

Service Definition Document

SNP CrystalBridge Monitoring

G-Cloud 15

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1 About Resulting and our Services

1.1 About Us

Resulting IT is a fiercely independent client-side consultancy, focussing on ERP and predominantly large SAP programmes. We pride ourselves on our independence, which enables us to truly support you with the best outcome. We are not a System Integrator; we don't sell ERP solutions, so we can act in your interest without being distracted



We have been around for 20 years, and have been successful with many clients, who we support with early stages - Phase 0, Business Case development, creation of Centre of Excellence (SAP). If needed, we can be client-side delivery to support your teams.

Our Net Promoter Score (NPS) was provided by an independent voice of the customer survey carried out by Armstrong TS across top our 15 clients in 2023.

We are a carbon-positive company in the process of becoming B-Corp certified, which is very important to us as we want to do good to the planet, the people and our clients.

We are 100% independent, so we have your back and want to achieve the best results with you.

Resulting
93% NPS
THE UK'S BEST-LOVED SAP CONSULTANCY

1.2 Why Choose Us?

We are independent, so we always act in the best interest of your business. We are transparent, so our advice is based on your goals, our experience, and our extensive research.

We want your programme to succeed and know what must be right to make this happen. Our 15 Success levers research provides us with a clear direction on what every programme should focus on.

We'll keep you focused, even if it means speaking uncomfortable truths or admitting we don't have all the answers (yet).

We are Empathetic: Complex ERP projects require understanding, coordination, and good listening skills. We value every partner's contribution.

We work well with SIs, vendors and contractors, and we can translate technology issues to businesspeople.

1.3 Why Choose Our Services?

Integrating IT into business change and transformation is what makes us tick. Results are what make our collective hearts pump,

They're what make us jump out of bed in the morning, and Results are why our customers love us.

We work with industry leading partners such as SNP, who complement our services to provide a suite of end-to-end services that combined, deliver both clearly defined benefits and results.

2 Service Information

2.1 Service Introduction

SNP CrystalBridge Monitoring is a performance monitoring tool primarily used for SAP ABAP systems and SAP HANA databases.

2.1.1 SNP Kyano CrystalBridge Monitoring Functional Capabilities

Resulting IT, with SNP provide services to clients who need to manage their data and systems prior to an SAP S/4HANA migration, specifically if they have challenges in any of the following areas, designing a data migration strategy, extracting data from an SAP system, managing a data migration programme, issues with data volume and quality.

CrystalBridge Monitoring collects performance metrics, logs, and events for the overall SAP system, including processes outside of the user business transactions, such as background jobs or IDocs processing.

For further information, please visit www.snpgroup.com

2.2 Managed Service option

Not Applicable

2.3 Security

SAP standard security applies, SAP Basis (Technical Team) will install the SNP software on client installations, where appropriate.
Secure Encrypted Connection from the Client to the Application

2.4 Backup/Restore and Disaster Recovery Provision

Not Applicable

2.5 Technical Requirements

Software is loaded onto existing SAP systems

3 G-Cloud Alignment Information

Here we provide information for sections that help you comply with the requirements set out by G-Cloud.

3.1.1 On-Boarding

Full documentation and specific SAP code is provided as a prerequisite to running SNP Products and reports, access to SAP installations is required to download and execute SNP software (see Security)

3.1.2 Off-Boarding

Not Applicable

3.2 General Support details

3.2.1 General Support details

Full technical support is provided by SNP, along with full installation documents and telephone support, which is available during the installation and execution of smartShift reports.

3.3 Service Constraints

Not applicable

3.4 Service Levels

Not applicable

3.5 Training

Programme Teams will be supported by SNP personnel

3.6 Invoicing Process

SNP services are bespoke to individual clients, and therefore pricing, terms and conditions and invoicing details are confirmed when the scope of services has been established.

3.7 Termination Terms

See Invoicing Process

3.8 Data Extraction/Removal Criteria

Governance, Policies and Processes are followed in secure data extraction and removal.

3.8.1 Purge & destroy

When our customers delete data or decide to leave our Resulting IT services. We follow strict standards for deleting data securely. We execute a complete deletion of data on customer request. As part of the service, all reports are shared with the client to enable appropriate action to be taken on the findings.

3.8.2 ICT Greening Policy Compliance

At Resulting our policies and governance aim to minimise the negative impacts of our IT operations on the environment by implementing and integrating environmentally friendly designs and applications in how we operate and deliver services to our customers.

We follow and adhere to the UK Government's governance, guidance, policies and delivery procedures in environmentally friendly organisations reducing their carbon footprints.