

## Soltius New Zealand

### Partnering with Soltius for SAP Support Services

Whether it's full system support for your clients or augmenting your own SAP support services, partnering with Soltius New Zealand will maximize your revenue opportunities and enhance your customer satisfaction.

It is not always possible for SAP partners to provide the level of support or coverage that their clients require, increasing the risk they will seek these services from a competitor.

As a leading SAP Channel Partner, we are one of New Zealand's largest SAP services organisations and we are now working with US-based SAP service providers to offer high-quality support services to their clients.

Soltius can partner with you on an offshore support offering that delivers an affordable and dependable support solution to your customers, while giving you an additional revenue stream and enhancing your customer satisfaction and retention.

#### SAP support from New Zealand

An English-speaking, first world country, New Zealand has a mature IT industry and a large SAP installed base.

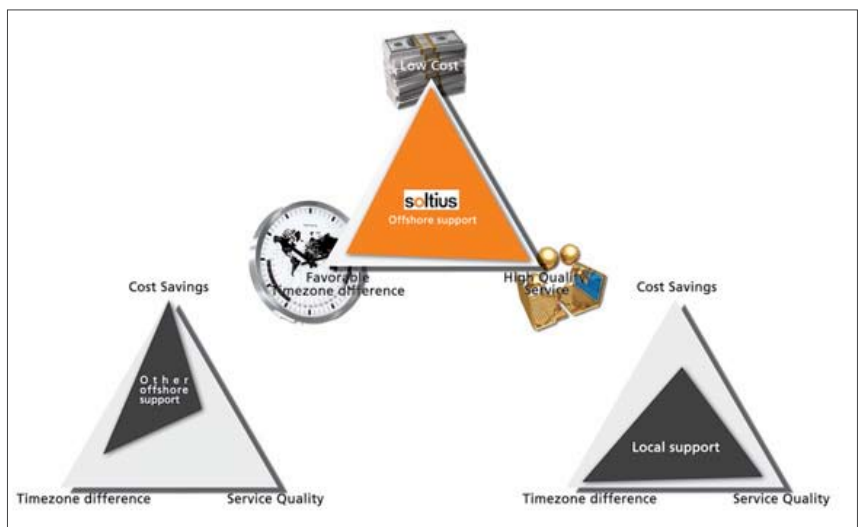
The Southern Hemisphere timezone difference means that we can offer comprehensive after-hours support and the currency exchange rates and lower overheads allow us to keep costs highly competitive, without compromising quality.

Our support team includes consultants with experience working in Europe, Asia and Australia and our investment in training and internal systems keeps them up-to-date with the latest international developments and standards. Best of all, the friendly, pragmatic and practical attitude New Zealanders are famous for means we resolve issues with minimum disruption to your clients' operations.

#### Soltius Support Centre

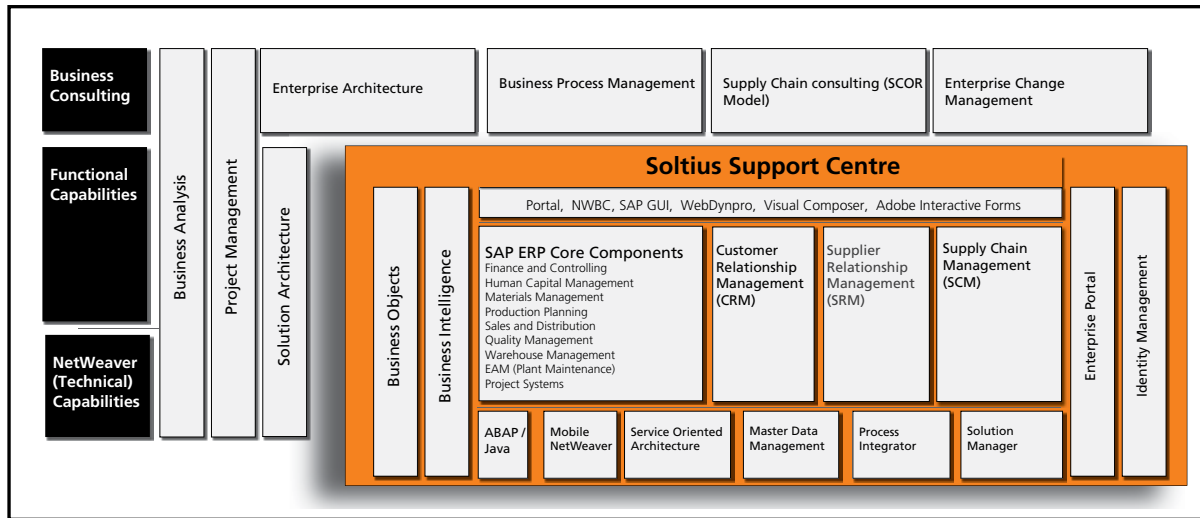
The Soltius Support Centre was the first in New Zealand to receive full SAP Value-Added Reseller Support certification and has a dedicated team of consultants backed up by our wider group of SAP functional experts. Our consultants come from a wide variety of professional backgrounds and many have 10 or more years of multi-industry experience.

The Soltius Support Centre provides both reactive and proactive support services. We can help you to plan your clients' future

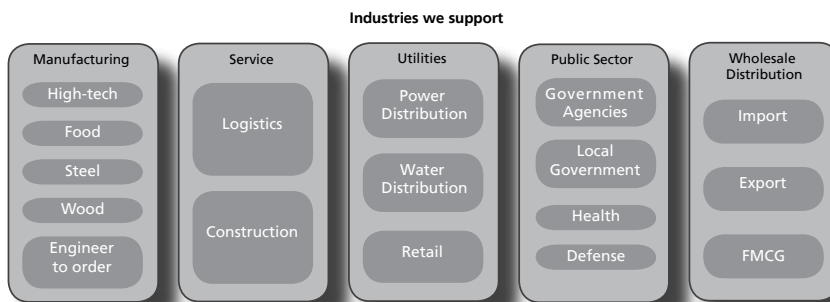


maintenance cycles, ensure the systems are monitored to identify problems before they occur, and proactively analyse support calls to identify the source of the issue.

We also offer a range of services that will enable your clients to focus on leveraging their IT investment, creating opportunities for you to provide additional consulting solutions.



### What we deliver



With a range of pricing models to choose from, we have an offering that will meet your clients needs for coverage, response and resolution time frames. Working collaboratively, we can negotiate an agreement that will provide you with a predictable revenue stream and develop a relationship management agreement that suits both you and your clients.

<b>Time &amp; Materials (ad hoc)</b>	<ul style="list-style-type: none"> <li>• Simplest available model and most useful for customers who do not want to enter into a formal support arrangement.</li> <li>• The services provided would be billed based on an hourly rate.</li> </ul>
<b>Fixed Fee and Time &amp; Materials</b>	<ul style="list-style-type: none"> <li>• The traditional billing model that Soltius use in support. A monthly fixed fee is paid for specific tasks and to ensure services are delivered within a defined SLA.</li> <li>• Aside from the tasks specified under the monthly fee, all services provided would be billed based on an hourly rate for reactive support.</li> </ul>
<b>Fixed Price</b>	<ul style="list-style-type: none"> <li>• A set amount each month for delivery of all support services specified in the contract. All issues logged within the fixed price amount.</li> <li>• Enhancements and change requests will be treated separately.</li> </ul>
<b>Even Flow</b>	<ul style="list-style-type: none"> <li>• The monthly invoice would have an agreed upon set charge , accompanied by an activity report outlining work completed, budget utilized, and a closing balance.</li> <li>• The balance between billed and utilised is carried forward from month to month</li> </ul>
<b>FTE Assigned Model</b>	<ul style="list-style-type: none"> <li>• A dedicated FTE for that skill set can be assigned to the customer.</li> <li>• The same resource will always be available for the work, and the customer would pay for the resource full time.</li> </ul>