influential

Business Objects™ **SAP** Gold Partner

Renewing SAP BusinessObjects Support with Influential Software

Influential Software offers an enhanced Support and Maintenance package for SAP BusinessObjects

At a Glance

Influential Software Services

- SAP Gold Partner
- 120 active clients
- London, Kent and Scotland offices
- UK-based support desk
- 60 employees; all UK-based
- End-to-end Business Intelligence solutions delivery / optimisation
- Software Development division
  o Java, .NET, SharePoint, PHP

Benefits

- Always use the **latest version** of BusinessObjects

- **Upgrades**, **hot fixes** and **services packs**

- Raise, track and escalate issues via our online **support portal**

- **Technical Support** via our **dedicated 8 FTE UK-based support desk**, which SAP have awarded with highest level of certification: **Partner Centre of Excellence**.

- Live monitoring of BusinessObjects usage; **who** and **how?**
  o Reallocate licences to the right users
  o Remove redundancy

- **Current software patch** and **hot fix levels**

- Recommendations for **upgrade paths**

- **End-of-support** and **end-of-life** advisory and timelines

- **Technical deployment** and **support arrangements**

Influential Software provide these added services to optimise the value that your BusinessObjects installation delivers at no additional cost. We are committed providing best-value support renewals, as well as new licences. Please contact us for a quote. Call: **0207 337 6136**

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