



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.

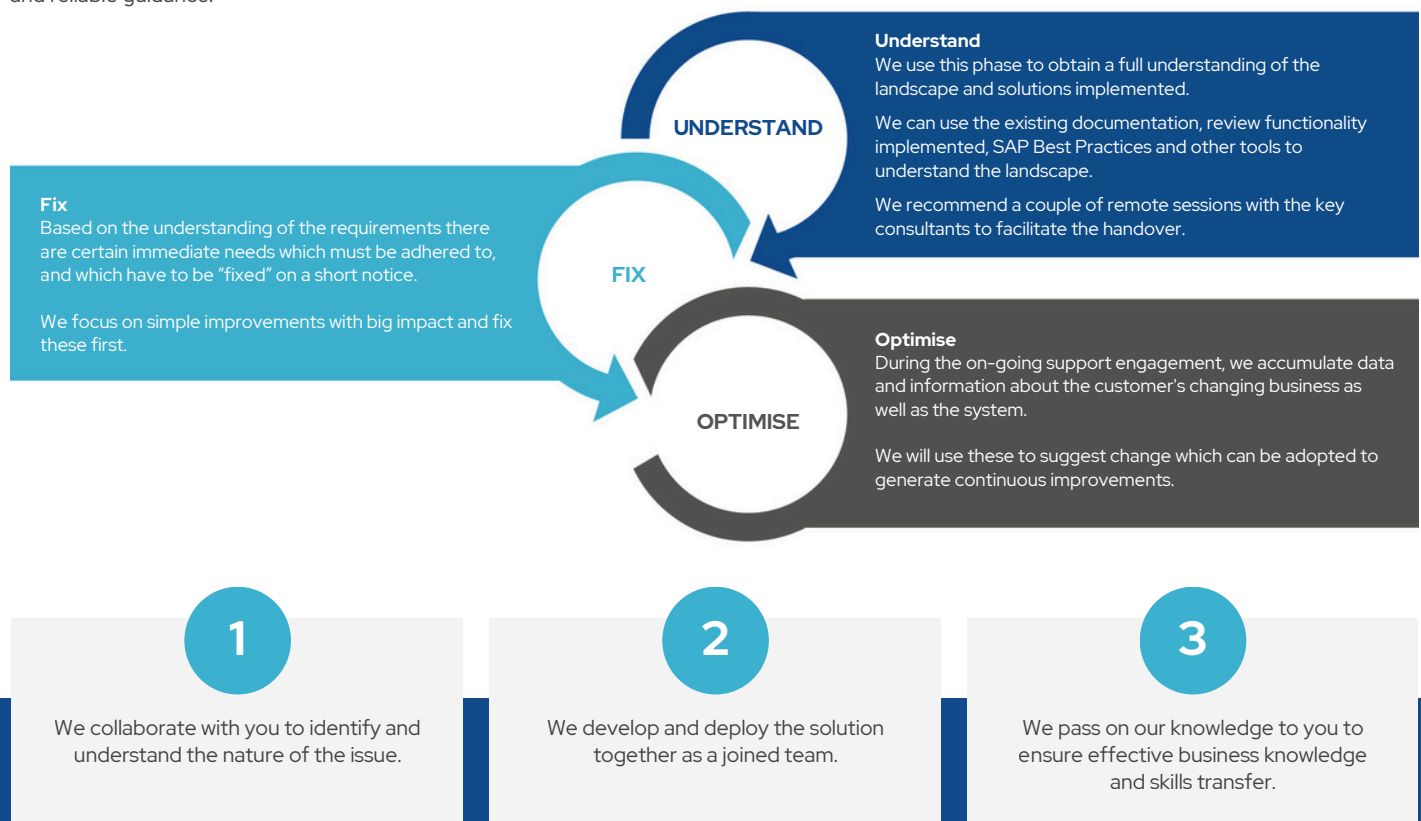
United VARs is the leading alliance of SAP solution providers for the mid-market. Certified with the highest SAP Status as **Platinum Partner**, we work with the leading solution providers across the world to guarantee the best service and support for your international roll-out projects, ERP optimization 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 Pro-Active Support Methodology aims to collaborate with you to:

- Empower you to be self-sufficient and maximize your system's capabilities.
- Learn and analyse business processes, to develop continuous business improvements going forward.
- Advisory Services

Services we provide:

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

We support the following SAP Solutions:

SAP S/4HANA®

SAP SuccessFactors

SAP® Business ByDesign®

SAP® ECC



Industry Packaged Solution

- SAP SuccessFactors Performance and Goals-Perform Fast
- SAP Business ByDesign Industry Solutions



Projects in Africa

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



Team

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



Special Features

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



Benefits

Clients who choose to work with SAP PCOE-certified partners can expect higher quality, reliability, and support for their SAP solutions, which can ultimately lead to improved business performance and reduced risks.

Benefit from working with SAP PCOE-certified partners in the following ways:

- Quality Assurance
- Access to SAP Expertise
- Timely Support
- Reduced Risk
- Compliance
- Efficiency
- Customized Solutions
- Long-Term Partnership

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:

Retainer Hours

Are a 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 Costs

Westrocon provides fixed cost Support under the following terms:

- SAP Operational Support will be delivered across the full functionality of SAP solution implemented and will cover all key business processes.
- The support contract will be reviewed every 12 months and an increase due to inflation on support rates will be considered for subsequent contract periods.
- Increases will be discussed and communicated 'during the contract renewal period.



Sales E-Mail:

sales@westrocon.com



Telephone:

+27 (0) 12 656 0249

For enquiries and more information contact:

Juanita Botha

Business Development Manager
juanita.botha@westrocon.com

Nicola Brummelkamp

Head of Support
nicola.brummelkamp@westrocon.com



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