial Response Commitment	Client Update Commitment	Target Resolution Time
1	10 Elapsed Minutes	Every 1 Elapsed Hour	2 Hours
2	20 Elapsed Minutes	Every 1 Business Hour	4 Hours
3	1 Business Day	Every 5 Business Hour	3 Days
4	1 Business Day	As Appropriate	5 Days
5	1 Business Day	As Appropriate	10 Days

Revolutionary Support replaces Oracle and SAP support & maintenance and improves upon their service. Our service includes break/fix incident management, problem, change and service request management. We provide global tax, legal and regulatory compliance software updates, improve Oracle and SAP security and vulnerability management using a range of tools and hardening techniques and include access to our Service Desk system including our Artificial Intelligence-based diagnostic platform with our comprehensive knowledge base articles, white papers, "How To" guides and videos. We help you to optimise your Oracle and SAP licenses and defend you in the case of a license audit if it arose because you joined our service. As a minimum you will benefit from:

- Our comprehensive **Service Level Agreement with service guarantees**.
- **Management dashboards** on our support portal to review and measure the quality of our service.
- Transition to our service and the creation of **your software archive**.

Revolutionary Security is our Oracle and SAP security hardening, monitoring, and protection service which provides you with a robust and proactive solution to safeguard your Oracle and SAP environments. Cyberattacks are on the rise, and according to the World Economic Forum, there has been a 72% increase in data compromises since the previous high in 2022 with the cybercriminal economy pulling in an incredible \$8.4 trillion in 2022. Our service combines expert-led assessments, strategic recommendations, and ongoing monitoring to mitigate risks, enhance compliance, and maintain the integrity of your Oracle and SAP systems to help you avoid cyberattacks. As a minimum you will benefit from:

- **Security Hardening:** We will assess your Oracle and SAP estates against industry benchmarks, and implement recommendations to harden your systems and reduce the attack surface.
- **Security Tooling:** We will implement a "Defence in Depth" strategy with best-in-class tools and techniques to meet the needs of your Oracle and SAP estate.
- **Continuous Monitoring:** Our advanced monitoring and alerting capabilities will continuously monitor your Oracle and SAP environments, detecting and responding to potential security incidents in real-time.
- **Compliance & Regulatory Adherence:** We will adjust your audit controls to comply with attestations such as SOC2, HIPAA, GDPR and PCI4.0, recommend changes to processes and implement compensating controls.
- **24x7 Incident Response & Remediation:** We will inform you of the latest security threats, industry best practices and security updates ensuring your systems remain secure and up to date.

We provide a range of additional bespoke fee-based security services including:

- In-depth security assessments to evaluate the security posture of your estate and provide guidance on improving security within your processes and infrastructure.
- Implementation of additional security solutions, tools and compensating controls.
- Advice and guidance on your security roadmap.



Don't just take our word for it...

“

When I first heard about the Support Revolution offering, I thought it seemed too good to be true... now we are using their service I know it is true.

Peter Neumann
Head of IT

”

“

We are so grateful to all of the team at Support Revolution for helping us lower our IT expenditure, and for doing it so quickly too.

Dawn Eadington
Oracle Support Manager

”

“

Their team have always been a huge help with any query we've taken to them, being very responsive and approachable and clearly specialists in what they do.

Martin Kunz
Service Delivery Manager

”

Dedicated account management team

All of our clients are important to us and we work as an extension of your team. This means that we will dedicate an account management team to you so that you always receive top quality customer service.

Your Product Lead (Oracle or SAP) and **Account Manager** will head up your dedicated team and will be responsible for the day-to-day management of the service and communication with your stakeholders.

You will benefit from relationships with the Head of our Infrastructure Team, Head of our Security Team and the Head of Support Services all of whom report directly to our CEO. The Head of Account Management will act as key escalation point for the relationship and support you with strategic decisions when migrating away from Oracle and SAP support.

Our team is highly experienced with an average of over 20 years product expertise, and because of this can identify the root cause of incidents and resolve them quickly.

The Cadent logo consists of the word "Cadent" in a bold, orange, sans-serif font.

Your Gas Network

We really appreciate all the support provided by Support Revolution; you have really gone the extra mile.
Jack Westman, IT Service Owner, Cadent Gas

Industry leading partnerships

We are recommended by Gartner for the provision of independent Oracle and SAP software support. Our service is ISO9001 (Quality), ISO27001 (Information Security) and Cyber Essentials accredited. We have strong industry leading partnerships that have been built over 25 years which help us build and develop bespoke solutions for our clients.



Gartner®

FORMER
ORACLE®
PARTNER

FORMER
SAP
Partner

Support Revolution are an Amazon Web Services (AWS) and Microsoft Azure partner and can move our clients to either Cloud, depending on your preference. We manage this directly with AWS and Microsoft Azure.



Description of Services Included

Our mission is to revolutionise legacy software support.

We started the 'Support Revolution' to release customers from onerous and unfair software support contracts with Oracle and SAP, and to create a community of like-minded organisations that are committed to regaining control of their IT roadmap. Everything we do is aimed at empowering our customers. We free them from mandatory software upgrades, support all versions (no matter how old), and support all of their systems for as long as they wish, wresting control of their IT roadmap away from the software vendor and giving it back to them.

We strive to deliver a much better software support service than Oracle and SAP, for a drastically reduced price, and to meet the needs of our customers as their estates evolve.

Our core service includes:

- Break/Fix Services where we resolve every issue you present in a timely and comprehensive manner.
- Global tax, legal and regulatory compliance software updates. Our team combine legal research, government sources, industry partnerships and client feedback to confirm the requirements for tax, legislative and statutory updates then deliver software updates to you customised to your systems and geographical needs.
- Security and vulnerability management. We provide a robust and layered security posture to protect your full technology stack and use a variety of industry-leading tools and services to offer full protection for your software assets.
- Advisory services. We include an *unlimited* number of "Ask the Expert" sessions so that our customers can consult with our most experienced consultants *free of charge*. You can get advice on software upgrades, operating system changes, browser updates, Cloud projects, database moves, new implementations, customisations, security, system architecture design and performance.
- Our Service Desk system includes our Artificial Intelligence-based automated diagnostic platform, "Smart Suggestions" which analyses new incidents and over 25 years of historic incident data to expedite incident resolution to mitigate potential risks.
- **Revolutionary Transition.** We download your software entitlement from Oracle and SAP before you join our service. We then train your staff and get them ready to use our service. We provide a formal project plan for the move and project manage the transition. We complete all transition work *free of charge*.
- **Revolutionary License Advisory.** We review your Oracle and SAP licenses and match them to your deployment. If you are under- or over-licensed, we will help you to make changes and ensure you are getting the most from your license grant. We also assist our SAP customers in the submission of their annual SAP license statement. This is all included in our service and *free of charge*.

Transitioning to Our Service

During the transition from Oracle or SAP to Support Revolution, we will meet with your team and your partners to discuss and understand your environment in detail. This will help us to understand your future plans for IT software upgrades, hardware refreshes and determine potential upgrade paths. We will use this information to download all software which you are entitled to and may need in the future.

Support Revolution v Vendor Support

Our Revolutionary Oracle and SAP Support service replaces and improves upon the support service that our clients currently receive from the vendor. The scope of our service includes the below:

SERVICES	SUPPORT REVOLUTION	SAP	ORACLE
Service Requests	Yes	Yes	Yes
Patches / Notes	Yes	Yes	Yes
Legal & Regulatory Patches	Yes	Yes	Yes
24x7 Support	Yes	Yes	Yes
Cloud Services	Yes	Yes	Yes
Security Tools, Updates & Patches	Weekly	Monthly	Quarterly
Support for Customisations	Yes		
Primary Support Contact	Dedicated Lead with assigned team		
Support for Performance Issues	Yes		
Interface Support	Yes		
Free "Ask the Experts" sessions	Unlimited		
Monthly Service Reports	Yes		
Account Management Meetings	Yes		
Service Level Agreement (SLA)	Yes		
Removal of Shelfware	Yes		
Advanced Security Tools, Monitoring & Services	Yes		

ADDITIONAL SERVICES

You will find our support service far more cost-effective, sustainable, responsive and reliable than the service of the software manufacturers. You will be able to utilise your current Oracle and SAP systems and versions for many years to come and to align their lifespan with your IT strategy. You will be able to reinvest the savings in effort and money into other projects. We offer a range of additional services to customise, optimise and transform your systems.

Revolutionary Oracle Managed Services

Our Oracle Managed Service offering provides full second line functional and technical support. We keep your systems running efficiently and professionally, offering support for month-end, year-end, payroll runs and "How do I" questions, monitoring your systems in real-time and addressing space and performance issues before they affect you. We manage your backups, system clones and restores, disaster recovery processes and offer regular health checks. For customers whose systems we manage in the Amazon or Microsoft Clouds, we offer a guaranteed Recovery Point Objective of 15 minutes and a Recovery Time Objective of 4 hours.

Revolutionary SAP Managed Services

Our SAP Managed Service offering provides full second line functional and technical support. We keep your systems running efficiently and professionally, offering support for month-end, year-end, payroll runs and "How do I" questions, monitoring your systems in real-time and addressing space and performance issues before they affect you. We manage your backups, system clones and restores, disaster recovery processes and offer regular health checks. For customers whose systems we manage in the Amazon or Microsoft Clouds, we offer a guaranteed Recovery Point Objective of 15 minutes and a Recovery Time Objective of 4 hours.

Revolutionary Cloud Services

We are an Amazon Web Services (AWS) and Microsoft Azure partner and can move any of your Oracle or SAP systems to either Cloud should your current hardware need replacing. We manage this directly with AWS and Microsoft Azure.

Revolutionary Enhancement Days

Our Enhancement Days services are designed to be used to fund improvements to your Oracle and SAP systems. We recognise that some customers may wish to make a single change, some may wish to make several changes, and some may wish to make widescale change. We have different options to suit all these different needs. All types of consultants are charged at the same daily rate to make the service simple to use, understand and to manage.