

**Consultancy support for  
complete SAP Solutions**



## **CHELFORD ONECALL SUPPORT SERVICES FOR SAP SYSTEMS**

**A ONE STOP SHOP FOR APPLICATION AND TECHNICAL  
CONSULTANCY SUPPORT FOR COMPLETE SAP SOLUTIONS**

### **BENEFITS FOR ONECALL USERS**

- Predictable Costs** OneCall provides service days under a single agreement to be called off as required.
- Reduced Costs by working remotely** Costs are reduced by the “Near-shore” support model. The consultant works from a Chelford office.
- Flexibility of “Near-shore” Resource** that can be scaled up and down as customer work levels dictate giving a flexible solution to staffing extended projects.
- Strong Knowledge Base** The high level of SAP and industry experience in Chelford ensures your system is managed efficiently and any problems resolved quickly.
- Easier Communication** The “Near-shore” model eases the communication, prioritisation and allocation of tasks and ensures the “Near-shore” team are fully aligned with the customers needs.
- SAP** Should the requirement be for SAP application, basis technology, development, or support, OneCall offers a one stop shop support service .
- Extended hours** OneCall agreements available ranging from 7am - 7pm service cover to 7 x 24 hour support .

### **ONECALL SUPPORT SERVICES**

A consultancy support service model from Chelford SAP Solutions, bringing the responsiveness of a UK-based service to provide a unique “near-shore” support service.

As a SAP user, you will already have some form of SAP telephone support. But often, the help you need is beyond the scope of standard Enterprise maintenance services. OneCall provides a flexible service, at a predictable cost, to provide on-demand SAP applications and technology consultancy support. The key services offered under this umbrella agreement cover:

- SAP support and implementation consultancy (all modules)
  - Problem resolution
  - Tuning SAP processes
  - Configuration of solutions
  - Extending the SAP solution
  - Help with “Production Down” issues
- Report Definition and Creation
- Interface Management
- Business Process Re-engineering and enhancement
- Applying notes, patches or system upgrades.
- Industry Best Practice proposals
- End to End Process Review
- Access to your nominated Account Manager

Whilst the customer’s team may be based internationally, the Chelford OneCall teams are based in our UK Solution Centers.

Connections to the customer’s systems are managed using VPN technology, giving consultants real time access to client systems and personnel. The consultants travel to customer sites when necessary, but manage the day to day support and development remotely.



**REPORTING & MONITORING**

The OneCall service is provided as an extension to the standard SAP support and maintenance agreement. The OneCall support toolset includes an online support request portal with full reporting capability. The customer can log issues and enter consultancy requests, and has full visibility of progress. The portal utilises SAP's support offerings in the form of OSS and Solutions Manager. Chelford provide a full audit and reporting facility to track, escalate and manage all problem and development requests.

**MANAGED SERVICE**

Should organisations need more comprehensive support to supplement limited in-house resources, or to provide a fully outsourced SAP support function, a OneCall agreement can be provided as a complete managed service covering all the required elements of technical and application support and development.

**SERVICE LEVEL AGREEMENTS**

SAP's maintenance services are complemented by the OneCall agreement, which can be arranged to reflect customer-specific Service Level Agreements meeting local needs.

**WHAT MAKES CHELFORD'S ONECALL SUPPORT SERVICES DIFFERENT?****1. COMMITTED**

Chelford SAP Solutions Ltd is an SAP Valued Added reseller. As such our business is to provide SAP software, implementation and support services to mid size companies in the UK. We are not anything else. Our success is dependent on offering this full single source service to SAP clients and without it we would not have a business.

**2. ESTABLISHED**

Chelford have operated as a SAP VAR since 1996 and as such were one of the 1st partners in the UK. We must be good at what we do.

**3. SUCCESSFUL**

Chelford's SAP operation has grown over the last 5 years at more than 20% per annum. Chelford have been SAP's most successful UK VAR over 10 years and this success is founded on successful projects and happy customers. Nothing else.

**4. FINANCIALLY STRONG**

Chelford are owned by Solarsoft group a \$100m global software & services company. Solarsoft has \$300m worth of funds for further growth and acquisitions. You don't have to worry about our financial security.

**5. REFERENCEABLE**

Chelford has customers stretching back over 12 years now and over 60 currently on maintenance and support contracts and they are all happy and prepared to provide us with references. Not many other SAP partners can say that.

**6. EFFECTIVE WITH SAP UK**

As SAP's top UK VAR for over 10 years and the UK's sole representative on the Partner European Committee, we can effectively represent you inside SAP better than any other VAR.

**7. BREADTH & DEPTH OF CONSULTING SKILLS**

Chelford doesn't really have a high profile brand name. As such our success is built on the quality of our implementation and support consultants. Chelford has a team of over 60 consultants covering all the main SAP disciplines

**8. FULL RANGE OF SUPPORT SERVICES**

We provide the full range of SAP skills and services that you may need. SAP maintenance, Application support across the full range of SAP modules, SAP development resources covering all the main technologies such as ABAP, Java, SAP Script & BW , SAP Education services , SAP Managed Services – the proactive administration on the SAP landscape form experienced Basis consultants, Upgrade services, New module implementations, etc.. We can provide all the SAP services you will ever need.

**9. VALUE**

Near shore support and consultancy, meaning quality UK based consulting from people that speak your language, literally. Consultants charged at midmarket day rates have implemented many times in companies like yours.

**10. COVERAGE**

With office across the UK from Glasgow to Basingstoke, Manchester to York and Milton Keynes and a wide geographic coverage of consultants a Chelford location or one of our consultants is never far away.

For further information call Chelford SAP Solutions on 01256 685400 or email your enquiry to [Marketing@Chelfordgroup.com](mailto:Marketing@Chelfordgroup.com)

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