



# TAILORED SAP SUPPORT AND MANAGED SERVICES

Innovative, flexible, and focused on your needs.

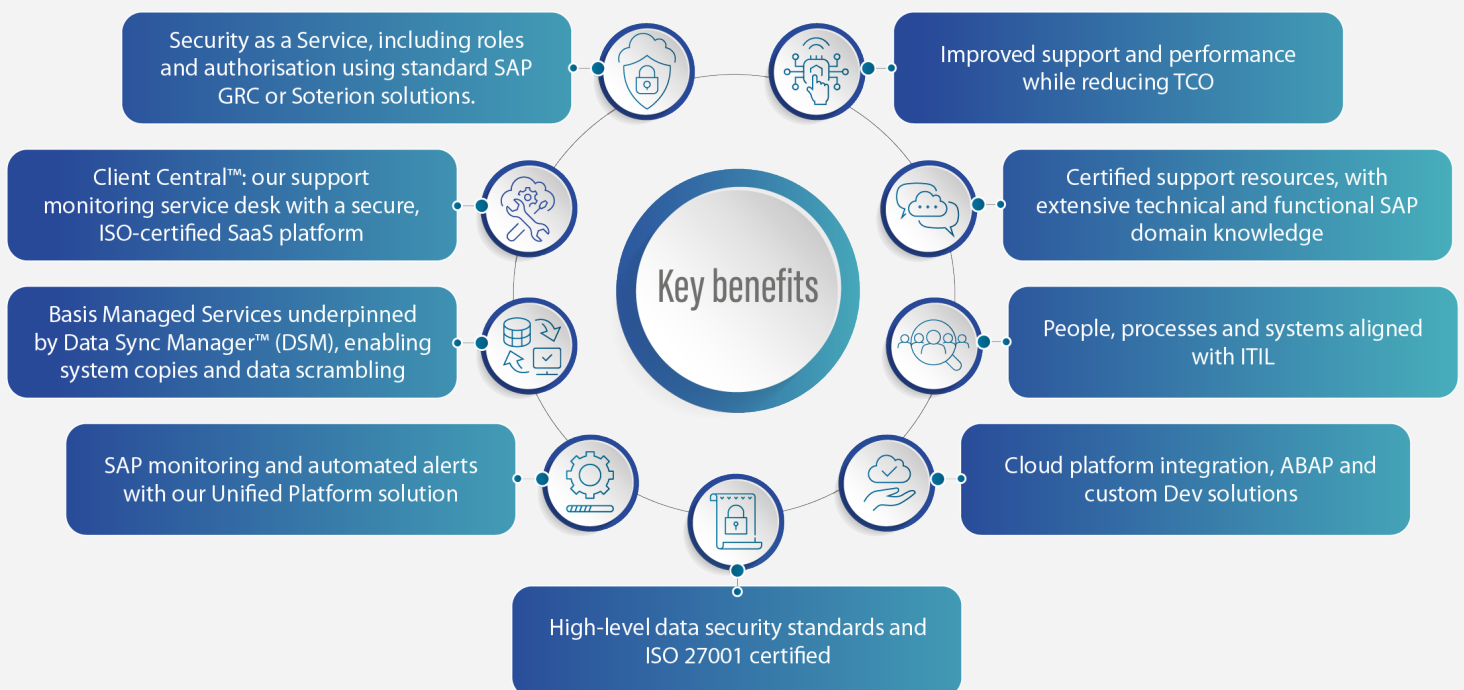
EPI-USE Labs offers SAP® specialist support and consulting to ensure your SAP estate is managed effectively. We are small enough to care, with in-depth SAP knowledge, focused experience and the flexibility to give you peace of mind.

For over 35 years, EPI-USE Labs has been providing support services and developing software to lower the total cost of ownership (TCO) for our clients, starting with HR and Payroll, and now covering the full SAP application suite, including SAP S/4HANA®.

SAP Application Management Services (AMS) is a set of robust operating methods and processes developed to help you extract the maximum value from your SAP investment.

We are among the 5% of global SAP Partners who have met the rigorous standards for Partner Centre of Expertise (PCoE) status. Together with our extensive AMS experience, this means we can help you fine-tune AMS to your core business objectives, overcoming challenges to improve application performance and achieve better business results.

Our AMS model offers the flexibility to cope with changing industry and market environments, freeing up your resources to focus on core competencies and innovation, rather than just point-in-time metrics, support and Service Level Agreements (SLAs).



## SAP technical services

What underpins EPI-USE Labs is the quality of our people who will manage your SAP technical estate, including

- skilled Basis support for managing SAP transports and system upgrades
- landscape rationalisation, using DSM to refresh and scramble data across your SAP non-production systems
- OS/DB for managing system migrations
- cloud hosting and management
- proactive monitoring and Disaster Recovery.

## Functional support services

Our expert consultants provide functional support, offering a vast breadth of technical knowledge coupled with in-depth business experience. They cover all functional areas of every version of SAP and have a track record of extensive implementations and upgrades, along with many years of support. We can provide security clearance for all consultants.

## Areas of expertise

**Finance:** FI, CO, ACR, PaPM, cash and bank management

**Logistics:** SD, MM, PP, PM, O2C, P2P, WM

**HCM/HXM:** Payroll, SuccessFactors, People Solutions, BTP Integrations

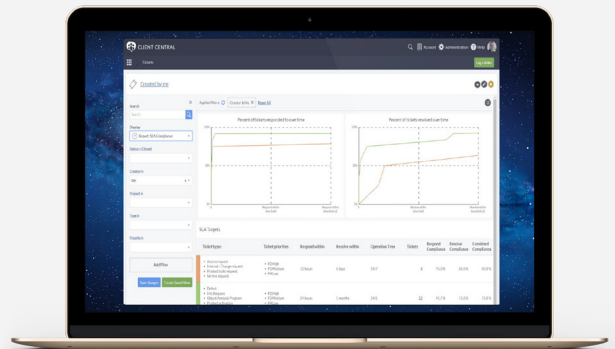
**Analytics:** BI/BW for or on HANA, BobJ, WEBI, Lumira, Analysis for Office

**Technical:** Integration, Smart Forms, Migration cockpit, Workflow, HANA, Solman, Security and Admin



## Client Central: our unique service platform

- Our own support desk software with over 17,000 users, which goes beyond just logging and tracking calls
- An ISO-certified SaaS platform offering client support and knowledge management capabilities
- An integrated LMS system
- Dashboards, reporting and SLA management.



## Custom development

At EPI-USE Labs, in addition to ABAP development, we have a powerful set of skills to develop and create solutions to meet the unique needs of individual companies. Our experienced developers also have skills in CPI, Fiori apps, .NET, Java and much more, enabling our clients to extend all versions of SAP as needed.

## How can we help you?

- Our Support and Managed Services model is completely flexible to meet your needs.
- We can offer a full managed service (in-house support and advice) or just simple, reactive support (you log calls when you need help).
- You can access Premium Support Services (PSS) of consultancy days on demand.

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*“Compared to a lot of bigger organisations, we have a small in-house support team. There are huge benefits to having essentially a whole support team in EPI-USE Labs.”*

**Dean Finlayson, Corporate Application Development Lead, Isle of Wight Council**