



M A N A G E D A P P L I C A T I O N S E R V I C E S

SAP R/3 - APPLICATION SUPPORT

Standard Support Activities

| |
|---|
| Help Desk |
| Expert knowledge of your Configuration & Data |
| Minor changes to data/code/configuration |
| Monitor EDI & Interfaces |
| Monitor all Hard Copy Outputs |
| Basis Administration |

Enhanced Support Activities

| |
|--|
| Develop new Functions/Processes |
| Extend system to new business units or Organization structures |
| Mass maintenance of Master data |
| Develop new EDI/Interfaces |
| Configure and code new Outputs |
| Basis and System Upgrades |

Continuous Support

Blue Marlin's offering covers virtually all services required to operate, maintain and expand your unique SAP R/3® environment.



SAP R/3 HELPDESK

SUPPORT TOOLS

SAP R/3 Helpdesk

| Ticket# | Status | Comp. | Loc | Caller | Logged | BME | Est | Actual | Short Descrip | Notes | Event | Events Logged |
|---------|--------------|------------|-----------------|--------|---------------------|------|-----|--------|---------------------------|-------|-------|---------------|
| 142 | Open | Pfood Corp | St. Charles, IL | JXM | Fri 5/3/2002 00:00 | Bruc | 10 | | ADD NEW CAP CODE FORMAT I | Add | Add | 🚨 |
| 141 | Open | Pfood Corp | St. Charles, IL | JXM | Tue 4/30/2002 00:00 | | | | WO#2971 - Configuration I | Add | Add | 🚨 |
| 140 | Open | Pfood Corp | St. Charles, IL | JXM | Mon 4/29/2002 00:00 | chel | 8 | | ZR025 Rolling Schedule n | Add | Add | 🚨 |
| 139 | Open | Pfood Corp | St. Charles, IL | JXM | Thu 4/25/2002 00:00 | Bruc | | | Custom Help | Add | Add | 🚨 |
| 137 | On Hold | Bexco, Inc | Joplin, MO | CJG | Mon 4/22/2002 00:00 | Bruc | 28 | | Work order #2890 Usage Hi | Add | Add | 🚨 |
| 136 | Open | Pfood Corp | St. Charles, IL | JXM | Fri 4/12/2002 00:00 | Syed | 24 | | WO#2859 - ATP Usage for O | Add | Add | 🚨 |
| 124 | Project Reqd | Dixco | Cortland, NY | HXF | Thu 4/11/2002 00:00 | | 40 | | WO #2872-PROJECT-2003 PI | Add | Add | 🚨 |
| 123 | Project Reqd | Dixco | Cortland, NY | HXF | Thu 4/11/2002 00:00 | | 32 | | WO #2871-PROJECT-2003 PI | Add | Add | 🚨 |
| 122 | In Process | Bexco, Inc | Joplin, MO | CJG | Thu 4/11/2002 00:00 | chel | 12 | | WO#2870-Table CONCORD BR | Add | Add | 🚨 |
| 120 | Resolved | Pfood Corp | St. Charles, IL | CJG | Mon 4/8/2002 00:00 | Dhan | 8 | | WO #2846 Payment term *- | Add | Add | 🚨 |
| 112 | In Process | Bexco, Inc | Joplin, MO | CJG | Wed 3/27/2002 00:00 | Dhan | 12 | | Valuation Class Incorrect | Add | Add | 🚨 |
| 111 | On Hold | Bexco, Inc | Joplin, MO | CJG | Mon 3/25/2002 00:00 | Gopa | | | Report / Workshop - MM | Add | Add | 🚨 |
| 106 | On Hold | Bexco, Inc | Joplin, MO | CJG | Sat 3/23/2002 00:00 | Jim | 0 | | various batch balancing i | Add | Add | 🚨 |
| 103 | Resolved | Pfood Corp | St. Charles, IL | CJG | Thu 3/21/2002 00:00 | Jim | 2 | | additional values need to | Add | Add | 🚨 |
| 100 | On Hold | Bexco, Inc | Joplin, MO | CJG | Mon 3/18/2002 00:00 | Bruc | 12 | | WO #2769 Create a new ver | Add | Add | 🚨 |
| 99 | On Hold | Bexco, Inc | Joplin, MO | CJG | Mon 3/18/2002 00:00 | Dhan | 32 | | WO #2770-General Ledger A | Add | Add | 🚨 |
| 98 | In Process | Bexco, Inc | Joplin, MO | CJG | Fri 3/15/2002 00:00 | Gopa | 16 | 56 | WO#2500 Label Inventory R | Add | Add | 🚨 |
| 97 | On Hold | Bexco, Inc | Joplin, MO | CJG | Fri 3/15/2002 00:00 | Bruc | 16 | 0 | WO#2755 Over picking post | Add | Add | 🚨 |
| 96 | Open | Pfood Corp | St. Charles, IL | JXM | Fri 3/15/2002 00:00 | Bruc | 24 | 35 | WO #2727 - SAP batch job | Add | Add | 🚨 |
| 95 | In Process | Bexco, Inc | Joplin, MO | CJG | Thu 3/14/2002 00:00 | | | 315 | BMS REMOTE MONITORING / I | Add | Add | 🚨 |
| 94 | On Hold | Bexco, Inc | Joplin, MO | CJG | Thu 3/14/2002 00:00 | Bruc | 17 | | WO#1722 Post goods issue | Add | Add | 🚨 |
| 93 | Resolved | Pfood Corp | St. Charles, IL | CJG | Thu 3/14/2002 00:00 | Gopa | 8 | 7 | WO#2632 Freight condition | Add | Add | 🚨 |
| 92 | In Process | Bexco, Inc | Joplin, MO | CJG | Thu 3/14/2002 00:00 | Gopa | 8 | 24 | WO#2647 Routes on a deliv | Add | Add | 🚨 |
| 88 | Resolved | Pfood Corp | St. Charles, IL | CJG | Mon 3/11/2002 00:00 | Gopa | 5 | 4 | wo #2633 - med - Congligr | Add | Add | 🚨 |
| 87 | Project Reqd | Dixco | Cortland, NY | HXF | Mon 3/11/2002 00:00 | Jim | 0 | | WO #2595-M - Picker/Pull | Add | Add | 🚨 |
| 85 | In Process | Bexco, Inc | Joplin, MO | CJG | Mon 3/11/2002 00:00 | Jim | 16 | 0 | wo #2510 - med - Start da | Add | Add | 🚨 |

Secure Internet based Tool Provides real time information On all system problems

Color-coded prompts alert Customer Service

Event Icons provide instant status on each ticket



Outsourcing to
Blue Marlin Systems
is as easy as 1-2-3

H O W I T
W O R K S

| | |
|--|---|
| <p>1 ASSESSMENT</p> | <ul style="list-style-type: none"> □ Scope, duration & goals □ Service Level Agreements □ Transition Plan □ Budgets |
| <p>2 KNOWLEDGE TRANSFER</p> | <ul style="list-style-type: none"> □ Knowledge transfer work sessions and documentation □ Change Management |
| <p>3 GO-LIVE</p> | <ul style="list-style-type: none"> □ Transition to Blue Marlin □ Continuous monitoring of system and metrics |



W a n t t o
k n o w m o r e ?

Contact us for a free evaluation of your outsourcing needs:

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