

Revolutionary Enhancement Days

USE CASES

- System upgrades and updates
- Customisation of existing processes or functionality
- Data migration and data cleansing projects
- Cloud migration planning and execution
- Development of bespoke reports and automation tools
- Integration of third-party applications
- Security reviews
- Expert advice and consulting for future planning

Unlock System Potential

Revolutionary Enhancement Days empower you to optimise and evolve your Oracle, SAP and VMware systems with professional services and enhancements tailored to your business needs. Enhancement Days are a flexible, cost-effective way to implement custom functionality, streamline processes, upgrade to a new version, optimise infrastructure, and address your unique requirements. Maximise the value of your existing systems and ensure you stay agile and competitive while leveraging the expertise of a support partner focused on your success.

Unique Benefits of Enhancement Days

Flexible, on-demand expertise: Use Enhancement Days whenever you need them for any Oracle, SAP, or VMware enhancement, on-premise or in the cloud. Rapidly access the right functional, technical, or development expertise as your business priorities evolve, without long lead times or rigid project scopes.

Tailored enhancements without disruption: Implement custom functionality and improvements tailored to your unique business needs, without being forced into costly, disruptive upgrades or migrations. This helps you maximise the value of your existing systems and extend their lifecycle.

Cost savings and volume discounts: Get significant savings compared to traditional vendor support or ad hoc consulting. The more Enhancement Days you purchase, the lower the per-day cost. You have a full year to use your days and can top them up as needed, ensuring you only pay for what you use.

Rapid, responsive support: Quickly reach knowledgeable specialists who understand your systems and processes, ensuring fast turnaround for enhancements and issue resolution.

Independent, customer-first approach: Free your organisation from vendor lock-in enabling you to innovate on your terms. With Support Revolution you are not tied to vendor roadmaps or upgrade mandates.

Quality assurance and compliance: All work delivered through Enhancement Days undergoes rigorous quality assurance, peer reviews, and, where necessary, management oversight. This ensures enhancements are reliable, secure, and compliant with relevant standards.



Revolutionary Enhancement Days Examples

Many organisations have used Support Revolution Enhancement Days to achieve significant business and IT improvements.

Enhancement Days Example 1

A leading multinational transport company leveraged Revolutionary Enhancement Days to streamline a complex migration of its Oracle systems to Oracle Cloud Infrastructure (OCI). During this process, the company used Enhancement Days to obtain detailed data extracts and in-depth system insights, facilitating a smoother and more informed migration. Support Revolution created multiple environment clones, enabling up-to-date testing and proactive threat monitoring throughout the transition.

Finally, Support Revolution conducted a cost-optimisation exercise to establish which applications were no longer needed, allowing the business to reduce bloat and further save on support costs. By utilising Enhancement Days, the company achieved a seamless migration and benefited from significant cost savings and enhanced operational efficiency.

Enhancement Days Example 2

During the transition to Support Revolution maintenance, a UK County Council identified a strategic opportunity: upgrading its SAP ECC EHP5 system to EHP8 to ensure maximum compatibility with its external environments using Revolutionary Enhancement Days.

Support Revolution managed the end-to-end upgrade process. This included converting the systems to Unicode, executing the technical upgrade to EHP8, and successfully resolving over 600 reconciliation items flagged during the upgrade's Support Package Adjustment (SPAU) process.

Following the upgrade, Support Revolution provided ongoing support through user acceptance testing (UAT), addressing more than 80 issues identified during this phase. Our expert assistance enabled the county to achieve a smooth go-live with Support Revolution.

Enhancement Days Example 3

A UK public sector organisation required a custom solution to streamline the process of mass customer invoice splitting. In many instances, customers were unable to settle the full invoice amount by the original due date, determined by the payment terms in the customer master data. The organisation and its customers mutually agree to split the original invoice amounts into future payments. Given the high volume of invoices affected, manually splitting each document in SAP was extremely time-consuming.

Support Revolution developed a programme to automatically generate additional invoices, splitting the amounts payable in line with the agreed payment schedules. This innovation significantly enhanced efficiency and productivity for the organisation's finance team.

Support Revolution Enhancement Days empower organisations to optimise their Oracle, SAP and VMware environments, reduce costs, and implement tailored enhancements without the disruption of traditional vendor-mandated upgrades.



We enjoy working with the Support Revolution team. We are able to bring our ideas together and resolve our issues in a timely manner.



– County of Fresno, Edwin Blunt, Client Services Manager



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HQ: UK Other: United States, Canada, Australia, China, India, Singapore, South Africa, United Arab Emirates

**Support
Revolution**