

APPLM002

Service Package PLUS

The Service Package PLUS represents your plus service for administration of your requests in your SAP ERP HCM Application support.

Description

Ticket handling and administration, as well as customer support via Inbound-Interface and emergency hotline are the basis for your Service Package PLUS.

In addition of this services we provide you a periodically SAP-Note monitoring, in order to support you to keep your system up to date. Furthermore, we keep you informed about new Support Packages in the field of SAP ERP HCM and – if you wish – we import them in your systems.

A quarterly telephone call gives you the opportunity to ask questions, make suggestions and coordinate further actions in respective area.

Implemented Functionalities

TICKETADMINISTRATION

Ticket creation, communication between the consultants and your responsible employees, emergency hotline

INBOUND-INTERFACE

Customer Interface to report requests fast and easily and monitor the current status

SYSTEM MAINTENANCE

Updating of existing legal values of your payroll and the relevant tables of collective agreements (only table changes included)

SAP-NOTE MONITORING

Periodically monitoring of relevant SAP-Notes for your SAP ERP HCM system

SUPPORT-PACKAGES

Information about SAP HCM Support Packages

TRANSPORT HANDLING

Organisation and administration of your transports

TELEPHONE COORDINATION

Quarterly telephone call for coordination

Client Advantages

Short communication channels

Hands on administration

Communication with the consultant

Emergency hotline

Optimal support of actual information in the field of SAP ERP HCM

Organisation and administration of your transports by HR Force

Personal coordination with HR Force to optimise the SAP ERP HCM Application support