

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.

Days 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.

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

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.

Days required: 24 hours

Delivery mode: On-site

Train and Enable: Query Manager Administrator / Extension Training



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

Days required: 4 hours

Delivery mode: On-site/Remote

Train and Enable: QM SuccessFactors Reporting Training



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

Days required: 8 hours

Delivery mode: On-site/Remote

Train and Enable: QM Document Builder Training



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

Days required: 8 hours

Delivery mode: On-site/Remote

Train and Enable: QM Analytics Connector Training



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

Days required: 2 hours

Delivery mode: On-site/Remote

Train and Enable: QM Excel Add-On Training



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

Days required: 2 hours

Delivery mode: On-site/Remote

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.

Days 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.

Days 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.

Days required: 24 hours

Delivery mode: On-site

Train and Enable:

Variance Monitor Administrator / Extension Training



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

Days required: 4 hours

Delivery mode: On-site/Remote

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.

Days 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.

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

Delivery mode: Remote; system access required

Operate and Support:

Troubleshooting API Errors Triggered by Object Sync for SuccessFactors

Troubleshooting API errors where Object Sync for SuccessFactors Syncs failed, and provide solutions.



Days 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.



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

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.



Days 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.



Days 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.



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

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.



Days 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.

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

Delivery mode: On-site/Remote



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.

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

Delivery mode: On-site/Remote



Train and Enable:

Data Secure User Training

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

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

Delivery mode: On-site/Remote

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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