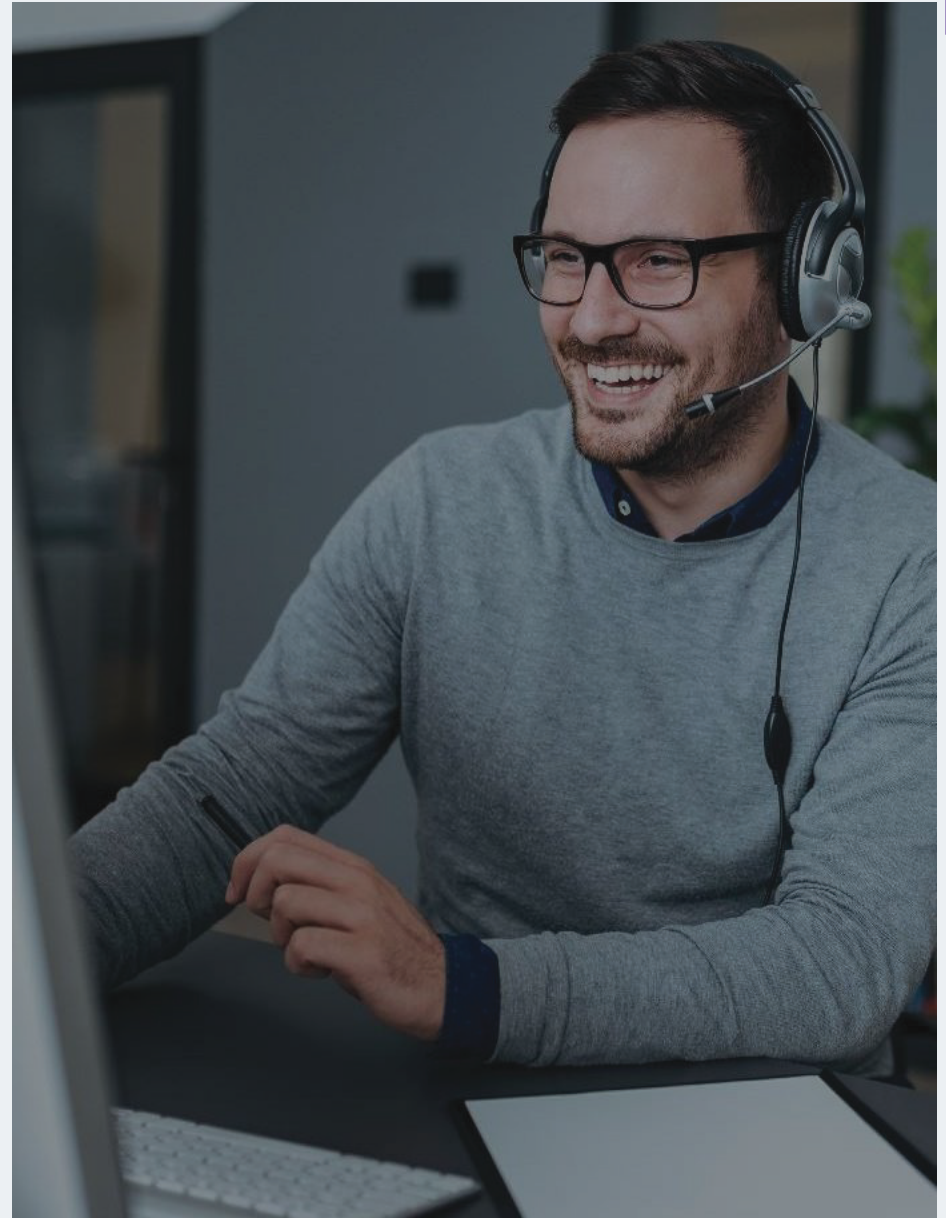


Supporting you every step of the way

AR Smart Ideas dedicated team of experts always available for you, providing timely, expert SAP SuccessFactors support

Explore our support packages tailored to suit organizations of all sizes and take the first step towards unlocking the true potential of your SAP SuccessFactors Solutions.



AR Smart Ideas' Support Packages

Bronze Support Package

Our Bronze Support Package is an ideal starting point for organizations looking to maximize their HR operations on the SuccessFactors HR Platform. With a focus on affordability and essential support services, this package provides a solid foundation for your HR needs. Benefit from a dedicated support manager who will guide you throughout the duration of one year, ensuring your queries and concerns are promptly addressed. Additionally, you'll have access to periodic account review meetings to assess progress and identify areas for improvement. Our Bronze Support Package also includes incident/case management, process enhancement, end user support, and comprehensive support for all SuccessFactors modules. With customer admin enablement/training and access to our knowledge base, you can empower your HR team to make the most of the platform. Stay informed with monthly reporting on the status of your tickets, and gain access to release management call support to effectively manage platform updates. With our Bronze Support Package, you can expect reliable and dedicated assistance to optimize your HR processes.

Silver Support Package

For organizations seeking a more comprehensive support experience, our Silver Support Package offers an enhanced level of assistance and extended benefits. With a multi-year duration, this package allows for a more long-term approach to your HR support needs. Enjoy the expertise of a dedicated account manager who will provide personalized guidance and support. With the Silver Support Package, you'll have the advantage of carryover of unused support hours upon renewal, ensuring that you can make the most of your allocated resources. Additionally, patch and upgrade support will keep your SuccessFactors HR Platform up to date, ensuring you have access to the latest features and enhancements. Benefit from our integrated ticket management system, Fresh Desk, which allows for efficient and streamlined handling of your support requests. Our Silver Support Package also includes annual reviews to assess progress, identify opportunities for improvement, and ensure that your HR processes continue to align with your organizational goals, you can expect reliable and dedicated assistance to optimize your HR processes.

Gold Support Package

Our Gold Support Package is designed to provide organizations with comprehensive and proactive support to optimize their HR operations. With a focus on building a strong partnership, this package offers a multi-year duration to foster long-term success. Enjoy the expertise of a dedicated relationship manager who will work closely with your organization to understand your unique HR needs and provide tailored guidance. Our Gold Support Package goes beyond incident-based support, offering proactive services such as health checks, performance analysis, and recommendations to continuously improve your HR processes. Benefit from strategic advisory services to align your HR strategies with your overall business goals, ensuring maximum impact. With release management advice, including impact assessment, you can navigate platform updates and changes smoothly. As part of our commitment to comprehensive support, our Gold Support Package also includes access to Fresh Desk for efficient ticket management and a quarterly review and advisory session to ensure ongoing success.

Platinum Support Package

For organizations with extensive HR operations and specific support requirements, our Platinum Support Package offer tailored solutions to meet your unique needs. With an emphasis on flexibility and customization, Platinum provides a multi-year support package that can be customized based on your support hour requirements. Enjoy extra services, such as custom development and operational support, to address your organization's specific HR challenges. Benefit from our integrated ticket management system, Fresh Desk, for efficient handling of support requests. Our Platinum Support Package also includes release management advice, quarterly reviews, and a partnership level of support, including consultancy services. With Platinum Support Package, you can expect a highly personalized support experience that caters to the unique demands of your organization.

PACKAGES

BRONZE

SILVER

GOLD

PLATINUM

Support Hours	100-200 P.A.	200-300 P.A.	300+ P.A.	500+ P.A.
Duration	1 year	Multi-Year	Multi-Year	Multi-Year
Includes	<ul style="list-style-type: none"> • Dedicated Support manager • Periodic Account Review Meeting • Monthly reporting on the status of the tickets • Incident/Case Management Process • Enhancement • Support for all SAP SuccessFactors modules • Customer Admin Enablement/Training • Admin User Support Access • to Knowledge Base • Release Management call access • Robust Ticket Management process and solution 	<ul style="list-style-type: none"> • As Bronze, plus • Carryover of unused hours on renewal • Dedicated Account Manager Patch • and Upgrade Support 	<ul style="list-style-type: none"> • As Silver, plus Relationship Management • Proactive services (e.g., Audits, performance analysis, and recommendations) • Strategic Advisory Services • Release Management Advice (Impact Assessment) 	<ul style="list-style-type: none"> • Customized package including extra services • Release Management Advice • (Impact Assessment)
Invoicing	Upfront on signature	Annually	Quarterly	Quarterly
Carry Over (If Renewed)	N/A	25% Annual	25% Annual	25% Annual
Management Level	Ticket Management*	Account Management*	Relationship Management*	Partnership*
	* Incident Management & adherence to Service Level Agreement. End of contract review	* Account Management with quarterly review	* Relationship Management with monthly review and advisory	* Partnership-level support, including consultancy services

Why choose AR Smart Ideas

- Experienced consultants for world-class delivery
- Robust support packages available based on organizational needs
- Strong Service Level Agreement adherence via support and incident management practices
- Consultative approach that helps your systems evolve as your business evolves
- Regular check-in calls to ensure that there is always a line of communication into our delivery team



Transform your

today! Contact us to explore our tailored support packages and take the first step towards HR excellence.

SAP SuccessFactors. Partner with AR Smart Ideas

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