

Realise the full value of your EPI-USE Labs' investment with Prepaid Client Services (PCS)



Optimise your
solution investment



Simple access to
specialist expertise



Purchase time up-front,
use as needed



Commercial
predictability and
control



Clear visibility
of consumption

What is Prepaid Client Services (PCS)?

Prepaid Client Services (PCS) is our structured, prepaid service model, designed to support and optimise your investment across our solution portfolio.

- Governed, catalogue-driven engagement model delivered through the EPI-USE Labs' Client Central support portal
- Simplified access to specialist expertise, along with commercial predictability and operational control.

Access to specialist services through a service catalogue

PCS is a prepaid service agreement that provides your organisation with access to specialist services related to EPI-USE Labs' products through a service catalogue. Rather than having to initiate separate procurement processes for each service engagement, through PCS you can:

- pre-purchase service credits, at a pre-negotiated rate
- submit service requests through Client Central
- track usage against your contracted service balance
- maintain a transparent audit trail of service consumption.

You'll receive a confirmed Level of Effort (LoE) estimate before the work is carried out.

PCS Services Catalogue

Our services are structured across various EPI-USE Labs solutions. You can select from the options on the following pages.

Query Manager

Optimise and Enhance: **New Query Development**

Full development and configuration of a new Query Manager Query based on a defined scope and Level of Effort estimate established during the assessment phase. Includes iterative validation and final deployment.

The initial assessment will reserve a maximum of 8 hours to collaborate and define the reporting requirements.

Time required: Varies, based on approved scope and Level of Effort estimate.

Delivery mode: Remote; system access required.

Optimise and Enhance: **Existing Query Review and Optimisation**

Implementation of approved optimisation changes or corrective updates identified during the initial assessment phase to improve performance, accuracy, and configuration stability.

The initial assessment will reserve a maximum of 8 hours to perform a structured review of an existing Query before remediation or enhancements are done.

Time required: Varies, based on approved scope and Level of Effort estimate.

Delivery mode: Remote; system access required.

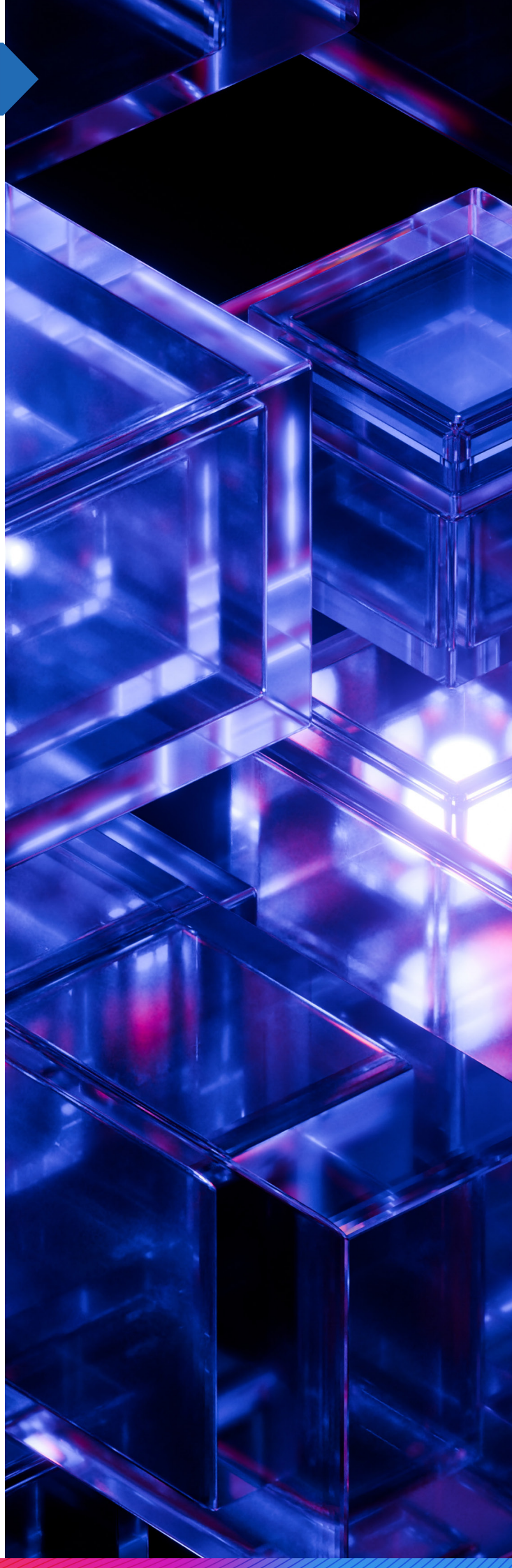
Optimise and Enhance: **QM Build Updates & Patching Support**

Co-ordination of Query Manager build updates and patching with client release cycles. Review of upcoming features, patches and enhancements.

The initial assessment will reserve a maximum of **2 hours** to collaborate and define the upgrade requirements. The total effort will vary based on the approved Level of Effort.

Time required: 2 hours per assessment. Varies based on approved Level of Effort.

Delivery mode: Remote; system access required.



Train and Enable:**QM Fundamentals Training**

Foundational training designed to equip end-users with core Query Manager knowledge, including navigation, execution, and report interpretation.

Time required: 24 hours.

Delivery mode: On-site. In the case of on-site services, travel and expenses (if applicable) are excluded unless specified.

Train and Enable:**Query Manager Administrator / Extension Training**

Advanced training covering administration, configuration extensions, and enhanced Query Manager capabilities.

Time required: 4 hours.

Delivery mode: On-site/Remote. In the case of on-site services, travel and expenses (if applicable) are excluded unless specified.

Train and Enable:**QM SuccessFactors Reporting Training**

Specialised training focused on Query Manager reporting within SuccessFactors environments and integration scenarios.

Time required: 8 hours.

Delivery mode: On-site/Remote. In the case of on-site services, travel and expenses (if applicable) are excluded unless specified.

Train and Enable:**QM Document Builder Training**

Training on Document Builder functionality, including templates, formatting, and structured output configuration.

Time required: 8 hours.

Delivery mode: On-site/Remote. In the case of on-site services, travel and expenses (if applicable) are excluded unless specified.

Train and Enable:**QM Analytics Connector Training**

Training on Analytics Connector setup and reporting configuration to support integrated analytics environments.

Time required: 2 hours.

Delivery mode: On-site/Remote. In the case of on-site services, travel and expenses (if applicable) are excluded unless specified.

Train and Enable:**QM Excel Add-On Training**

Enablement training for Excel Add-On functionality, supporting advanced data extraction and reporting workflows.

Time required: 2 hours.

Delivery mode: On-site/Remote. In the case of on-site services, travel and expenses (if applicable) are excluded unless specified.



Variance Monitor

Optimise and Enhance:

New Comparison Creation

Full configuration and build of the approved Variance Monitor comparison based on the defined scope and Level of Effort established during the assessment phase. Includes configuration, validation, and deployment of the comparison logic.

The initial assessment will reserve a maximum of 8 hours to collaborate and define the comparison requirements.

Time required: Varies, based on approved scope and Level of Effort estimate.

Delivery mode: Remote; system access required.

Optimise and Enhance:

Troubleshoot/Optimise Existing Comparison

Implementation of approved optimisation updates or corrective adjustments identified during the initial assessment phase to improve comparison accuracy, logic stability, and performance.

The initial assessment will reserve a maximum of 8 hours to perform a structured review of an existing comparison before remediation or enhancements are done..

Time required: Varies, based on approved scope and Level of Effort estimate.

Delivery mode: Remote; system access required.

Train and Enable:

Variance Monitor Fundamentals Training

Foundational training designed to equip end-users with core Variance Monitor knowledge, including navigation, execution, and report interpretation.

Time required: 24 hours.

Delivery mode: On-site. In the case of on-site services, travel and expenses (if applicable) are excluded unless specified.

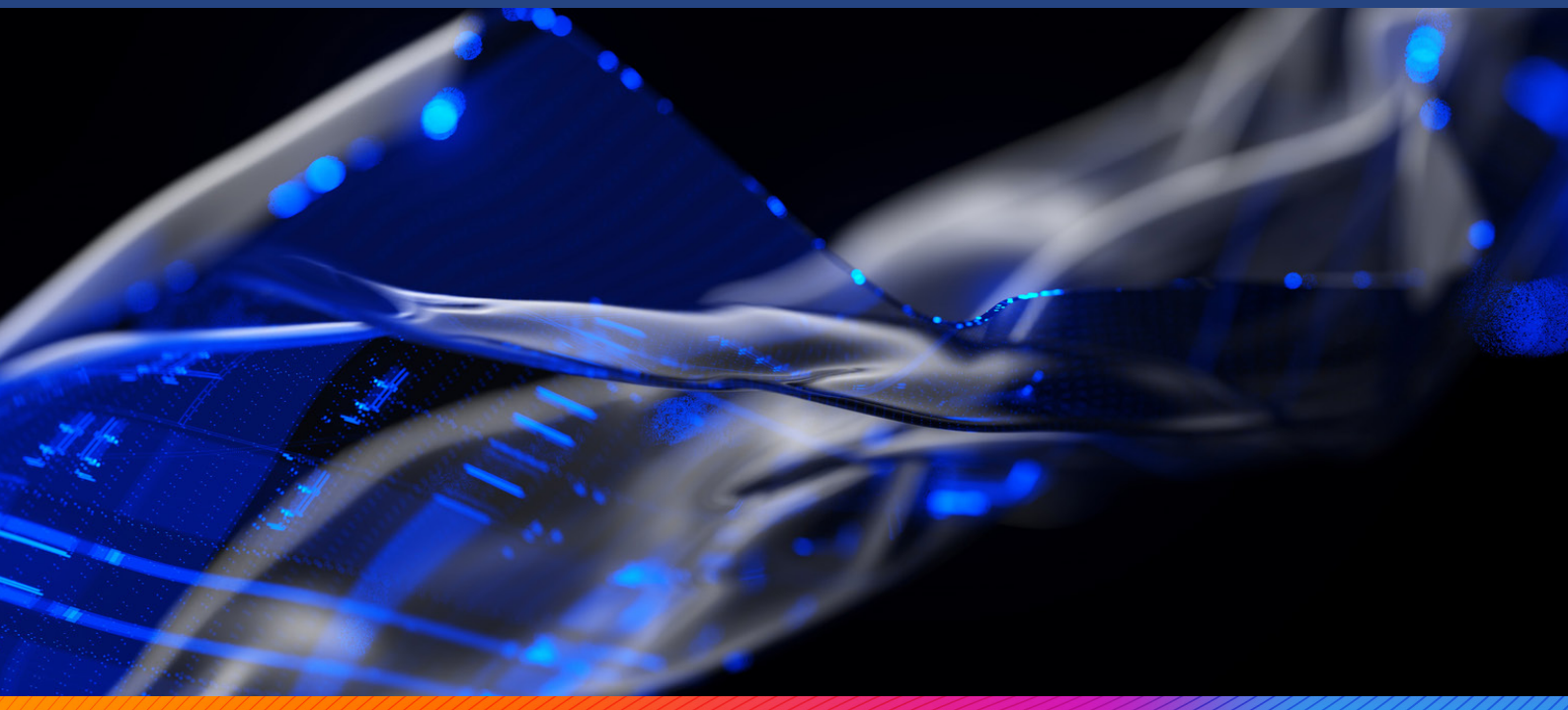
Train and Enable:

Variance Monitor Administrator / Extension Training

Advanced training covering administration, configuration extensions, and enhanced Variance Monitor capabilities.

Time required: 4 hours.

Delivery mode: On-site/Remote. In the case of on-site services, travel and expenses (if applicable) are excluded unless specified.



Operate and support:

Existing Dashboards and Views Review and Extension

Review and extension of existing Archive Central dashboards and views, based on a defined scope and Level of Effort estimate established during the assessment phase.

Users can access archived data in familiar SAP standard and custom transaction-code layouts beyond the original scope. This includes iterative validation and final deployment.

We will collaborate with stakeholders to define the requirements and provide a Level of Effort document to ensure a clear scope and aligned outcomes.

Time required: 2 hours per assessment.

Delivery mode: Remote; system access required .

Operate and support:

New Dashboards and Views Configuration

Full configuration of additional Archive Central dashboards and views, based on a defined scope and Level of Effort estimate established during the assessment phase.

Users can access archived data in familiar SAP standard and custom transaction-code layouts beyond the original scope. This includes iterative validation and final deployment.

We will collaborate with stakeholders to define the requirements and provide a Level of Effort document to ensure a clear scope and aligned outcomes.

Time required: 6 hours per assessment.

Delivery mode: Remote; system access required.

Train and Enable:

Archive Central Administrator Training

Product training enabling client administrators to manage collections, views, dashboards and roles themselves.

The training is designed for administrators who want to self-manage their Archive Central configuration.

Time required: 4 hours.

Delivery mode: On-site / Remote. In the case of on-site services, travel and expenses (if applicable) are excluded unless specified.



Data Sync Manager and Data Privacy

Operate and Support:

New Client Refresh

Perform a DSM Client Sync refresh to update or realign data between systems. We'll collaborate with stakeholders to define the Refresh requirements, and provide a Level of Effort (LoE) document to ensure we work with a clear scope and aligned outcomes.

The initial assessment will reserve a maximum of **8 hours** to collaborate and define the refresh requirements.

Time required: Varies, based on approved scope and Level of Effort estimate.

Delivery mode: Remote; system access required.

Operate and Support:

New data masking request

Perform a DSM Data Secure in-place masking run. Includes configuration validation, masking execution, and post-run verification.

The initial assessment will reserve a maximum of **8 hours** to collaborate and define the anonymization requirements.

Time required: Varies, based on approved scope and Level of Effort estimate.

Delivery mode: Remote; system access required.

Operate and Support:

Object Sync for SuccessFactors: Data Copy & Troubleshooting API Errors (Super user)

Run a SuccessFactors data copy on demand using Object Sync on your behalf, or support your super-users in doing so, including investigating, and recommending solutions or work arounds for, OData API errors. We'll collaborate with stakeholders to define the requirements, confirm feasibility, and provide a Level of Effort (LoE) document to ensure we work with a clear scope and aligned outcomes.

The initial assessment will reserve a maximum of **8 hours** to collaborate and define the requirements.

Time required: Varies, based on approved scope and Level of Effort estimate.

Delivery mode: Remote; system access required.

Operate and Support:

Ad hoc Basis support

Execution of Basis tasks that is required with updating a system for a Refresh. Including creating a Shell system, support for technical post-refresh activities, and hypercare. We'll collaborate with stakeholders to define the Refresh requirements, and provide a Level of Effort (LoE) document to ensure we work with a clear scope and aligned outcomes.

The initial assessment will reserve a maximum of **8 hours** to collaborate and define the exact requirements.

Time required: Varies, based on approved scope and Level of Effort estimate.

Delivery mode: Remote; system access required.

Operate and Support:

Development Client Refresh

Perform a DSM Client Sync refresh to update or realign data into a Development client, which carries additional considerations as it holds active development work and configuration that must be preserved through the refresh. We'll collaborate with stakeholders to define the refresh requirements, and provide a Level of Effort (LoE) document to ensure we work with a clear scope and aligned outcomes.

Time required: 8 hours per assessment Variable - based on approved LoE.

Delivery mode: Remote – system access required.

Optimise and Enhance:

Data Secure content/policy updates

Creation and maintenance of Data Secure content to support custom requirements for Privacy compliance (Policies, IMAPS, rules, transformation functions). We'll collaborate with stakeholders to define the Refresh requirements, and provide a Level of Effort (LoE) document to ensure we work with a clear scope and aligned outcomes.

The initial assessment will reserve a maximum of **8 hours** to collaborate and define the exact requirements.

Time required: Varies, based on approved scope and Level of Effort estimate.

Delivery mode: Remote; system access required.

Optimise and Enhance:

SAP S/4HANA data footprint reduction

Clients on SAP Cloud ERP Private who need to reduce their data footprint based on the RISE contract signed, can leverage this service to help reduce their non-production environments.

The initial assessment will reserve a maximum of **8 hours** to collaborate and define the exact requirements.

Time required: Varies, based on approved scope and Level of Effort estimate.

Delivery mode: Remote; system access required.

Optimise and Enhance:

DSM Client Sync Refresh health check

Review of Client Sync Refresh setup and system behaviour to assess readiness for an upcoming refresh, migration, or optimisation. Validate settings and optimisations to improve your refresh efficiency.

The initial assessment will reserve a maximum of **8 hours** to collaborate and define the exact requirements.

Time required: Varies, based on approved scope and Level of Effort estimate.

Delivery mode: Remote; system access required.

Optimise and enhance:

DSM Integration with Worksoft Certify

Achieve direct, automated test-data integration between the DSM Suite and Worksoft Certify using the Data Connect API. We'll collaborate with stakeholders to define the integration requirements, confirm feasibility, and provide a Level of Effort (LoE) document to ensure we work with a clear scope and aligned outcomes.

Time required: 8 hours per assessment Variable - based on approved LoE.

Delivery mode: Remote – system access required.

Upgrade and Transition:

DSM Product build upgrades

Coordination of product upgrades with customer release cycles. Review of upcoming features, patches, and enhancements.

The initial assessment will reserve a maximum of **2 hours** to collaborate and define the upgrade requirements.

Time required: Varies, based on approved scope and Level of Effort estimate.

Delivery mode: Remote; system access required.

Train and Enable:

Basis user training (including Client Sync, System Builder/Shell Sync)

Foundational training designed to equip end-users with core DSM Client Sync and System Builder/Shell Sync (if applicable) knowledge, including navigation, execution, and Sync monitoring.

The initial assessment will reserve a maximum of **2 hours** to collaborate and define the training requirements.

Time required: Varies, based on approved scope and Level of Effort estimate.

Delivery mode: On-site/Remote. In the case of on-site services, travel and expenses (if applicable) are excluded unless specified.

Train and Enable:

Object Sync user training

Foundational training designed to equip end-users with core Object Sync knowledge, including navigation, execution, and Sync Monitoring.

The initial assessment will reserve a maximum of **4 hours** to collaborate and define the training requirements.

Time required: Varies, based on approved scope and Level of Effort estimate.

Delivery mode: On-site/Remote. In the case of on-site services, travel and expenses (if applicable) are excluded unless specified.

Train and Enable:

Data Secure user training

Foundational training designed to equip end-users with core Data Secure knowledge, including navigation, execution, and monitoring.

The initial assessment will reserve a maximum of **4 hours** to collaborate and define the training requirements.

Time required: Varies, based on approved scope and Level of Effort estimate.

Delivery mode: On-site/Remote. In the case of on-site services, travel and expenses (if applicable) are excluded unless specified.

Take advantage of PCS today

Contact us to discuss your needs and our services framework.

Talk to an expert



As a global software solutions and managed services company, EPI-USE Labs helps you to maximise the performance, management and security of your SAP® and SAP SuccessFactors® systems. Our clients tell us every day how we have transformed their business operations. Contact us to find out how we can help you solve your business challenges.

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