

IBM Technology

A glowing blue cube is positioned in the center of the image. The cube has two cloud icons on its visible faces, each composed of a pixelated pattern. The cube is surrounded by a network of thin, glowing blue lines that form a grid-like structure. The background is a dark, textured surface resembling a circuit board or a dense array of microchips, with various components and traces visible.

G-Cloud 15

IBM - Support & Maintenance for Third-Party SAP
Software (Legacy & Current)

Service Definition Document

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IBM Support for SAP

Reducing your SAP support spend significantly to repurpose investment into your digital transformation

IBM Enterprise Software Support replaces SAP support at a fraction of the cost. IBM provides a personalized, responsive, and comprehensive service that combines technologies, expertise, and experience of IBM, so you can have greater confidence of a world class support alternative to SAP.

IBM support differs from SAP by offering greater responsiveness, dedicated staff, deeper issue coverage and support for legacy versions no longer supported by SAP. IBM Enterprise Support will not direct you to links, notes and documents found on a self-service portal when it's best to speak to a real expert.

				
RESPONSIVE SERVICE	COMPREHENSIVE SUPPORT	IMMEDIATE COST SAVINGS	FLEXIBLE CONTRACT TERMS	ADDITIONAL ASSISTANCE AVAILABLE
Responses in < 30 minutes, from Level 4 senior support engineers	Covers security, customer code, interoperability, tax & regulations, and more	Average 50% hard savings with more soft savings possible	Pay for licenses you use, modify scope as requirements change	Managed service and consulting options available

SAP Products & Releases Supported



Releases: ECC 5 & 6 (All EHPs)
Products: All



Releases: All
Products: All



Releases: BW / BI
Products: All



Releases: S/4 HANA (Private Cloud)
Products: All



Releases: All
Products: All



Releases: All
Products: All



Releases: All
Products: All



Releases: All
Products: All



Releases: All
Products: All



Releases: All
Products: All



Releases: All
Products: All



Releases: ALL
Products: ALL



Releases: Industry Solutions
Products: All



Releases: All
Products: All



Releases: ALL
Products: ALL

Supported SAP Databases



Releases: All
Products: All



Releases: ALL
Products: SAP Adaptive Server Enterprise, SAP IQ, SAP SQL Anywhere, SAP Advantage DB Server



Releases: All
Products: All



Releases: All
Products: All



Releases: All
Products: All

