



SAP Help Desk

Availability and accessibility are the most important features of a professional and efficient help desk, both in productive operation and during a project.

The services, response times and degrees of urgency are tailored to our customers' specific support requirements. Our help desk is staffed with consultants who have gained experience from numerous implementations in various industries and also work on our customers' installations and projects.

The help desk complements our operations support services, so that full support and a high level of availability of your SAP infrastructure are guaranteed.

Our help desk provides fast, professional and reliable support in line with your requirements. To complement your internal support structure, we take over second and/or third level support for the operation of your production and/or project environment.

The help desk and operating times are tailored to the individual requirements of our customers. Our support times are 5 × 24h, 7 × 24h or customized.

- Standardized support processes according to ITIL
- Support with production SAP Basis operations
- Troubleshooting in case of SAP Basis problems
- Pro-active working and taking the initiative in order to optimize SAP systems
- Support during the project launch and with the production startup of your SAP landscape
- Integration of support procedures into your existing support processes and standards
- Support times 5 × 24h, 7 × 24h or customized
- 2nd and 3rd level support
- Problem and escalation management
- Automated system monitoring
- You will be alerted in case of any problems

ITPC AG
8048 Zurich
Switzerland
Phone +41 (0)44 521 73 40

ITPC India Pvt.Ltd.
Kharadi, Pune - 411014
India
Phone +91 (0)20 46900 800

ITPC Consultancy Services Ltd.
London , W6 8DA
United Kingdom
Phone +44 (0)203 609 8780

Contact us at sales@itpccorp.com, www.itpccorp.com, <http://saponazure.cloud> and www.solhana.com

