



Global SAP HCM Systems Support & Applications Management



ROC, your Global SAP Support Partner:

Only ROC combines 100% dedicated SAP specialization, global reach *and* individual customer focus to create a unique offering that gives our customers:

- **Local Support & Global Reach:** ROC support consultants are available 24/7 across 15 countries.
- **Expertise:** ROC not only has experts covering all aspects of HCM, but also has one of the best technical problem solving capabilities in the market.
- **Experience:** Over the past 15 years, ROC has delivered over 500 SAP HCM projects. We currently provide systems support to over 75 customers worldwide.
- **Flexibility:** No matter how big or small our clients' support needs are, ROC's pre-packaged or tailor-made solutions can provide the cost-effective answer your business has been seeking.
- **Results:** Our SLA focused approach guarantees accountability and delivers results.

ROC combines over 15 years experience with an expanding global footprint to provide both packaged and tailor-made support solutions to meet our clients' diverse SAP HCM systems needs.

The experience and expertise of our staff delivers immediate, tangible results, allowing your business to control costs and reduced risk.

Your Business, Supported by ROC



Support: Think Global – Act Local

- *Global Reach:* ROC has operations in 15 countries worldwide
- *Local Expertise:* Leveraging over 300 dedicated HCM specialists
- *24/7 Coverage:* Available through defined time zone handovers
- *Information:* State of the art customer portal, including advice, SLA tracking and ticket creation
- *Control:* Central monitoring, reporting and escalation

Support: Delivered

- Our proven Global Delivery Model is responsible for supporting over 100,000 employee lives
- From time critical events, such as payroll and time management, to planned activities, such as year-end statutory reporting, your business is covered
- Global clients will be assigned a Global Delivery Manager, as well as local “in-country” representatives
- With access to over 300 SAP HCM consultants, with an industry-leading average of 7 years experience, no problem is too great

Support: Made to Measure

- Each of our clients has different needs, why shouldn't their support be different as well?
- Are you looking for a comprehensive AMO contract, managed through an SLA based framework, or a simple maintenance agreement enabling occasional advice and assistance with minor modifications and enhancements?
- ROC is committed to maximizing the value of every support dollar.
- The size and shape of your support arrangement can be defined in an initial set-up meeting with your Support Manager.
- Regular status meetings to review usage reports, ticket logs, and SLAs, can be used to refine coverage to a more appropriate level.
- Information can also be presented in your own custom support portal.

Our SAP HCM Support service can be tailored to fit your unique needs. From minor enhancements to first level support of mission critical systems, each solution adheres to our guiding principles:

- Partnership,
- Professionalism
- Flexibility

For more Information, contact:

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ROC

Making HCM a Business Priority

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