DATASHEET

Revolutionary Support for SAP HANA

BENEFITS

- Up to 90% savings compared to SAP total support costs
- Expert SAP HANA support
- Database Health Checks included
- Security protection for any version
- Fast response and resolution SLAs
- Assigned Primary Support Engineers and Account Managers



Software Support Overview

As SAP phases out mainstream support for several versions of SAP HANA database between 2025 and 2027, organisations relying on these systems face escalating costs, forced upgrades, and potential security risks. Support Revolution provides a powerful alternative—comprehensive third-party support that extends the life of your SAP HANA investment. Our expert-led service ensures continuous security and operational stability, without the pressure of vendor-imposed deadlines or costly migrations. With Support Revolution, you stay in control of your roadmap while reducing your total support costs by up to 90%.

SAP HANA Challenges

As SAP phases out support for HANA versions over the next two years, there is mounting pressure on organisations to migrate to newer SAP HANA releases, which requires considerable investment in time, resources, and expertise. Environments running older SAP HANA versions will encounter compatibility issues, security vulnerabilities, and limited access to critical updates, all of which can slow performance and increase operational risk. Expert third-party support can provide a strategic pathway to mitigate risks, optimise costs, and ensure continued, effective operation of your SAP HANA system.

Support Revolution Solution

Support Revolution offers a superior replacement for traditional SAP maintenance for your SAP HANA database that prioritises your needs and delivers significant cost savings. Unlike SAP, which pressures you to upgrade and focuses on newer products, Support Revolution empowers you to remain on your current, stable HANA versions for as long as you want. We eliminate the need for expensive and disruptive migrations driven by vendor timelines, allowing you to maximise your existing investments and allocate resources strategically.

Our support model is built on deep expertise, proactive engagement, and personalised service. Support Revolution's team of seasoned SAP HANA experts provides comprehensive break-fix support, security solutions, and Database Health Checks, ensuring your database environment operates smoothly. We also offer guidance on best practices plus strategic advice, enabling you to navigate complex SAP HANA landscapes and plan for future needs to achieve your business objectives. With Support Revolution, you gain a trusted partner committed to your long-term success and control over your SAP HANA roadmap.

> **"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

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SAP HANA Support Programme Comparison

	Support Revolution	SAP
Maintenance and Support Services		
Break/fix support	✓	✓
Security updates	✓	✓
Upgrade and migration assistance	✓	✓
Up to 90% savings vs. SAP costs	✓	✗
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	✓	✗
Performance support	✓	✗
Interoperability and integration support	✓	✗
Ask the Experts sessions included	✓	✗
Database Health Checks	✓	✗
Personalised with an assigned Primary Support Engineer and named Account Manager	✓	✗
Revolutionary Enterprise Security included at no additional cost	✓	✗

SAP HANA Support Details

Support Revolution helps organisations effectively maintain their SAP HANA databases and reallocate budget and resources toward strategic initiatives by providing:

- **Comprehensive SAP HANA support** for all versions
- **Significant cost savings** of up to 90% compared to SAP's maintenance costs
- **Issue resolution** for all technical and functional aspects of SAP HANA
- **Enterprise-grade security** — choose from Revolutionary Enterprise Security and Revolutionary Database Security
- **Database Health Checks service** identifies problems and suggests corrective actions
- **Interoperability and integration support** ensures optimal functionality across your enterprise ecosystem
- **Fast response SLAs** of less than 10 minutes for critical issues
- **Binding resolution times** of less than 2 hours for critical issues
- **Assigned Primary Support Engineers and Account Managers** for personalised support

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