



■ REDWOOD PLATINUM SUPPORT FOR SAP BPA

PLATINUM SUPPORT FOR DIRECT SUPER-FAST SERVICE



As an SAP® Business Process Automation (SAP BPA) user you'll recognize the benefits that reliable and high performance process automation provides for your organization. However, even the best implementations can experience problems that require extra support. If there is a problem it's vital you get the finest support available as quickly as possible. The Redwood Platinum Support service offers you direct access to Redwood's highly skilled support technicians for those situations where you need speed and absolute expertise above all else.

REDWOOD PLATINUM SUPPORT PROVIDES:



24 X 7 TECHNICAL SUPPORT DIRECT FROM REDWOOD IF YOU HAVE ANY ISSUES RELATING TO SAP BPA.



ACCESS TO REDWOOD'S SUPPORT PORTAL WHERE YOU CAN RAISE SUPPORT TICKETS AND SEARCH THE KNOWLEDGEBASE.

With a premium level of technical support you are guaranteed rapid resolution of problems and direct escalation to the solution owner should a resolution for your problem prove difficult.

PRE-REQUISITES

To be eligible for Redwood's superior level of direct support the following pre-requisites need to be met:

**PERMANENT FULL USE LICENSE FOR
SAP BPA**

**MINIMUM THREE-YEAR COMMITMENT TO
REDWOOD'S PLATINUM SUPPORT SERVICE**

**CURRENT VALID SUPPORT CONTRACT
WITH SAP FOR SAP BPA**

Note that the Redwood Support offering does not provide support for other components in your SAP landscape; it is only applicable for support issues relating to SAP BPA. The service provides technical support for problem resolution. Customers continue to download upgrades and patches for SAP BPA via the SAP Service Marketplace.

We help companies achieve the 'The Robotized Enterprise™', robotizing up to 100% of end-to-end processes across R2R, O2C, P2P, Human Capital, Supply Chain and others to improve process efficiencies and quality, while diverting resources from the back office and redirecting them to value added customer activities. Today more than 3,000 customers worldwide already work with Redwood Software to eliminate the costs, risks and wasted time of manually repetitive business process tasks.

For more information about Redwood please visit Platinum Support for BPA please visit www.redwood.com/support/