

Revolutionary Support for SAP ASE Database

BENEFITS

- Up to 90% savings compared to SAP total support costs
- Expert SAP ASE support
- Database and Infrastructure Health Checks included
- Fast response and resolution SLAs
- Shelfware flexibility
- Security protection for any version

SAP ASE Support Overview

SAP Adaptive Server Enterprise (ASE), formerly known as Sybase SQL Server, is a robust relational database management system trusted for high-performance data processing and demanding transactional workloads. Support Revolution provides expert third-party support for SAP ASE, helping organisations maximise the value of their mission-critical database environments while significantly reducing support costs. With Support Revolution, you benefit from comprehensive, independent support across all SAP ASE versions—including legacy Sybase installations—without the constraints of forced upgrades or vendor lock-in.

SAP ASE Challenges

SAP ASE licensees are facing a range of challenges as official support for the database wanes. With SAP mainstream maintenance for version 16.0 ending in December 2025 (and 16.1 in 2030), organisations face escalating support costs and restricted access to patches. Security vulnerabilities and compliance risks increase from a lack of updates. Many licensees contend with the disruption of enforced upgrades, inflexible support models, and mounting pressure to migrate to SAP's preferred cloud solutions or alternative database platforms. Licencing complications, such as issues with activation, mismatched host IDs, and inconsistent licence keys, can result in operational downtime and added administrative burden. Added uncertainty is the fact that there is currently no roadmap for future versions, such as 17.0.

Support Revolution Solution for SAP ASE

Support Revolution delivers comprehensive third-party support for SAP ASE, enabling you to maintain and optimise your database environments without the constraints of vendor-imposed upgrades or escalating costs. Our service covers all versions of SAP ASE, delivering around-the-clock support with guaranteed rapid response and resolution times for critical issues, as well as full support for integrations and performance. You benefit from proactive security, tailored patching, and Database and Infrastructure Health Checks, all managed by an expert team, including an assigned Primary Support Engineer and Account Manager who can meet with you regularly. By choosing Support Revolution, you can achieve savings of up to 90% compared to SAP's total support costs, while ensuring the ongoing reliability, security, and performance of your SAP ASE systems.



I would recommend Support Revolution to others. We found their SAP services a great value for what we received.



– Nick Weston, IT Operations Manager, Canal & River Trust



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**Support
Revolution**

SAP ASE Support Programme Comparison

Mainstream support for SAP ASE 16.0 ends 31 December, 2025	Support Revolution	SAP
Maintenance and Support Services		
Break-fix support	✓	✓
Security updates	✓	✓
Upgrade and migration assistance	✓	✓
Shelfware flexibility to right-size your software	✓	✗
Average of 65% savings vs. SAP support fees	✓	✗
Response times of 10 minutes or less for critical issues	✓	✗
Guaranteed resolution time of 2 hours for critical issues	✓	✗
Run software for as long as you want, no forced upgrades	✓	✗
10 Consulting Enhancement Days free of charge	✓	✗
Performance support	✓	✗
Full transparency with a support audit trail	✓	✗
Interoperability and integration support	✓	✗
Ask the Experts sessions included	✓	✗
Personalised with assigned Primary Support Engineer and named Account Manager	✓	✗
Revolutionary Enterprise Security included, along with tailored security services	✓	✗

SAP ASE Support Support Details

Support Revolution helps you effectively maintain your SAP ASE and reallocate budget and resources toward strategic initiatives by providing:

- **Comprehensive SAP ASE support** for all versions
- **Significant cost savings** of up to 90% compared to SAP's total maintenance costs
- **Issue resolution** for all technical and functional aspects of SAP ASE
- **Interoperability and integration support** ensures optimal functionality across your enterprise ecosystem
- **Guaranteed resolution times** of less than 2 hours for critical issues
- **Fast response SLAs** of less than 10 minutes for critical issues
- **Assigned Primary Support Engineers and Account Managers** for personalised support
- **Enterprise-grade security** — choose from Revolutionary Enterprise Security (included), and Revolutionary Database Security

