



NIEFERT Certified Solutions, LLC

SAP® Business One Maintenance (17% of License Cost)

Continuous Improvement

You get...

- Access to the latest release of the licensed software
- Technology updates to keep your end-to-end infrastructure up to date (operating system, databases, etc.)
- Support Packages and Patches to efficiently apply incremental corrections
- Legal changes to address new legal and accounting obligations

Quality Management

You get...

- Proactive remote services (SAP Early Watch Alert)

Knowledge Transfer

You get...

- S User ID
- Self Help
- E-learning curricula



NIEFERT Certified Solutions, LLC

NIEFERT Standard Support

Standard Support via the NIEFERT Website

You get...

- Access to the customer support portal
- Response time within 24 hours
- Support as needed

Cost...

- Charged in 15 minute increments and due upon service completion date
- Based on NIEFERT's current hourly charge
- If on-site visit is requested or required, there is a minimum charge of an hour and travel time will be added
- Advance hours can be purchased in 5 hour packages with a discount of \$10 per hour. The hours are to be used within one year from the purchase date.



NIEFERT Certified Solutions, LLC

NIEFERT Enterprise Production Support

Enterprise Production Support

You get...

- Access to the customer support portal
- Response time within 6 hours
- Dedicated Support Person
- Dedicated Virtual Machine with a copy of your Production system for testing

Cost...

- Requires a current SAP Maintenance
- Yearly Charge (5% of the license cost). At the end of each year the account will be reconciled to the actual support used and the cost for the following year will be adjusted accordingly.
- NIEFERT has the option to deny customers use of this support level