



Extending the Reach of Your HRIS Team

hyperCare Support Services for SAP HCM & SuccessFactors





hyperCision
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EXECUTIVE SUMMARY

When hyperCision is engaged by our clientele to perform project-based consulting services, our goal is to deliver the specific SAP and SuccessFactors assistance needed while helping each client to become more self-sufficient going forward. However, becoming an SAP and/or SuccessFactors expert is an objective that can take years to achieve, and it is not always feasible or cost-effective for an organization to internally develop and maintain all of the functional and technical software expertise required to meet the demands of the business. Staff availability may be limited, or the organization may experience turnover in key positions resulting in the loss of important organizational knowledge. Additionally, understanding the best practices for implementing the latest functionality and maximizing improvements to an organization's business processes often requires the assistance of a consulting partner focused on remaining up-to-date with solution and industry changes and devoted to maintaining their overall expertise.

To help our clientele overcome these challenges, hyperCision has created hyperCare, an ongoing support program designed to scale to the level of help typically required by each individual client. hyperCare is delivered by a dedicated support team of SAP and SuccessFactors consultants averaging 8 years of HR consulting experience, with access to the entire expert community at hyperCision to ensure that every issue is promptly resolved by the optimal resource.

This document details the hyperCare program, including the services offered, guaranteed response time, and pricing information.

HOW HYPERCARE WORKS

hyperCare clients are provided a designated single point of contact for all support requests called a Client Advocate. The Client Advocate delivers several benefits to hyperCare clients, including:

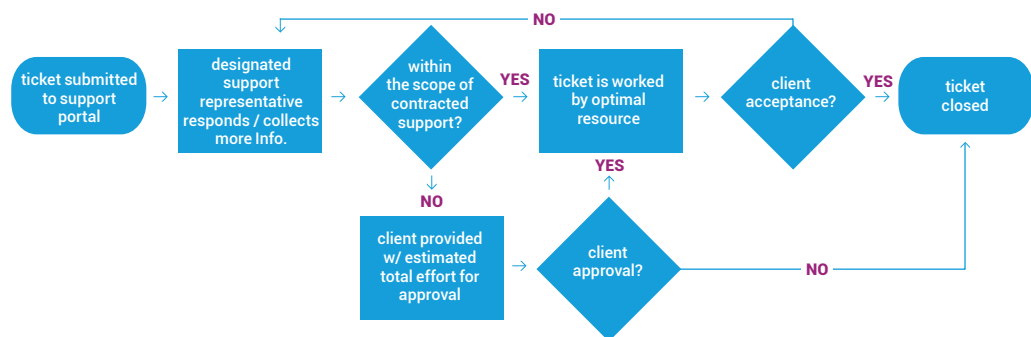
- Single point of contact for the client
- SAP/SuccessFactors solution expertise
- Existing knowledge of client landscape and requirements
- Access point to all hyperCision resources
- Ongoing client champion and project manager for ticket resolution

HYPERCARE SUPPORT REQUEST PROCESS

Clients submit issues via a web support portal to ensure they are logged, tracked, and responded to in accordance with our service level agreement. A telephone hot-line is also available for clients to contact the hyperCare team to request help with resolving critical, time-sensitive issues. This support portal also enables the hyperCare team to quickly share information about specific issues and work collaboratively to solve challenges.

Upon receiving the support request via the portal, your Client Advocate will respond to the individual who submitted the ticket, collect more information about the issue, and provide an initial assessment of the level of effort and time required to resolve the issue. Should the estimated total effort required to resolve the issue extend beyond the contracted hours, the hyperCare client will be given the option of authorizing the additional effort or request that this ticket is held for future resolution as directed by the client.

OVERALL HYPERCARE SUPPORT PROCESS



COMMON HYPERCARE SERVICES PROVIDED

hyperCare provides a contracted level of help and dedicated bandwidth to support each client's needs. It is not necessary for a client to determine exactly what services will be required in advance. Instead, a client joining the hyperCare program should consider how many hours of assistance will typically be needed on a monthly basis. To assist in making this determination, the following are categories of service commonly provided by hyperCare:

Assessment Services

When clients are suffering with a sub-optimal deployment of SAP or SuccessFactors or are ramping up for an upcoming project or applying new functionality from an upgrade, hyperCare provides an assessment service where specialists create a detailed understanding of the existing system design, core business processes and documentation to expedite future issue resolution and create materials for ongoing training purposes.

Spot Help Services

Quite often, the number of requests for configuration changes, enhancements, new reports and process changes can overwhelm even the best of HRIT professionals. As system usage continues, these requests can build up and become difficult to define, difficult to prioritize, and even more difficult to deliver. If left unresolved, these performance issues and system annoyances result in increased user frustration, inefficient workarounds, and requests for alternative solutions. hyperCare Spot Help services resolves this challenge by organizing and grouping these requests into common themes, helping the client prioritize the requests by finding quick wins and issues with the best business case justification, and executing against this prioritized list of service requests. As additional requests are submitted or as client requirements change, the priority level of any requested action is shifted accordingly.

Mini Project/Enhancement Services

Often as a result of Assessment and Spot Help Services, the opportunity to make a more impactful change or optimization is discovered. These high-potential opportunities can often be addressed by Mini Projects that are given the same structure as a full implementation, including a project plan, requirement sign-offs, established milestones and timelines, the identification of additional client resources needed, etc.

HYPERCARE QUICKCALL

In some cases, clients have the personnel to resolve issues and challenges internally, but these resources need access to an expert for trusted guidance and direction to avoid spinning their wheels along elongated learning curves. For these purpose, hyperCare provides a service called QuickCall. In a QuickCall request, the hyperCare Client Advocate will document the nature of the question or guidance needed, provide the appropriate pre-meeting information to all participants, and schedule a call with the optimal Quick Call personnel. All time spent planning and preparing for a QuickCall, having the QuickCall meeting, and any follow-up documentation or deliverables are charged against the hyperCare agreement in 15 minute increments.

HYPERCARE CONTRACT LEVELS

There are 2 participation levels for clients to consider when joining hyperCare: **Ad Hoc & Retainer.**

Ad Hoc Support Level

The Ad Hoc Support Level is created for clients with infrequent needs for assistance that want to have the benefit of a contracted partner able to help them on short notice. In these cases, a Master Services Agreement (MSA) and blanket Statement of Work (SOW) are created up front that establish all of the necessary contracts and pricing schedules so help can be quickly provided when needed. As issues or challenges are encountered, Ad Hoc hyperCare clients log the issue in the support portal, and the designated Client Advocate seeks approval from the predefined client contact before the issue is worked.

The Ad Hoc Support Level requires no monthly financial commitment by clients to participate. Likewise, hyperCare creates no commitment of availability of support services. This model simply expedites the process of getting help as needed.

Retainer Support Level

The Retainer Support Level provides a guaranteed bandwidth and response time at a reduced hourly rate on a "use it or lose it" basis. As issues or challenges are encountered, Retainer hyperCare clients log the issue in the support portal, and the designated Client Advocate responds to work the issue within the guaranteed response time period. Should the total level of support exceed the contracted period, additional hours are worked at an hourly rate.

Let's Start a Conversation!

Call us at **312.893.5557**. We'd love to learn about your specific SAP and SuccessFactors support challenges! We'll craft the best approach to provide the help you need!



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