

SAP Support for SMEs

WHY SAP FOR SMEs?

Maximize the return on your SAP investment. We support SAP users in one package with clearly defined SLAs.

WHAT IS SAP SUPPORT FROM IBA GROUP?

With decades of experience in engineering excellence and providing smart solutions, IBA Group ends your struggles with SAP maintenance.

Our quality and experience set us apart. We provide **SAP Support as a Service**. With SaaS from IBA Group, we solve incidents in real-time to get your business running better, faster.

EXPERIENCED SAP SUPPORT TEAMS

Our certified SAP consultants support you through the entire cycle, from incident management to problem management and change management.

IBA Group consultants attack all types errors, including user errors, data errors, SAP errors, and implementation errors. And we leave you in good hands. Our experienced staff **trains users and organizes the technical support and infrastructure support** you need.

SAP SUPPORT SERVICE LEADERS



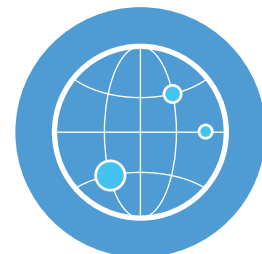
SAP Expertise in SAP HANA



SAP Expertise in Oil & Gas, Utilities, and Travel & Transportation



5,000+ years of combined SAP experience



Dozens of SAP projects worldwide, in the US and around the world, since 1997

MOVE FROM VENDOR LOCK-IN TO A BUSINESS-DRIVEN ROADMAP

IBA Group uses ITIL as a guideline to implement processes and functions your organization needs. We offer technical support, knowledge management, and configuration management. And we build a complete responsibility matrix, following the **RACI Model** (Responsible, Accountable, Contribution, and Informed).

We employ **DevOps** with its core principles of open communication, collaboration, and shared goals, to bring the entire process to life consistently and productively.

SAP SUPPORT PLANS

