

SAP Support Options

	SAP Standard Support	SAP Enterprise Support
Service level agreement covering priority one and two customer messages along with top priority one issues (such as a go-live showstopper)		✓
24x7 Support advisory center as a direct communication channel to SAP, handling important inquiries concerning consulting, support, and scheduling CQCs		✓
Continuous quality checks (CQCs) as proactive technical quality assessments during implementation, operation, and upgrades		✓
SAP Solution Manager, enterprise edition , with extended functionality for deployment, operation, and continuous improvement and innovation of SAP solutions	✓ Limited functionality	✓
Continuous improvement and innovation like software upgrades, technology updates, legal changes	✓	✓
Problem resolution with global message processing for customer messages of priority one and 24x7 access to the SAP Notes service	✓	✓
Knowledge transfer as part of the community using the SAP Service Marketplace extranet and with specialized offerings for SAP Customer Competence Center locations	✓	✓