

APPLM003

## Service Package PREMIUM

The Service Package PREMIUM guarantees complete support in the field of SAP ERP HCM Application management.

### Description

The Service Package PREMIUM unites our services to the topics ticketing, Inbound-Interface, transporting and SAP-Notes monitoring. Additional we provide monthly coordination sessions between you and the HR Force Application management, coordination of trainings for your employees, monitoring of defined interfaces, custom time scheduling of Support Package-implementation, as well as update and maintenance of your ticket system.

If required, we handle your requests by using your own equipment.

### Implemented Functionalities

#### TICKET ADMINISTRATION

Ticket creation, Coordination, Communication

#### CUSTOMER OWNED TICKETSYSTEM

Service and maintenance of your tickets in your own system, if they will be handled by HR Force.

#### MONTHLY TICKET STATUS UPDATE

Meetings via Telephone, Skype, WebEx or Microsoft Teams

#### COORDINATION OF TRAININGS

Coordination of trainings for your employees

#### SYSTEM MAINTENANCE & SAP-NOTES MONITORING

Updating of existing legal values for your payroll and SAP-Notes

#### TIME SCHEDULING OF SUPPORT PACKAGES

The coordination with the responsible divisions will be done by HR Force

#### CUSTOMER OWNED EQUIPMENT

HR Force handles your requests by using your equipment.

#### INTERFACE-MONITORING

HR Force monitors your defined interfaces.

### Client Advantages

Short communication channels

Hands on administration

Communication with the consultant

Emergency hotline

Support and update information in the field of SAP ERP HCM

Organisation and administration of your transports by HR Force

Personal coordination with HR Force to optimise the SAP ERP HCM Application support

Prompt information concerning the status of your requests

Coordination, organisation and service for your SAP ERP HCM Application support by HR Force

Periodical test of defined interfaces