

3 WAYS WE SUPPORT USERS OF SAP BUSINESS BYDESIGN

SAP® Business
ByDesign™

IN CLOUD SOLUTIONS – SUPPORTING CUSTOMERS

As enterprises of all sizes get to grips with digital change – most of us are expected to know our way around at least some business software. Every company will have their super-users and technical wizards who are up to speed with how everything works. But what happens when they aren't around? This is just one of the scenarios where a good support package is worth its weight in gold.

So if you are considering the value of user support in SAP Business ByDesign here are

3 Ways →

in which In Cloud Solutions can smooth your way.

If you would like to know more about our support packages; learning, training or even using SAP Business ByDesign from scratch, there is no better place to start than with Anne.

She is friendly and informative and can set you on the right path.

 **01628 876723**

Thank you again

THE HUMAN TOUCH

Help Lines are quite common these days and give the illusion of 24 hour support but they are increasingly being outsourced to bots which simply use the internet to look up your query. Frequently Asked Questions and Help tabs within systems themselves will often get you so far (and should not be dismissed) but when you're stressed out by a problem and want to talk to a human, a help desk with a real person on the line comes as a blessed relief.

When you work with In Cloud Solutions you get up to 2 expert consultants who get to know your business well. This means they can answer your questions fast, maybe even faster than the time it takes to frame the question into a chatbot. Help menus are passive – we will actively help you navigate your way through issues to get you the answers you need.

INFORMATION IS POWER

Quarterly upgrades are one of the features of SAP Business ByDesign, keeping your system current and up to date with all the latest releases. But however well-advertised they are, people sometimes forget and find it useful to have a support manager to remind them. Our support system will give you the information you need about updates which usually take place over a weekend, along with roadmaps and other up-coming functionality that we think will make your life easier. We are there to guide you through it every step of the way.

STRONGER TOGETHER

When you sign up to our support package it is like becoming a member of a club. Our customer care specialist, working across all accounts, is able to identify problems and use our clout with SAP to get issues prioritised. When we pool our strength, issues get resolved even quicker. Isn't it better to have someone speaking up for you and your business requirements rather than going it alone?

As part of the SAP Business ByDesign In Cloud club, you also benefit from twice yearly workshops and customer days. Our most successful customers understand that getting the most from a business suite like SAP Business ByDesign is an on-going journey. That's why these days are such a great boost – with sessions on creating KPIs, customising forms and accessing ByD on mobile. Or really digging into specific aspects, like Supply Chain Management. People love the networking aspect too and welcome the chance to talk to other people about how they are using the same system.