



**ENSURE THE ONGOING  
SUCCESS OF YOUR  
SAP Ariba SYSTEM**

**Support and Optimize your  
SAP Ariba Solutions with**

**CCP Global Ariba Managed Support**



The **RIGHT** team. The **RIGHT** approach.



**2022-2023**

# Why CCP Global?



**As a certified SAP Ariba Partner for more than 20 years, CCP Global can detect, diagnose, remedy, and report on complex business transactions in SAP Ariba to ensure the highest quality and compliance measurements**

**Our SAP Ariba Managed Support (AMS) team has a dynamic range of experienced staff to support your every need:**



- *From functional experts to system architects*
- *From project managers to tactical specialists*
- *From team leaders to subject matter experts*

**Whether you are a small company or a large enterprise, CCP Global's AMS services will improve your internal efficiencies, increase user and supplier adoption, and free your internal teams to focus on more strategic objectives. Our highly experienced consultants will learn how SAP Ariba works for you and create an effective, detailed plan to properly maintain each module to support your business objectives.**

**Leveraging our 20+ years of experience enabling and supporting the SAP Ariba platform, we utilize best-in-class tools to support your Ariba system and create a plan for long-term success**



## **Discovery Assessment**

We are experts in SAP support, but you know your company and its specific needs. We use our extensive and diverse experience to act as a partner in analyzing your system requirements and making recommendations for enhancements and improvements.

Our unique support methodology, which includes our vital discovery phase, enables us to gauge each client's requirements based on the specific complexity of the deployed modules to right size every engagement and provide maximum value.



## **Roadmap Development**

Our customized SAP Ariba development roadmaps utilize input from your organization about your challenges, priorities, and ultimate goals.



# Our Unique Approach to Total Support

CCP Global believes Supply Chain Transformation is a journey, not a destination. We use our expertise and nimble approach to cultivate a collaborative partnership that supports our clients throughout that journey to maximize their strategic investment.



## Assessment



Our initial assessment is a unique part of our value proposition that sets us apart from our competitors. We bring together key stakeholders from all areas affected by SAP Ariba processes to analyze challenges and areas for improvement. This gives us a more detailed overview of the project to offer the most accurate projections of project scope, size, cost or support model and improvements.

## Roadmaps

Utilizing insights from the initial assessment, we create a prioritization matrix to build a roadmap for your SAP Ariba optimization and improvements. Upcoming required upgrades are also included in the the long-term planning solution.



## Support



Our dedicated team of SAP Ariba experts works with your organization to execute roadmaps and provide best-in-class ongoing support for deployed modules. Above services are included in the cost of the annual support package for Executive and Enterprise Support Packages.

# The Impact of Ariba Managed Support

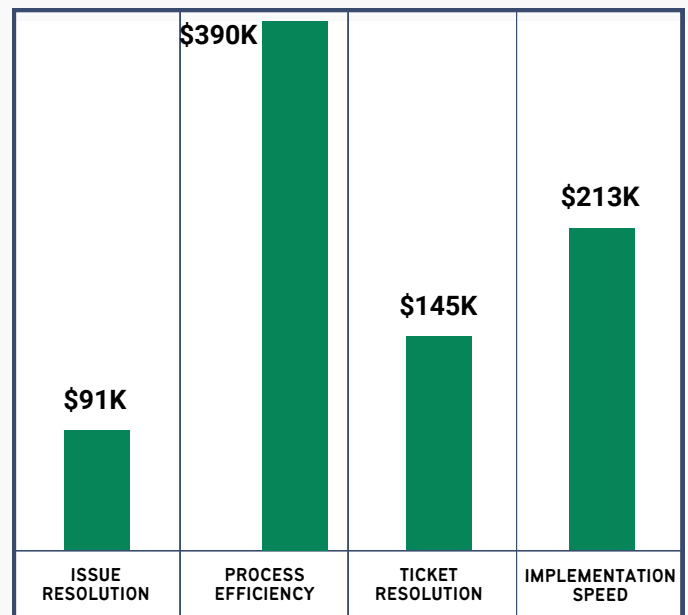
## *Enterprise Support Case Study*



## Average 5-year Impact

### By the Numbers:

- ▶▶ 40% reduction in issue resolution timeline
- ▶▶ 30% improvement in process efficiency with proactive business process evaluation and optimization
- ▶▶ 35% faster resolution for support tickets
- ▶▶ 23% improved implementation timeline for recommended upgrades and enhancements



Ongoing support for Ariba is not about just making sure your modules are performing as designed, it's about adding value. Your support partner should think outside the box to find creative ways to optimize your SAP Ariba ROI, such as utilizing unused modules, monitoring and reviewing updates, and recommending additional enhancements that will ensure your success.

# CCP Global's AMS Offerings

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## Services for Suppliers

### Supplier Support Package

If you have been asked to start transacting business with your customer through the SAP Business Network by your customer, we will work with you to understand your customers' needs and quickly enable and configure your account on the Network to limit any business disruptions. We also offer ongoing transactional support and training for your users.

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## Services for Buyers

### Premium Support Package

This solution is targeted for the organization that has a knowledgeable in-house Ariba administrator but may need extra advice for complex issues, support for high ticket volumes, or temporary staffing support. It's quick, on-demand help for your existing Ariba solutions.

### Executive Support Package

Includes everything in the Premium Support Package plus enhanced monitoring and troubleshooting of your deployed SAP Ariba solutions. Training, roadmaps and proactive application of improvements and upgrades maintains your system at top efficiency, encouraging ongoing user adoption.

### Enterprise Support Package

Our Enterprise Support Package provides all the benefits of the Premium and Executive support packages, plus full-time administration, integration support, and proactive system monitoring. This is a full-service package that will streamline and improve your Ariba processes so you can get the most out of your investment.

# SAP Ariba Managed Support (AMS)

## Buyer Support Packages



### Supplier Support Package

Customer Enablement  
Basic Configuration and Integration Support  
SAP Business Network Invoice Processing  
SAP Business Network Order Acknowledgements  
SAP Business Network Contract Processing  
SAP Business Network Catalog Support  
Ariba Discovery Profile Enablement  
Ad hoc Micro Trainings



### Premium Support *Part Time Support*

On-Demand System Support for Deployed Modules  
Troubleshoot Supplier Enablement  
Support for Upstream Ariba Modules  
Support for Downstream Ariba Modules  
System Administration Support for Support Tickets  
Technical Break/Fix Solutions



### Executive Support *Part Time Support* (Premium Support Services +)

Remote System Assessment  
Roadmap Development  
Support for Deployed SAP Ariba Modules  
Basic Configuration and Integration Support  
System Administration Support for Help Desk Tickets  
Ad hoc Micro Trainings  
Performance Tuning Advice  
Proactive Monitoring of Ariba Notices and Quarterly Releases  
Advanced Technical Break/Fix Solutions



### Enterprise Support *Full Time Support* (Executive Support Services +)

Onsite System Assessment  
Dedicated Full-time System Administrator  
Supplier Enablement Support  
Module Optimization Projects  
Advanced Configuration Support  
Technical Integration Support  
Onsite Support As Needed  
Development and Enhancement Guidance  
Proactive Monitoring of Ariba Change Requests  
Proactive Monitoring of Ariba Service Requests  
Proactive Monitoring of Systems Issues and Outages



**The right partner. The right team.  
The right support.**

**Our technical staff has over 20 years of experience. Not only can we step in and be a part of your team, we can provide guidance on streamlining and improving your Ariba processes to get the most out of your investment.**

**This means you can boost productivity, get to market faster, or focus on your broader digital transformation while letting CCP Global support all your SAP Ariba needs.**

# Post-Deployment Services

## System Administrators

Maintain existing workflows, templates, forms, manual imports of data. Manage Customer Admin To Do queue.

## Full System Monitoring

Act as primary, dedicated support contact (DSC) for the Ariba platform. Monitor and follow up on technical change requests.

## Rules Edits & Changes

Review Detail Transaction Rules, Supplier Group and Country Based Rules and any other relevant Business Network rules to optimize process flows.

## Support User Adoption

Consistent voice to the customer, your users, on the benefits and ease of using SAP Ariba to support and encourage user adoption.

## Supplier Enablement

Support & manage supplier onboarding efforts to improve both supplier and end user adoption and standardization.

## Reporting & Analyzing

Manage Public Reports, ensure proper background scheduling for maximum results, develop analytical reports and ad hoc reports as needed.

## Micro Training

Targeted, impactful training to resolve common issues, correct performance, introduce new features and processes and share best practices.

## Help Desk

Support for ticketing systems or group mailbox management for user inquiries and basic issues.

## Monitoring Releases

Proactive review of Ariba quarterly releases to communicate relevant changes and share opportunities for process improvements.

## Micro Projects

Targeted, short-term projects focused on improving your SAP Ariba system, processes, and performance.

## Ownership

As an extension of your team we work on your behalf, which means being accountable.

## Expertise

We put our expertise and experience to work for you to supplement and support your in-house staff.

## Transparency

We proactively inform you of your system status through support tickets, calls, and account reviews.

## Resourcefulness

We recommend and support creative and practical solutions backed by our best practices.



# Pre-Deployment Services

## User Training

Develop S2P training materials and reference guides to effectively train users, SMEs and approvers.

## Assess Policy

Review or develop relevant Source-to-Pay policies including socialization, training and publication.

## Assess Impacts

Collaborate to define organizational impacts in your Sourcing, Procurement and Accounts Payable teams.

## Share Best Practices

We share industry best practices to fully optimize your SAP Ariba environment.

## Reporting & Processes

Review all current metrics and process management reports to add pertinent Ariba reports.

## Supplier Enablement

Develop or review supplier enablement communications, processes & integration plans to ensure high success rates.

## Current/Future States

Assess current state, plan for future state, including systems, processes, policies, and organization.

## Supplier Adoption

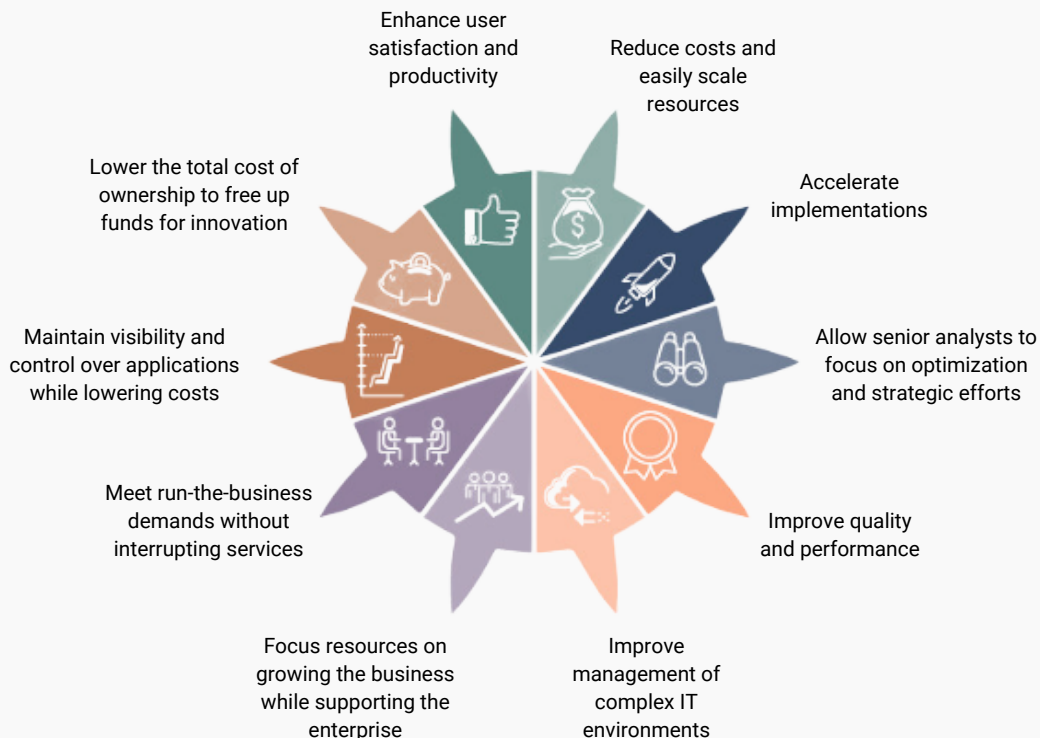
Develop effective communication campaigns to maximize supplier adoption in your SAP Ariba environment.

## Future State Support Structure

Develop post Go Live support structure to ensure the maximum SAP Ariba ROI.

## Change Management

Develop or support executive and leadership change management plans to ensure maximum successful user and supplier adoption.



Find out more by visiting our  
**AMS page**

Or **contact us** for your  
customized quote



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