



## Customer Success Story

Adding long-term business value to Managed Service customers

In an ever-evolving digital world, businesses are continually challenged to streamline outdated processes and increase efficiency wherever possible. As companies navigate the path of digital transformation in 2023, the choice of an SAP Managed Service provider becomes increasingly pivotal. This is where Absoft, the trusted SAP partner with a legacy spanning two decades, takes centre stage. Read the story of our loyal clients who decide to stay with us year after year.

### OUR OBJECTIVE

#### Unwavering Commitment to SAP Excellence

In a technological landscape that is constantly evolving, we at Absoft stand out as a beacon of SAP expertise. With our steadfast commitment to delivering exceptional service, we offer a proactive and highly automated service, underpinned by cutting-edge business process monitoring, self-healing abilities, automation, and self-service as standard. Our prowess in SAP support goes beyond the ordinary, and way beyond just 'keeping the lights on'.

#### Building Lasting Partnerships

We proudly boast an impressive track record of enduring partnerships. Some of our clients have been with us since Absoft was founded and have benefitted from our services for over two decades. This is a testament to the quality and consistency of service that we deliver. Year after year, these clients choose to renew their partnership agreements, which is a clear indication of the trust they place in us to deliver a high-quality Managed Support. And we appreciate that these values translate through customer loyalty and strong relationships.



"Absoft and our company work well together, and we are very open with each other."

**SAP Coordinator,  
Global Petroleum Business Company**

"Absoft are experts in SAP support and have the knowledge in financial, materials management and HR support."

**Payroll & Systems Manager  
Pirelli**

"Absoft are responsive, fast and proactive."

**IT Operations Manager  
International Manufacturer**



#### 30 YEARS

How long has our Managed Service client been with Absoft



#### 0 CLIENTS

The number of clients that have left Absoft for a different SAP Managed Service Provider in the last 2 decades



#### 100%

The number of clients that renewed with Absoft this year



+44 (0)1224 707088  
[info@absoft.co.uk](mailto:info@absoft.co.uk)



## OUR SAP SUPPORT CLIENTS



## THE RELATIONSHIP

Absoft are committed to addressing your organisation's specific needs. Our services go beyond routine maintenance to include vital tasks such as system patching, key feature updates, and providing dedicated support for business-critical processes and migrations. With Absoft as a Managed Service partner, our clients can harness the full potential of their SAP systems, contributing to their organisation's growth and success in the digital age.

## SOLUTION

### Understanding Your Unique Business Processes

Our strength lies in understanding how SAP aligns with the client's specific critical business processes. We recognise that the performance and uptime of systems are not limited to SAP alone, but involve various technology platforms and stakeholders. Our support teams go the extra mile to learn and understand these multi-step, mission critical processes by undertaking specialist training courses routinely, ensuring end to end monitoring extends beyond SAP and its components to the entire system landscape. Swift issue identification and resolution are guaranteed through automated notifications, ensuring minimal disruptions and seamless business continuity.

### The Personal Touch that Makes a Difference

Every business cherishes its distinctive processes and data, knowing that any disruption can have far-reaching consequences. Our dedicated support team is committed to keeping up with the latest rules, requirements, and regulations, tailoring our services to your unique needs. The emphasis on personalised support, both functionally and technically, underscores Absoft's unwavering commitment to helping our client's optimise their business processes from start to finish.

### A Guiding Light Through SAP's Ongoing Evolution

With SAP's ever-evolving functionality, with S/4HANA on the horizon, we provide our clients with a clear roadmap and a focused strategy to drive their businesses forward. We have helped our clients to stay abreast of any major changes that might affect their business, critically break down their options and help them choose the best one for them.

We play an instrumental role in previewing upgrades and assisting in the decision-making process when adopting new innovations.

## LAST-STOP SAP PARTNER

Join the company of our satisfied clients - get in touch with Absoft's experts today to discuss your forever managed service.



**ABS**oFT

+44 (0)1224 707088  
info@absoft.co.uk

