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Revolutionary Support for SAP BusinessObjects

BENEFITS

- Up to 90% savings vs. SAP support costs
- Complete SAP BusinessObjects portfolio support
- Comprehensive security protection for any version
- Support for SAP BusinessObjects customisations
- Fast response and resolution SLAs
- Assigned Primary Support Engineers and Account Managers



Software Support Overview

Organisations are confronted with important decisions as SAP shifts its support strategy, particularly with the imminent end of mainstream maintenance for SAP BusinessObjects version BI 4.3 SP05 and the limited two-year mainstream maintenance period for BI 2025. We offer a cost-effective alternative that allows you to maintain control over your IT roadmap while saving up to 90% on support costs. With our revolutionary third-party support, you can continue using your existing SAP software without sacrificing maintenance or security.

SAP BusinessObjects Challenges

The complexity of SAP BusinessObjects ecosystems makes it difficult to diagnose and resolve issues, often resulting in long resolution times. Migrating systems presents another challenge, requiring thorough assessments and compatibility checks that can be cumbersome. Data security is also a critical concern, particularly access vulnerabilities when a release reaches end of support. You need to maintain robust security regardless of the phase of your support.

Support Revolution Solution

Support Revolution offers comprehensive third-party support for SAP BusinessObjects, enabling organisations to optimise their software while significantly reducing costs—up to 90% compared to traditional vendor support. Our services include personalised support for customisations, and proactive security measures tailored to your specific needs. We guarantee timely responses with binding resolution times for critical issues, alongside regular reviews with your assigned support engineers. Additionally, take advantage of interoperability support to ensure functionality across your enterprise. You can continue to use your existing SAP software without the pressure of forced upgrades, maintaining full control over your IT roadmap. With a focus on performance and security, Support Revolution empowers our clients to navigate the evolving SAP landscape confidently.

Read:

How One Machinery Manufacturer Guaranteed Compliance While Receiving a Better Quality of SAP Support

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Support Revolution

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SAP BusinessObjects 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	✓	✗
Personalised with assigned Primary Support Engineer and named Account Manager	✓	✗
Security solutions tailored to you and your systems (optional)	✓	✗

SAP BusinessObjects Support Details

Support Revolution helps organisations effectively maintain their SAP software and reallocate budget and resources towards strategic initiatives by providing:

- **Complete SAP BusinessObjects portfolio support** for all versions
- **Significant cost savings** of up to 90% compared to SAP's maintenance costs
- **Issue resolution** for all technical, functional, and regulatory aspects of SAP BusinessObjects
- **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
- **Enterprise-grade security** — choose from Revolutionary Enterprise Security, Revolutionary Application Security and Revolutionary Database Security

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