

PERSONALISED SAP SUPPORT AND MANAGED SERVICES



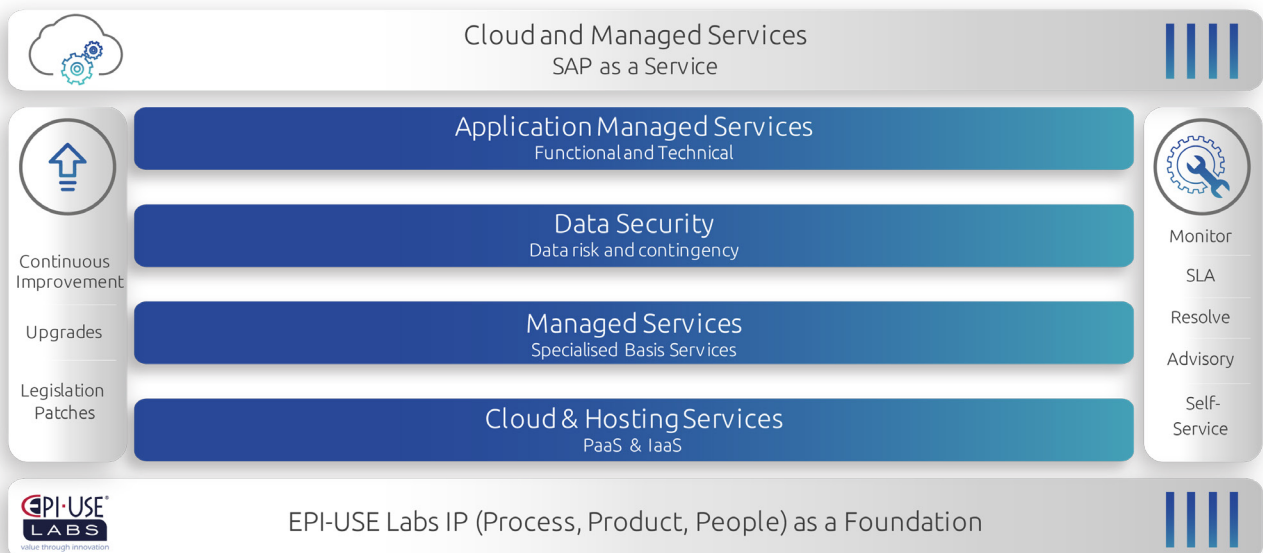
Innovative, flexible, and focused on your needs.

EPI-USE Labs offers SAP specialist support and consulting to ensure your SAP estate is managed effectively. We are small enough to care, with in-depth SAP knowledge, focused experience and the flexibility to give you peace of mind.

For over 30 years, EPI-USE Labs has been providing support services and developing software to lower TCO for our SAP clients, starting with HR and Payroll, and now covering the full SAP® Application suite and all versions, including S/4HANA. We have a strong capability in both on-premise and cloud applications.

Key benefits:

- Extensive technical and functional SAP domain knowledge
- Cloud platform integration, ABAP and custom Dev solutions
- High-level data security standards, and ISO 27001 certified
- SAP monitoring and automated alerts with our Unified Platform solution
- Our Basis Managed Services are underpinned by Data Sync Manager™ (DSM), enabling system copies and data scrambling
- Your interaction with our team will be through Client Central™: a support monitoring service desk system with a secure, ISO-certified SaaS platform
- Security as a service, including roles and authorisation using standard SAP GRC or Soterion.



SAP technical services

What underpins EPI-USE Labs is the quality of our people who can be called on to manage your SAP technical estate. Areas of expertise include:

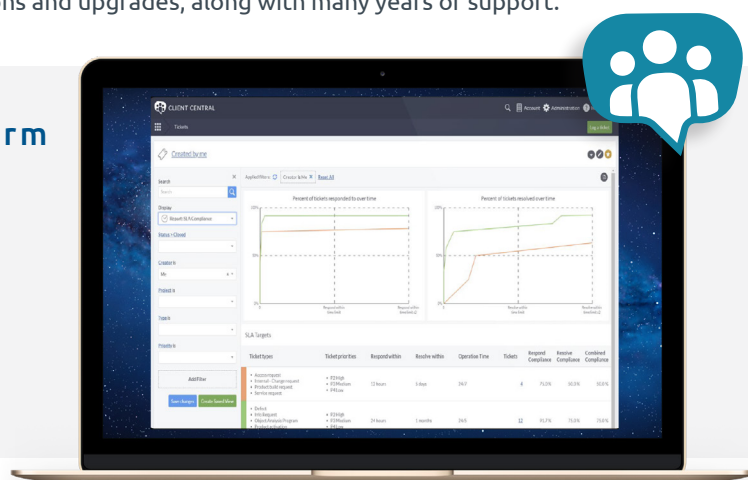
- Skilled Basis support for managing SAP transports and system upgrades
- Landscape rationalisation, using Data Sync Manager to refresh and scramble data across your SAP non-production systems
- Extensive OS/DB experience for managing system migrations
- Cloud hosting and management
- Proactive monitoring and Disaster Recovery of your SAP systems.

Functional support services

Our expert consultants provide functional support, offering a vast breadth of technical knowledge coupled with in-depth business experience. All of our consultants are able to be security cleared. Our consultants cover all functional areas of every version of SAP, and have a track record of extensive implementations and upgrades, along with many years of support.

Client Central: our unique service platform

- Our own support desk software, with over 14, 000 users, which does more than just log and track calls
- An ISO-certified SaaS platform offering client support and knowledge management capabilities
- An integrated LMS system
- Includes dashboards, reporting and SLA management.



Custom development

At EPI-USE Labs, in addition to ABAP development, we have a powerful set of skills to develop and create solutions to meet the unique needs of individual companies. Our experienced developers also have skills in CPI, Fiori apps, .NET, Java and much more, enabling our clients to extend all versions of SAP as they need to.

How can we help you?

- Our Support and Managed Services model is completely flexible to meet your needs.
- We can offer a full managed service (in-house support and advice) or just simple, reactive support (you log calls when you need help).
- You can access Premium Support Services (PSS) of consultancy days on demand.
- Our people, processes and systems are all ITIL-aligned.

Contact us...

- if want to maximise your current investment in SAP – ensuring it's fit for purpose in the future
- if you'd like to migrate to new SAP technologies or the cloud
- whether your current environments are on-premise or in any cloud.

“Compared to a lot of bigger organisations, we have a small in-house support team. There are huge benefits to having essentially a whole support team in EPI-USE Labs.”

Dean Finlayson, Corporate Application Development Lead, Isle of Wight Council