

Third-Party Support for SAP

Take Control of Your SAP Environment

Every organization faces unique challenges impacting its ability to drive innovation, mitigate risk, and remain compliant. This in itself is difficult, especially as it can appear that the options for SAP are limited to RISE with SAP only. But what about the time, effort and expense involved in getting to where you are today? What if your organization has ECC built out and integrated to optimal efficiency? Why do you then need to migrate to a whole new cloud platform on SAP's timetable? So before deciding to migrate, which could upend optimized processes, cause system disruption, introduce risk to your organization, and take budget away from other strategic initiatives, understand that there is another options for your support needs.

Spinnaker gives organizations commercial flexibility, a support-driven employee culture, and an Ultimate Support Guarantee (USG) to allow companies to make their own decisions about the future of their ERP. Stay on ECC, move to S4 on-premises or look at RISE on your own timeframe to fit with your technology strategy and business needs.

Spinnaker Support provides premier support for your mission-critical SAP systems:

- SAP Business Suite & Apps
- SAP BI Components
- SAP Databases & Technology
- SAP Sybase/ASE

Spinnaker Support offers an alternative to RISE:

- On-Premises Support for SAP
- Hybrid Support (On-Top)
- Hyperscaler Support
- Migrate to another ERP with Support

We Provide Personalized Service Through Expert SAP Software Support, Empowering Your Organization to:



Strengthen Security

Enhance protection and meet standards without extra updates.



Unlock Flexibility

Prolong system use, avoid vendor lock-in.



Strategize Savings

Reduce IT support by 60%, support key strategies.



Connect Ecosystems

Integrate and operationalize tech assets.

Our Promise to you....



Mitigate risks against legal and IP issues



Resolve all product and custom code challenges



Strengthen system security and resilience



Ensure seamless system interoperability



Uphold strict license and audit standards

Or we'll pay for your return to your software vendor*

*Subject to warranty limitations as outlined in Spinnaker's Ultimate Support Guarantee. Only applies to Oracle and SAP.



We support customers all over the globe:



"What was good about Spinnaker Support, is that right from the start we had **continuous communication**. They gave us all the information and they kept us updated. From a monetary point of view, SAP maintenance is expensive and quite hard to work with. We wanted to work with a named person all the time and we got that from Spinnaker Support."

Danny McCarthy

Senior Manager, CSM Bakery Solutions



"With SAP's support, we never spoke with anyone. Now, with Spinnaker Support, it's 3-4 times better than SAP was. **We talk to a real person and have a real resolution.** It's like you found the switch to the light in a dark room."

Craig McBroom

Business Analyst



"The support engineers are **responsive, efficient, and engaged** directly on resolving our issues. They don't respond with stall tactics or try to push unneeded patches to 'try' and resolve issues, like SAP support."

Ajith Kumar

Senior Manager ERP Applications



"Spinnaker Support engineers **go above and beyond to resolve our issues** in a timely manner. They provide customized support by knowing our SAP environment, and I am able to reach an expert directly and quicker than our previous vendor support."

Peter Girgis

VP and CIO

Explore Our Third-Party Support Service

Spinnaker Support entirely replaces your SAP support contract, enabling you to continue running your current systems with the following:



BREAK/FIX SERVICES

Diagnostic services, product fixes, performance management, and operational solutions for software issues for standard code, custom code, and integrations



GLOBAL TAX & REGULATORY COMPLIANCE

Timely, comprehensive, and accurate Global Tax & Regulatory Compliance (GTRC) updates, customized to your geographic and application needs



SECURITY & VULNERABILITY MANAGEMENT

Proactive full-stack security and vulnerability protection that targets weakness categories to harden your system, plus incident response and threat intelligence



TECHNICAL ADVISORY SERVICES

Unbiased and proactive technology advisory services for your IT strategy, including interoperability, virtualization, cloud migration, and upgrade support



GENERAL INQUIRY & ADVISORY

For supported products, we answer general inquiries related to the usage and configuration of standard and customized software, tools, and applications.



ARCHIVING SERVICES

Download and storage of relevant software and data that a customer is legally entitled to retain to minimize data loss and maintain flexibility for future IT decisions.

Spinnaker Support Third-Party Support Features

These features are included within our Third-Party Support offering at no additional cost



**Spinnaker
Shield™**

A Holistic Security
Approach to Software
Vulnerability Protection

Spinnaker Shield maintains or improves your security posture for your applications and technologies over the vendors themselves, all guaranteed by our industry leading Ultimate Support Guarantee. Armed with proven processes, tried-and-true security insight, and a staff of industry experts, Spinnaker continually investigates issues, hardens, and protects your database, middleware, and application environments.

With Spinnaker Shield, IT leaders strengthen their organization's security posture and proactively respond to the constantly evolving security landscape through:

- **Risk mitigation** through improved processes, compliance, and best practices
- **Proactively secure** your system by targeting weakness categories and implementing attack surface reduction measures
- **Secure unique** architecture and configuration with tailored solutions that don't rely on one-size-fits-all vendor patches
- **Achieve regulatory compliance** across your entire Oracle software estate, regardless of the age of the software



**Spinnaker
Link™**

Take Back Control
and Choose How Your
System Interoperates

Spinnaker Link frees you from vendor red tape and interoperability restrictions by enabling you to design and deploy integrations for your unique IT environment with services including Email Authentication Tunneling, Encryption Translation Tunneling, Java Desktop Client, and Operating System Integrations.

With Spinnaker Link, we provide personalized interoperability services allowing your organization to:

- **Manage complexity of IT environments** with a unified interoperability strategy
- **Reduce threats** through improved security, compliance, and process
- **Take control of your IT roadmap** by extending the life of current systems
- **Future-proof your system** to integrate into new components and software



**Spinnaker
Intelligence™**

Resolve issues faster with
AI-assisted enterprise
software support

Spinnaker Intelligence is an AI/ML tool that assists with rapid issue resolution. Leveraging a vast quantity of anonymized historical data, Spinnaker Intelligence augments Spinnaker's expert engineers by enabling them to tap into the collective experience quickly and easily across Spinnaker.

Spinnaker Intelligence provides a full suite of expert services enabling your organization to:

- **Enhance customer support** by minimizing downtime caused by system issues
- **Increase operational efficiency** with AI-assisted issue resolution that delivers fixes faster
- **Improve service quality and consistency** by leveraging prior issue-resolution strategies

Spinnaker Support is Your Trusted Partner

Spinnaker Support has helped **over 1000 customers** improve their enterprise software support experience and achieve their strategic IT objects. With Spinnaker, you will receive:

- **Extended coverage** to resolve issues, no matter the source, with 24x7x365 support
- **Faster response** with our proprietary AI-assisted ticket resolution
- **Lifetime support** to keep your existing systems running as long as you want
- **Personalized service** to resolve issues and ensure security and interoperability with your customized systems
- **Expert engineers** with over 20 years of software experience
- **Cost savings** of 50–62% compared to vendor support contracts

When contemplating third-party support, businesses often worry about software license compliance, loss of access to vendor fixes and patches, or simply the ability of another company to match the quality of vendor-provided support. Fortunately, making the switch to third-party support doesn't have to be scary. Spinnaker takes the risk out of third-party support with our **Ultimate Support Guarantee**, an assurance that we will deliver legally compliant service delivery, technical issue coverage, security, interoperability, and license compliance.

Support at Each Step of Your Journey

Spinnaker provides a suite of services that empowers your organization to take control of your technology strategy and maximize the value of your investments wherever you are in your technology ecosystem journey.

- Spinnaker Support for Oracle, SAP, and JD Edwards
- Spinnaker Shield™
- Spinnaker Link™
- Spinnaker Intelligence™
- Spinnaker Managed Services™



About Us

Today's leaders are navigating an increasingly uncertain and ever-changing world. They can't be held back by restrictive, ineffective, or complicated software systems as they move their organizations forward. Spinnaker optimizes software ecosystems through services designed for sustainable transformation, maximizing software investments, and freeing up the capital and resources leaders need to navigate the future with certainty.