



SAP® Recognized Expertise



SAP Business One Support Services from Signum

Introduction

As an SAP Gold Partner, Signum Solutions has a wealth of experience in providing the SAP Business One solution and shares this expertise with you every step of the way: from initial implementation to on-going support and system development.

Our dedicated team of SAP Business One specialists can keep your system running smoothly and efficiently, reducing your business costs and allowing you to focus on growing your business.

Our approach is to help customers get the best return of investment. This approach has led to us being recognised through the awarding of the SAP Customer satisfaction award. An award based upon actual customer feedback in a survey carried out directly by SAP.

We value our customers feedback

"Excellent service as usual"

Managing Director, Healthcare Direct Ltd



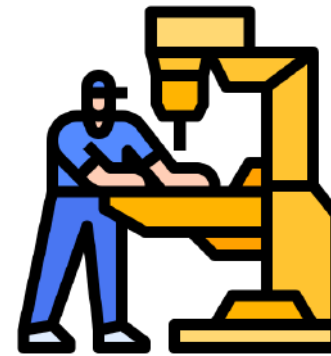


We've got your industry covered

We have extensive experience in some key industries.
Learn more about some of the industries we support below.



Chemicals & Coatings



Manufacturing



Wholesale Distribution



Food & Beverage



Healthcare



Pharmaceuticals

What does Signum Support provide?

At Signum Solutions we recognise that you need a partner, not a vendor. Our support team is business user-focused, with experience across industry sectors and SAP Business One systems.

The primary goal of our support team is to help you minimize business interruption by resolving small issues before they grow.

We can quickly diagnose any problems with SAP, and because we have so much experience, we can often resolve them instantly. That way, we can minimize the time you'll be interrupted.

The dedicated **Help Desk** is open Monday through Friday for queries related to applications and technical issues. and infrastructure support is around the clock for our hosted clients. Weekend support can be added as needed for an additional fee.

Our **Help desk support service** is designed to ensure that access to experienced support consultants for advice or assistance relating to the use of your SAP Business One solution and its add-ons.

Communication with our support team can be made via telephone, email or web portal, and all calls are managed by computerised ticketing software to ensure SLA compliance.

Signum customers also receive hands-on support from **allocated account managers**, regular system reviews and access to a **dedicated continuous improvement** team - all geared towards ensuring your SAP is working at its highest capacity.

Our **core services** include:

- Customer Portal
- Knowledge Base
- Exclusive Customer Forum
- Web-based Support
- On-site Visits
- SAP Training
- Continuous Improvement



Our Processes

Requests are submitted online, over the phone, or by email. Each time, we log the request onto our Support Portal for management and tracking.

We gives you control over every aspect of your support. Our web-based portal gives you full visibility of progress from the initial request all the way through to the resolution.

Customers can access the Signum Customer Support Portal to track requests and resolve any issues they may have. We are always on top of matters and ensure that customer satisfaction is addressed as soon as it arises.

A help-desk ticketing system gives you the ability to track and resolve any issues that may come up. This lets us deliver a superior service, giving you piece of mind and keeping things efficient.

All our support representatives are industry veterans, trained to solve your problems fast. We'll help you resolve any problems you may be having with your system, so you can get back to work and focus on what matters most – delivering for your customers.

Sometimes, issues come up that need to be resolved faster than usual. That's why we have an escalation process in place so any complex problems that require special attention can get the attention they deserve.

As a strategic partner to your business, we ensure that you're kept informed of progress through regular updates from our team.

Request all the help you need, when you need it.





Coming from another partner?

Seamless Transition

You can change your SAP Business One software partner at any time, and your paid maintenance will continue regardless.

We'll handle all the formalities with SAP and other software vendors on your behalf. If you have custom-developed software from your current partner that is non-transferrable, we'll propose an alternative using standard SAP.

By partnering with Signum, you can rest assured your change will be handled professionally. We have helped many customers transfer from their current provider successfully.

Prior to Transfer

Before we embark on a journey together, we like to understand who you are, what you want to achieve, and the best way to get there.

We take the time to perform a technical audit of your system to better understand the landscape. We listen and learn about your business to create an individual approach tailored specifically for you.

Our account managers will understand your business requirements and challenges and work with our solution experts to develop an aligned solution designed for your needs.

Together we'll form a lasting partnership built on trust, respect, and continuous improvement.

Why choose Signum Solutions?

When you choose Signum, you gain access to a plethora of unrivalled benefits, exclusively for you. We are always updating our customer benefits and giving you the best value for your investment.



**Product Focused
Special Interest Groups**



**Bespoke SAP
training bundles**



**Access to
Knowledge Base**



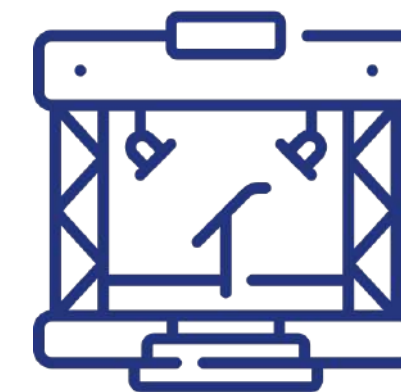
**Exclusive Customer
Forum**



Industry Discussion Panels



**Free & On Demand
Training Videos**



Exclusive events



**Dedicated Continuous
Improvement Team**

Benefits - In detail



Product Focused Special Interest Groups

Special Interest Groups are an integral part of the Signum customer Success program and provide a forum where participants can come together to share their expertise and 'best practice' in specific areas of interest.



Access to Knowledge Base

Signum customers have exclusive access to our ever expanding knowledge base including how to, guides and videos. Released after each new software release, the knowledge base is updated any time a core feature is changed.



Bespoke SAP training bundles

Our training bundles are designed to fit your needs and budget, with lots of options to choose from. Book the day, week or month of your choosing, with no advance booking required. You can also take advantage of bespoke discounts exclusive to Signum customers.



Exclusive Customer Forum

Signum's dedicated customer forum is the premier place to network with other SAP Business One users. We are proud to be the only SAP partner in the UK to provide this service, giving our clients a place to network with one another, share knowledge and expertise.

Benefits - In detail



Free & On Demand Training Videos

Designed for all levels of experience - our free and on demand e-learning videos are regularly updated with the latest information in the world of SAP business one. We cover a variety of topics and focus on real issues so you always have the most relevant material at hand.



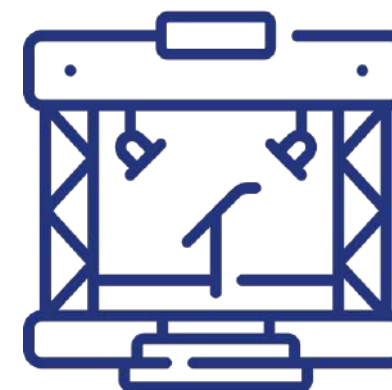
Dedicated Continuous Improvement Team

Whatever your business objectives, our team of continuous improvement consultants will be on hand to support you. They'll help you take advantage of the latest technology for your SAP Business One solution and make sure you always have the best tools in place.



Industry Discussion Panels

The best way to learn is by sharing insights with fellow industry practitioners. Our discussion panels are an open forum for you and your peers to share knowledge and advice for a better industry future.



Exclusive events

We will regularly invite customers to our business and industry events. These events reveal the latest innovations, offer networking opportunities and equip you to keep on top of your game.

Testimonials

The customer is at the heart of everything that we do. That is why we consistently ask for feedback from our customers, so we can be sure that we are providing the best quality of service at all times.

Using a tool called "Customer Thermometer", we are able to gauge how good or bad a problem or question has been solved or answered.

Providing feedback to us couldn't be any easier. It's the simple press of a button with the choice for you to leave some very valuable feedback.



Here's what some of our customers had to say

"Excellent service as usual"

Managing Director, Healthcare Direct Ltd

Rating - Excellent

"Good service, good advice"

Sales Coordinator, Heaton Green Dust Control Limited

Rating - Excellent

"Very quick resolution"

Director, PIP Chemicals Ltd

Rating - Excellent

"Quick and effective!"

Administrator, TPBI UK Ltd

Rating - Excellent

Ready to take the next step?

At Signum, we remove complexity and improve efficiency. Through a combination of deep SAP expertise, keen insight, and smart technology, we deliver innovative solutions that help you meet and exceed expectations.

We are an experienced team of professionals that delivers first class support to clients across the UK. We're happy to help and solve your issues.

Schedule a one-on-one meeting with our team of SAP Business One experts and let us help you make the best decision about your business technology.



signum-solutions.co.uk



01244 676 900

