

# Premium Support

Protect all of your SAP NS2-developed solutions



## Ensure the reliability of your essential software systems

Maintain a partnership with experts you trust. SAP NS2 delivers secure, expert care and commitment for all of your SAP-based solutions.

For a decade, SAP NS2 has applied our in-depth knowledge of the National Security Community to deliver innovative technology that supports national security missions. We deliver tailored and off-the-shelf solutions that meet the unique needs of your agency's operations. As time, technology, and mission requirements continue to move forward, it's critical that you maintain and optimize these solutions. SAP NS2 Premium Support blends cleared, trusted resources with our core values of expert quality and commitment to ensure that the operational and mission critical systems are functioning in top shape.

Whether you run your solutions on-premise, in the cloud, or in a hybrid setup, Premium Support delivers a variety of tools and processes to ensure the functionality of your comprehensive SAP NS2 solution ecosystem. These include:

<b>Architecture Planning</b>	Optimize system architecture and design to ensure it continues to meet customer-specific targets. Identify risks and make mitigation recommendations.
<b>Cybersecurity and Compliance</b>	Review and assess the cybersecurity and compliance of your solutions. Develop a cost-effective method to meet regulatory requirements and quickly close security gaps.
<b>Safeguarding</b>	Evaluate system capabilities and provide recommendations to ensure system stability, data consistency, manage exceptions, and optimize performance. Help maximize the use of system capabilities.
<b>End-to-end Hybrid Operations</b>	Conduct a comprehensive analysis of current hybrid solutions to identify and prioritize areas with the best potential for improvement. Help set up and establish system best practices.
<b>Accelerated Support</b>	Accelerate incident management with a single point of contact and a critical situation manager available 24 hours a day, 7 days a week to resolve system down situations.

We listen to the feedback of our national security customers and have used that insight to develop SAP NS2 Premium Support services. Our service and support model ensures that you have access to an on-site team of cleared experts with a comprehensive understanding of your system landscape and your agency's operational needs.

Our on-site Premium Support team provides simplified maintenance and maximized reliability for all your essential SAP NS2 solutions through the following:

- **Service and Support Partner** – leads the engagement through all delivery phases; project, support, and optimization. Ensures all SAP NS2 teams are working together toward the best solution across all SAP solutions and deployment models. Governs engagement, prepares balanced scorecards, and manages executive escalations.
- **Technical Quality Manager** – reviews action-item system status reports regularly with agency IT leadership in order identify and mitigate problems before they occur. Delivers plans to cover technical risk mitigation, new releases, and upgrade projects.
- **Enterprise Architect** – helps maintain your agency strategy and goals through a clear point of view of your agency architecture. Creates a system landscape diagram of agency solutions, data and communication architecture.

We offer the flexibility of three service level structures allowing you to choose the one that works for your agency's unique processes and budget.

## Learn more

To find out more, please contact your SAP NS2 Services Account Manager or visit us at [innovationservices@sapns2.com](mailto:innovationservices@sapns2.com).

# The excellent quality and insight of SAP NS2

A trusted, comprehensive approach to supporting your SAP-based solutions.

## SAP NS2 Premium Support.



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### Turn Thinking Into Everything

At SAP NS2® we do one thing: support the mission of national security. We do this by accelerating the deployment of commercially proven technology to deliver optimal outcomes at mission speed.

SAP NS2 is a US subsidiary of SAP, global leader in software development and innovation. SAP spends 3.5 billion annually in Research and Development (R&D), which allows SAP NS2 to bring tremendous technology and innovation in support of our U.S. Department Defense and National Security customers. By leveraging commercially proven technologies backed by the expertise of credentialed U.S. persons on U.S. soil, we accelerate the pace of innovation for the mission.