

SAP® Ariba® Expert Care service customers are the most satisfied customers of all of the customer base for SAP Ariba solutions, according to the SAP Ariba Relationship Survey.

Ariba received the 2008 ACE Award for Achievement in Customer Excellence for the second year in a row.

Customer Quotes:

“SAP Ariba Expert Care is great, it works very well. [Our Customer Manager] is always involved with what is going on, and supports us here at GM very well when it comes to dealing with critical issues. He works well with GM.”

General Motors

“You need to clone [our Customer Manager]. He’s the best – courteous, eager to help, and knowledgeable.”

AstraZeneca

Features

SAP Ariba Expert Care addresses all of your unique challenges by providing:

- Named contact to build a more personalized support experience
- Domain expertise that’s specific to your business
- Skilled and knowledgeable resources to advocate as your partner within SAP Ariba solutions

WHY YOUR COMPANY NEEDS SAP® ARIBA® EXPERT CARE

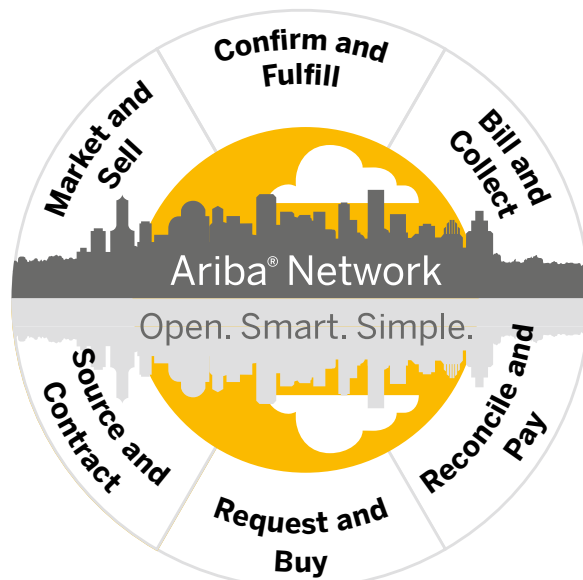
For many customers of SAP® Ariba® solutions, a comprehensive customer support program is critical to achieving their spend management goals and objectives. That’s why the SAP Ariba Expert Care service is designed to fully enhance your customer support experience by providing highly skilled support personnel and a strategic personalized support relationship.

SAP Ariba Expert Care is designed for companies that require support through a consolidated incident management approach. This enhanced level of support is ideal for organizations seeking the following support attributes:

- One primary point of contact for support inquiries
- High-touch/personal relationship
- Expert domain knowledge
- Quality best practices advice
- Unique configurations/customizations experience
- New product features training
- Highly visible customer advocate

SAP Ariba Expert Care helps ensure that your organization has a close relationship with a team of support professionals who have intimate knowledge of your infrastructure, business practices, and processes. When an issue arises, your team can contact your SAP Ariba Expert Care manager immediately so they can help you resolve the issue as quickly as possible. Your SAP Ariba Expert Care manager develops an understanding of your complex infrastructure so he or she can provide advice specific to your unique business needs. Additionally, your SAP Ariba Expert Care manager provides product knowledge, shares domain expertise, and offers best practice advice in specific product areas. Together, SAP Ariba Expert Care provides an effective means to quickly resolve problems as they occur.

SAP Ariba Expert Care is ideal for companies that are lacking the required level of internal IT support for their SAP Ariba solution. Your SAP Ariba Expert Care manager has access to technical and engineering expertise throughout SAP Ariba solutions to facilitate fast, expert problem resolution and help resolve complex issues. Each SAP Ariba Expert Care manager is able to bring expert focus on critical issues through hands-on investigation and diagnostics. As a result, you can rely on SAP Ariba Expert Care to maximize the productivity and reliability of your spend management for the SAP Ariba solution. In return, SAP Ariba Expert Care helps ensure that you are able to provide the highest level of service to your users, buyers, and suppliers. And your IT team can focus more of its efforts on enabling new business initiatives.



About SAP® Ariba® Solutions

SAP® Ariba® solutions support the marketplace for modern business, creating frictionless exchanges between millions of buyers and suppliers across the entire source-to-pay process. Our market-leading solutions enable companies to simplify collaboration with their trading partners, make smarter business decisions, and extend their collaborative business processes with an open technology platform. More than two million companies use SAP Ariba solutions to connect and collaborate around nearly US\$1 trillion in commerce on an annual basis. To learn more about SAP Ariba solutions and the transformation they are driving, visit www.ariba.com.

By leveraging the years of experience that our SAP Ariba Expert Care team has gained with other SAP Ariba solution deployments, your SAP Ariba Expert Care manager can help you reduce risks through proactive planning and best practices designed to anticipate and avoid problems. This is particularly true for customers who have many complex business process flows to manage. This experience allows your company to provide a robust and stable spend management solution. Moreover, your SAP Ariba Expert Care manager can help you understand what types of changes can improve your solution's flexibility. As a result, you can potentially avoid costly downtime, streamline processes, and achieve maximum results from your SAP Ariba solution.

Your SAP Ariba Expert Care manager also serves as your frontline advocate to ensure your voice is heard for such things as new feature development, enhancement requests, customer communications, platform certifications, and so on. Your SAP Ariba Expert Care manager maintains close relationships within SAP Ariba solutions to not only draw on others' expertise to provide you with the best advice, guidance, and support but to be your representative in sharing customer experiences and expectations.

VALUE-ADDED SUPPORT SERVICES

In addition to our award-winning technical support and end-user support services, members of our SAP Ariba Expert Care program enjoy the following key benefits:

SAP Ariba Expert Care at a Glance	
Named expert care manager	Enhancement request management
Six designated support contacts	Customer advocate
Unique customization/Configure support	New feature training
Change management support	Biannual on-site visits
Regular review teleconferences	Monthly reporting

Your SAP Ariba Expert Care manager is responsible for helping to ensure that your support needs are handled promptly and effectively by providing the following activities:

SAP Ariba Expert Care Manager	
Activities and Types of Issues Resolved	
Recommendations regarding structure of users and groups on a site	Improve system performance by recommending upgrades and configuration changes
Online training session to explain new functionality in latest major release	Provide service pack updates and testing/verification upgrade assistance
Coordination of any site configuration changes and communication to contacts from SAP Ariba Expert Care of related outages	Provide best practices to key buyers and assistance with setting up sourcing events
Understand security needs and help manage users accordingly	Provide advice on how to maintain all open and pertinent change requests
Assist in design and management of system customizations	Act as a primary point of escalation
Recommend and manage system configuration settings	Coordinate communication regarding site issues and outages
Improve process flows and user onboarding	Conduct status meetings upon request via Internet and telephone

THE RIGHT SOLUTION

As an SAP Ariba solution expert, your SAP Ariba Expert Care manager provides in-depth product expertise, expedites your support requests, and helps you prevent problems before they occur. Enjoy the convenience of consolidated support management and personalized support with the SAP Ariba Expert Care service. With SAP Ariba Expert Care, your organization can appreciate a support relationship that encompasses the entire solution lifecycle – from initial deployment, product integration, customization and enhancements, hot fixes, and service packs through new releases.

For more information regarding SAP Ariba Expert Care, as well as our other outstanding customer support offerings, please contact your SAP Ariba solutions account representative.

www.ariba.com