

## SAP<sup>®</sup> Business ByDesign<sup>™</sup>



When it comes to SAP support and solutions, precision and expertise are paramount. At Westrocon, we take pride in being an accredited **SAP Platinum** and **United VARs** Partner, ensuring that we not only meet but exceed the stringent requirements governing the knowledge and skill sets of our consultants involved in the customer support process.

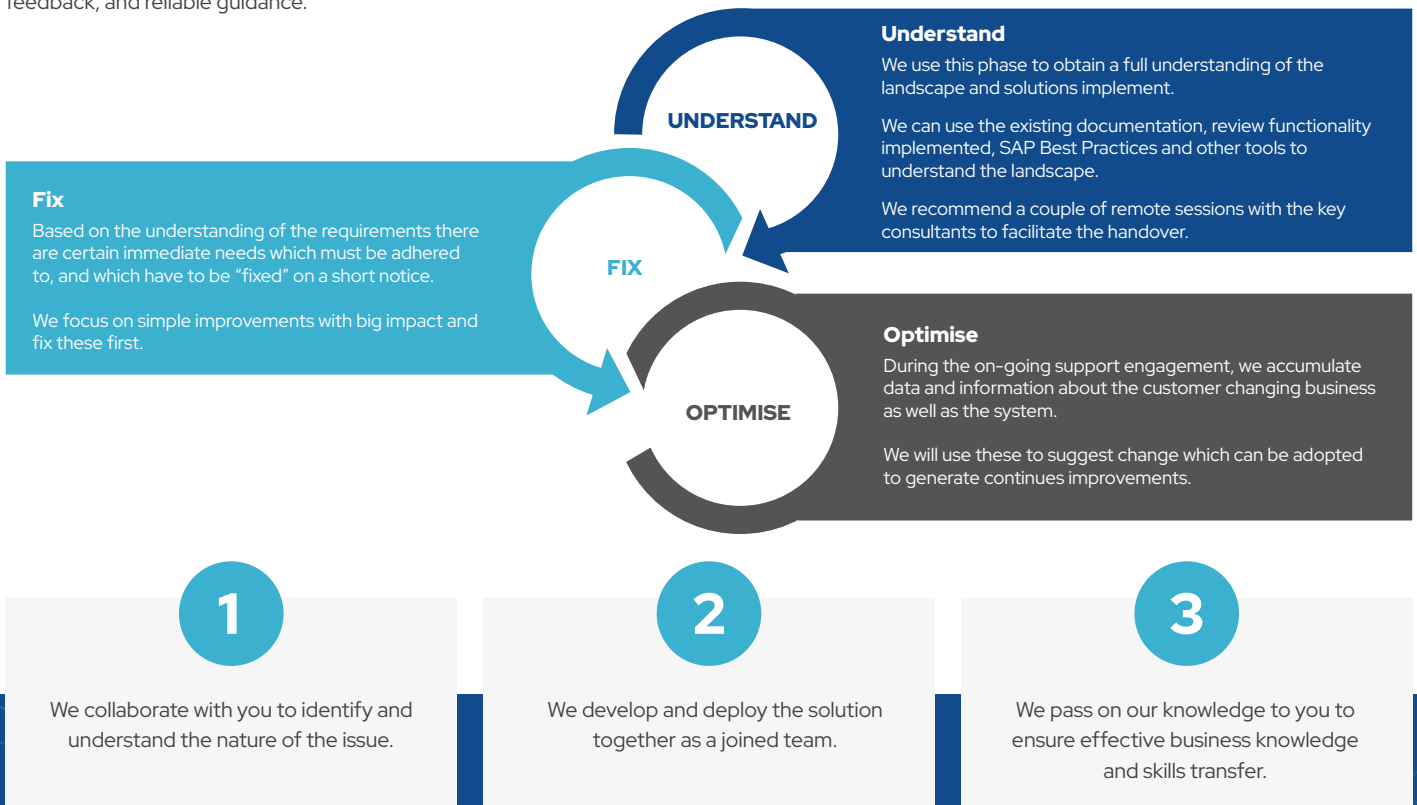
**United VARs** is the leading alliance of SAP solution providers for the mid-market. Certified with the highest SAP Status as **Platinum Partner**, we count with the leading solution providers across the world to guarantee the best service and support for your international roll-out projects, ERP optimization projects and cross-border nearshoring.

### Values

At Westrocon, we prioritize two core values: swift, insightful ticket resolution and unwavering trust in the advice we offer. Our mission is to ensure you receive timely assistance and expert guidance at every turn. Our objective is to deliver prompt ticket resolution, insightful feedback, and reliable guidance.

### Methodology and Process

Through our experience in providing SAP support to multiple customers we have developed a Three step Pro-Active Support Methodology.



### The aim of the Pro-Active Support Methodology is to collaborate with you to:

- ✓ Empower you to be able to be self-sufficient and to efficiently use your own system.
- ✓ Learn and analyse business processes, to develop continuous business improvements going forward.
- ✓ Change Management
- ✓ Advisory Services

### Services we provide:

- ✓ Incident Management
- ✓ Problem Management
- ✓ Change Management
- ✓ Request Fulfilment
- ✓ Proactive Event Management (Monitoring)
- ✓ Proactive Services for SAP Applications

## Our Value Proposition



### Five Industry Packaged Solutions

- 1 Light Retail
- 2 Professional Services
- 3 Distribution and Logistics
- 4 Light Manufacturing
- 5 Service industry with Project and Control



### Projects in Africa

- Agricultural, Automotive, Defense, Retail, Consumer
- Goods, Pharmaceutical and Distribution
- Modules includes multi-company Finances, Purchasing, Warehousing, Over the counter, CRM, Projects, Manufacturing



### Team

- Core team of dedicated consultants
- Graduates in Industrial Engineering, Accounting and Business
- Dedicated Business Unit with Manager
- Supported by our Project Management Office and domain expertise



### Special Features

- Integration with eCommerce via SAP Cloud Platform
- Integration with SAP ECC
- Weighbridge Integration
- One instance 10 legal entities project
- Support via our Centre of Expertise
- Access to custom development, localization and add-ons

## Do you know about our SLA Support Fee?

It consists of the use of bucket hours or a fixed cost support. This monthly fee allows us to offer the following services:

### Bucket Hours

Are monthly allocation of hours provided to supply support services in terms of the service agreement.

- ✓ Unused bucket hours will roll over for a period of three calendar months, 50% of the unused bucket hours remaining after the three months roll over will be applied to Change requests as agreed between both parties.
- ✓ Should bucket hours be depleted, work will be quoted for at a rate per hour.

### Fixed Cost

Westrocon provides SAP Business ByDesign fixed cost Support under the following terms:

- ✓ SAP Operational Support will be delivered across the full functionality of SAP Business ByDesign implemented and will cover all key business processes.
- ✓ The support contract will be reviewed every 12 months and an inflationary escalation on SAP ByD support rates will be considered for following contract periods.
- ✓ Increases will be discussed and communicated close to contract renewal.



Support E-Mail:  
sales@westrocon.com



Telephone:  
+27 (0) 12 656 0249

For enquiries and more information contact:

#### Juanita Botha

New Business Development Executive  
juanita.botha@westrocon.com

#### Elsabé Bell

Head of Support  
elsabe.bell@westrocon.com

Customer Success Stories



<https://vimeo.com/563220510/6fce956848>



GREAT DOMAINES

Gateway to the finest wines of the world

<https://vimeo.com/544474775/244b69d926>