

## **RPF BI HELP DESK AND REMOTE SERVICES**

RPF Consulting has implemented a **Remote Services Group** to provide a range of remote support and service offerings to further strengthen our partnership with the SAP BusinessObjects Sales organization and to position RPF to exceed the needs of our Mid-market and Enterprise customers.

The Support Services Group delivers effective and flexible options to ensure the best possible customer experience that result in satisfied, loyal SAP BusinessObjects Customers.

### **Application Level Technical Support**

Qualified customers can register for technical support through RPF and have access to certified SAP BusinessObjects resources to assist with either issues they encounter with their current BusinessObjects implementations or functionality questions they run into while working in the system post deployment. With **immediate access** to a technical resource via toll free number or email, customers enjoy the instant availability during crunch time and have immediate access to a BusinessObjects expert who can help work through technical issues and also answer “how to” questions that come up subsequent to an implementation.

Backed by our SAP BusinessObjects expertise and the RPF Knowledge Base, customers can easily and instantly have additional options to **resolve technical issues**. This service is intended to supplement existing Support offerings the customer has purchased from SAP BusinessObjects.

In 2008, over 50 RPF customers used the service with **85% of all incidents resolved in-house**. The remainder of the issues required product fixes and specialized knowledge only available via Business Objects Customer Support

### **Remote Consulting Services**

RPF provides Remote Consulting Services to deliver off-site SAP BusinessObjects expertise across the product suite. Anywhere from report and dashboard management to BusinessObjects migration, RPF is available to provide the necessary skills to make the customer successful.

Customers currently utilize this service to “navigate the waters” of the SAP BusinessObjects product suite, as well as to get a jump start on an implementation by having a remote resource available to you immediately to assist in downloading and installing the software prior the implementation start. **Using remote access tools, RPF Consultants effectively performed migrations** of report/universe objects and security structure at attractive rates less than that of standard on-site consulting. **Successful product installations** performed remotely greatly facilitated eventual on-site engagements. RPF offers flexible deployment of resources which allows for projects to meet deadlines with time to spare.

### **Dedicated Remote POC Support**

RPF resources are available to provide the necessary POC Support throughout the sales life-cycle. On demand POC’s including sample demos or actual workflows against live business data involving any SAP BusinessObjects tool is only part RPF’s commitment to a strong partnership with our customers.

Backed by an **experienced team** committed to ensuring prospective customers learn how to compliment existing technologies and to gain competitive advantage. Whether a scheduled “1 hour event” or on demand, **RPF is available** to make the call on short notice. Remote POC allows for **technical expertise** to join the session from **anywhere at anytime**.

	Description	Response Times	Gold Level Agreement	Platinum Level Agreement
<b>BI Administration</b>	<ul style="list-style-type: none"> <li>BI Administration via remote server log in</li> <li>A dedicated hot-line will be provided for direct access to the RPF Support Services Organization.</li> <li>Administration of new users, profiles and security</li> <li>Customer will receive a monthly activity summary.</li> <li>Any issues identified as a product defect or product enhancement will be referred to Business Objects Customer Support.</li> <li>This offering is available to customers who already have an existing Business Objects Support Agreement.</li> </ul>	<ul style="list-style-type: none"> <li>In the event Support calls are forwarded to voicemail, a reply will be made within two (4) business hours.</li> <li>Voicemail messages that identify issues as business critical/ production down will be replied to within one (1) business hour.</li> <li>Service hours are 8am to 6pm EST, Monday through Friday.</li> </ul>	Supports BOE Enterprise Professional Customers  Or  Business Objects Edge Customers	Supports BO Enterprise Premium Customers
<b>BI Administration &amp; Help Desk</b>	RPF Support Services will provide dedicated support for application level questions or issues with Business Objects implementations. This offering will supplement current programs provided by Business Objects, Inc. <ul style="list-style-type: none"> <li>A dedicated hot-line provided for direct access to the RPF Support Services Organization.</li> <li>Customer will determine when an issue is resolved or closed.</li> <li>Customer will receive a brief summary of resolved or closed issues</li> <li>Any issue or question requiring dedicated consulting services will be referred to RPF Consulting, LLC Remote Consulting Services.</li> <li>This offering is available to customers who already have an existing Business Objects Support Agreement.</li> </ul>	<ul style="list-style-type: none"> <li>In the event Support calls are forwarded to voicemail, a reply will be made within <b>two (2) business hours</b>.</li> <li>Voicemail messages that identify issues as business critical/production down will be replied to within one (1) business hour.</li> <li><b>Service hours are 8am to 6pm EST, Monday through Friday.</b></li> </ul>	Supports BOE Enterprise Professional Customers  Or  Business Objects Edge Customers	Supports BO Enterprise Premium Customers

	Description	Response Times	Hours
<b>HelpLine</b>	<ul style="list-style-type: none"> <li>Remote Services Consulting – Remote assistance for Business Intelligence questions</li> <li>Schedule “sessions” for remote support, either via GoTo Meeting or Conference Bridge.</li> <li>“How To” Questions</li> <li>Technical Assistance: Server and Client</li> </ul>	<ul style="list-style-type: none"> <li>In the event calls are forwarded to voicemail, a reply will be made within <b>(4) business hours</b>.</li> <li>Voicemail messages that identify issues as business critical/production down will be replied to within one (2) business hours.</li> <li><b>Service hours are 8am to 6pm EST, Monday through Friday.</b></li> </ul>	Buckets of 10