

AMS Structure



be one
solutions

MANAGEMENT

CONSULTING

DEVELOPEMENT

SUPPORT

be one solutions – Application Management Services (AMS)

■ Support Scope

- Maintain and improve SAP Business One
- Support SAP / Partner Add-Ons
- Support implemented customizations
- Monitor & maintain interfaces / Integrations
- Support Customer's Business processes

■ Support activities

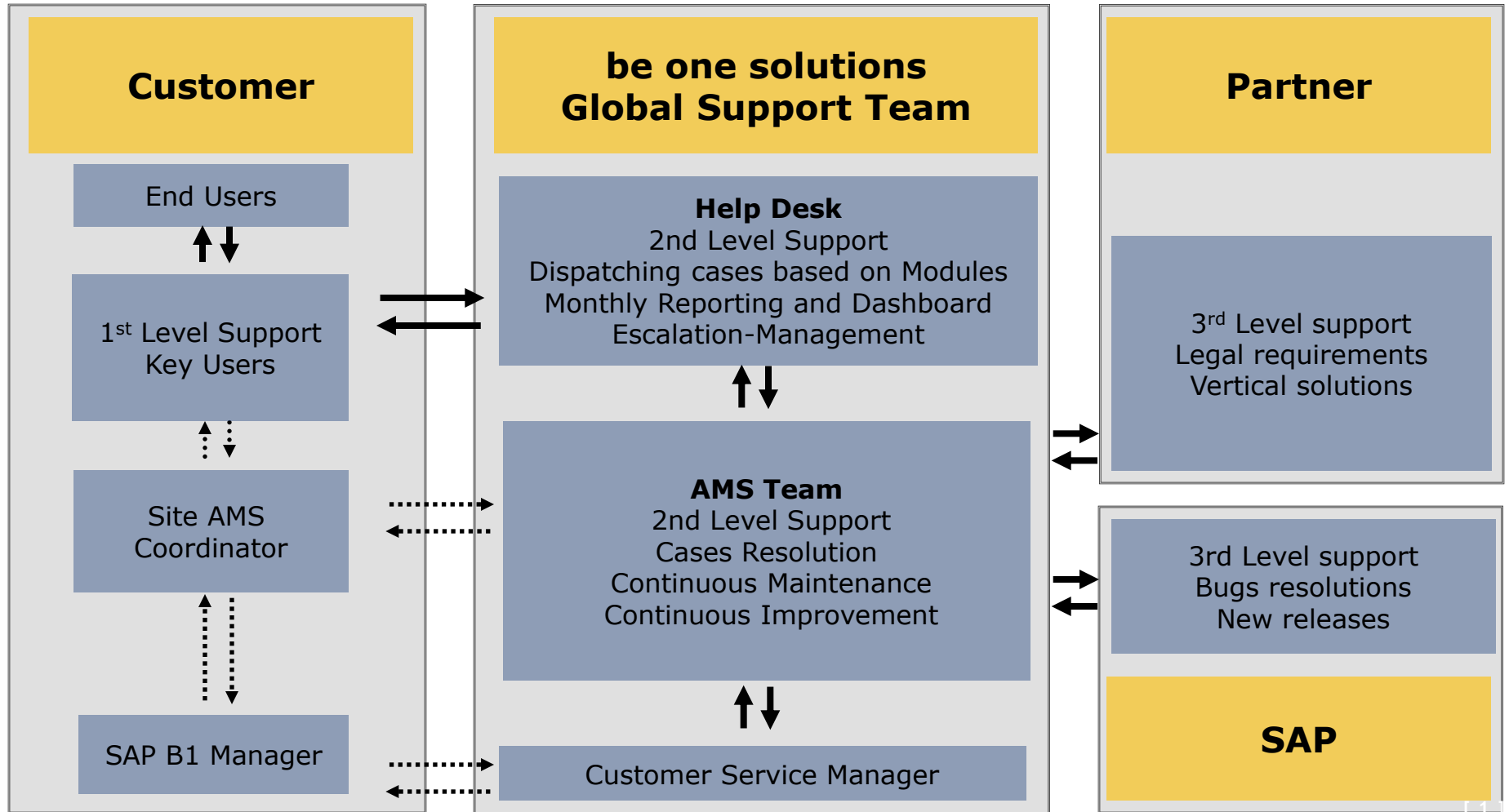
- Periodic applications upgrade (On demand)
- Issue management & resolution
- Continuous improvements (process change, new forms, etc.)
- Basic and Expert training

■ Support structure

- 1st Level: User's issues handled by client's key users
- 2nd Level: Non-resolved issues handled by be one solutions
- 3rd Level: Application bugs handled by the solution provider



be one solutions – AMS Work Flow



be one solutions – Service Description

- Global Support Centers (GSC):
 - Asia, Europe and North America
 - Hours of operation: 24x5 Monday to Friday.
- Customer Communication
 - On-line tracking system
 - Monthly support activity review
 - Reporting and Dashboards
- Languages: English , German, French, Spanish, Dutch, Hindi (Indian), Chinese (Mandarin), Japanese...

- Service Level Agreement (SLA)

Priority	Response Time	Estimated Solution Time
High	2-4 Hours	4 – 48 Hours
Medium	4-8 Hours	1 – 10 Days
Low	1-2 Days	2 – 30 Days

- Single access point per region:
 - Europe & America
support@beonesolutions.com
 - Asia Pacific
support.asia@beonesolutions.com

Global Support Portal - Services

We would like to offer you our Global Support Center website at the following URL:

www.beonesolutions.com



Our site provides communication channel to our support center representatives via our Global Support Portal.

Our Support Portal displays your company's portal at be one solutions.

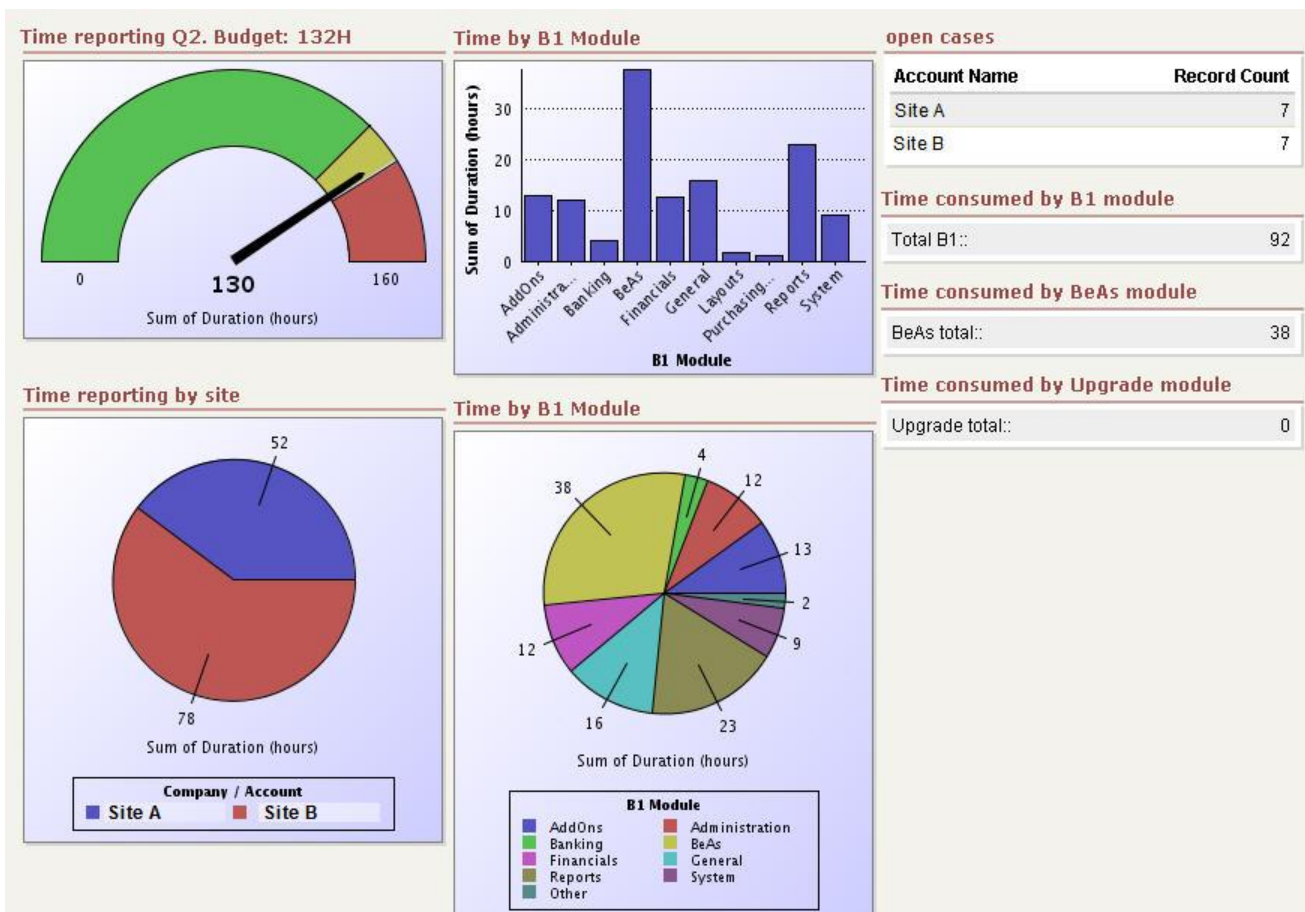
It displays all open/closed cases, enables new case opening and displays predefined solutions.

Periodic Dashboard

Weekly/Monthly/Quarterly dashboards for each site and for all sites together will be sent to you regularly to enable a wide angle on the ongoing support activities and their nature.

Such reports will help us in classifying the types of support requests and identifying modules and areas which require special care.

The dashboard will also display the time consumed sorted by the different modules and by each site.



Activity Report

Monthly activity reports will be sent along with the dashboard.

The report will present all the support cases that have been opened during the passing month and their corresponding details and status.

The report can be adjusted to accommodate your company's needs.

Client Name	Time Date	Reporter	Issue/Question	Case Number	BeOne Notes	Status	Hours
Site A							
	11.03.2009	Employee A	Export General Ledger to PDF shows wrong values	1000	Solved in V2007A. Using PDF printer as a workaround.	Closed	1
	12.03.2009	Employee B	Error when adding Item Group	1001	Checking on Test DB	In Progress	2.5
	13.03.2009	Employee C	How -to add document total in a query on Returns	1002	A workaround was put in place included the DocTotalFC in the report,	Closed	1
	15.03.2009	Employee B	Comments field blocked in Purchase Order	1008	Need to delete UDF and recreate it	Closed	3.5
	19.03.2009	Employee B	beas Installation in local pc	1009	Send installation instructions	Closed	0.5
	24.03.2009	Employee D	Error in Updating JE	1028	waiting for Employee D to check the proposed solution	In Progress	2.5
	29.03.2009	Employee A	Forecast Show History Option	1040	Demo on different history options on 2007	Closed	1.5
Total							12.5
Site B							
	05.03.2009	Employee D	Change payable account	1005	Note 123456 - how to change payable account	Closed	0.5
	11.03.2009	Employee A	Bill of Material wrongly copied to the work order	1020	SAP are checking the scenario	In Progress	3
	19.03.2009	Employee A	Error on BoE Bank File (Missing VAT)	1021	Requires an upgrade to PL 07	Closed	2
	22.03.2009	Employee B	Beas License Installation	1022	Instructions on how to import a license	Closed	0.5
Total							6

	Month	Site A	Site B	Total
Q1	Jan	7	7	14
	Feb	12	2	14
	March	12.5	6	18.5
		31.5	15	46.5

Global Support Portal - Benefits

Our Global Support Portal is the fastest channel to our support team.

Moreover, using our Global Support Portal will provide you the following benefits:

- Faster message processing for cases which were created on the portal.
- Full transparency - detail overview on current status of open and closed cases
- Summary – all cases and their related activities (emails/attachments/comments) are gathered on one portal
- History – each case contains its related activities which enable quick and easy search by case (rather than searching for emails in your Inbox).
- Knowledge base – all existing cases can be used as knowledge base in case of reoccurring issues. You will be able to search for an existing case and view its proposed solution.
- Reopen case – possibility to reopen closed cases in case of necessity.
- Solutions - predefined solutions for common questions (similar to SAP notes).
- Authorization control – only authorized employees can open a new case.
- Dashboard – wide overview, better management and control of your support activities by using our monthly and quarterly activity dashboard and reports.

Contacts

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