CIDEON

engineering digitized.

Cideon – engineering digitized.

SAP Backend Update Service

Made-to-measure SAP System Upgrades

Are you a Cideon customer with Cideon software components in your SAP backend?

Do you want system upgrades to run smoothly, provide the right SAP packages at the right time, and the SAP system to contain the latest Cideon components post update?

When you update your system using Cideon products, you gain from the experience and solution expertise of specially trained professionals, for smooth, fast and made-to-measure updating.

Cideon Service Overview

Advice and support with SAP EHP release updates and when switching to S/4HANA:

- Analysis of existing landscapes
- Determining existing SAP software components
- Planning an approach appropriate to requirements

Client Comment

"With Cideon, we easily mastered the challenges posed by SAP system upgrades. Cideon's extensive experience and structured approach were decisive in making the upgrade. Everything went smoothly: from analysis, recommended courses of action and the upgrade itself".

[Alexander Matt, NETZSCH-Feinmahltechnik GmbH]

- Recommended course of action for update
- Determining Cideon SAP components for specific customer requirements
- Access to extensive experience from previous upgrades – "best practice" approach

Support Services during updates:
- Go-Live support
- On-Call service for scheduled updates
- Support with SAINT/SPAM/SUM configuration during critical phases
- Instant support for queries and problem-solving

SAP Platinum Partner ™

CIDEON Software & Services GmbH & Co. KG
Lochhamer Schlag 11 · D-82166 Gräfelfing
Phone +49 (0) 89 909003-0 · Fax +49 (0) 89 909003-250
info@cideon.com · www.cideon.com

PROCESS CONSULTING   ENGINEERING SOFTWARE   IMPLEMENTATION   GLOBAL SUPPORT

CIDEON

FRIEDHELM **L O H** GROUP