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G M Ν Ε A P N P ()S Ι R E S E

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 $^{\circ}$ environment.



Secure Internet

On all system



R E M O S A Ρ Ε Τ S O R Т Ρ Ρ L S \mathbf{O} \bigcirc

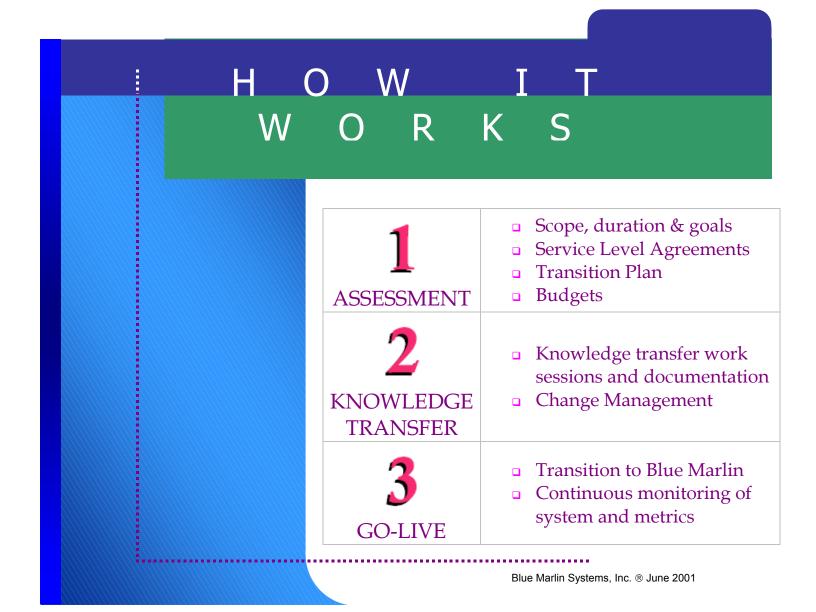
SAP R/3 Helpdesk

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	Remote Support	Ticket# Status	Comp.	Loc	Caller			Est Actua	I Short Descrip	Notes E	vent Events Logged	
	[User:demo]	142 Open	Pxxxd Corp	St.Charles, IL	JXM	Fri 5/3/2002 00:00	Bruc	10	ADD NEW CAP CODE FORMAT	T Add A	dd 🏨 🛆	
	XXXXXX11	141 Open	Pxood Corp	St.Charles, IL	JXM.	Tue 4/30/2002 00:00			WO#2971 - Configuration f	Add A	dd 🐠 🛆	
	Customer Central	140 Open	Pxxxd Corp	St.Charles, IL	JXM	Mon 4/29/2002 00:00	chel	8	ZR025 Bottling Schedule n	Add A	dd 🐠 🛆	
	Consultant Central	139 Open	Pxood Corp	St.Charles, IL	JXM	Thu 4/25/2002 00:00	Bruc		Custom Help	Add A	dd 🏨 🛆	
	Manager Central	137 On Hold	Bexxid, Inc	Joplin, MO	CJG	Mon 4/22/2002 00:00	Bruc	28	Work order #2890 Usage Hi	Add A	dd 🏨 🛆	
(1111) <mark>-</mark> (1111)11111111111111111111111111111111	Reports Central Log Off	136 Open	Pxood Corp	St.Charles, IL	JXM	Fri 4/12/2002 00:00	Syed	24	WO#2869 - ATP Usage for O	Add A	dd 🏨 🛆	
nternet based Tool		124 Project Reqd	Dxxo	Cortland, NY	HXF	Thu 4/11/2002 00:00		40	WO #2872-PROJECT- 2003 PI	Add A	dd 🕵 🌮 🛆	
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		112 In Process	Bexxd, Inc	Joplin, MO	CJG	Wed 3/27/2002 00:00	Dhan	12	Valuation Class incorrect	Add A	dd 🖷 🤧	
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		100 On Hold	Bexxd, Inc	Joplin, MO	CJG	Mon 3/18/2002 00:00	Bruc	12 <u>0</u>	WO #2769 Create a new ver	Add A	dd 👜 🛆	
		99 On Hold	Bexxd, Inc	Joplin, MO	CJG	Mon 3/18/2002 00:00	Dhan	32 <u>0</u>	WO #2770-General Ledger A	Add A	dd 🏨 🛆	
		98 In Process	Bexxid, Inc	Joplin, MO	CJG	Fri 3/15/2002 00:00	Gopa	16 <u>56</u>	WO#2500 Label Inventory R	Add A	dd 👜 🤧	
		97 On Hold	Bexxd, Inc	Joplin, MO	CJG	Fri 3/15/2002 00:00	Bruc	16 <u>0</u>	WO#2755 Over picking post	Add A	dd 👜 🛆	
		96. Open	Pood Corp	St.Charles, IL	JXM	Fri 3/15/2002 00:00	Bruc	24 35	WO #2727 - SAP batch job	Add A	dd 👜 🛆	
		95 In Process	Bexxid, Inc	Joplin, MO	CJG	Thu 3/14/2002 00:00		315	BMS REMOTE MONITORING / 1	Add A	dd 👜 🤧	
		94 On Hold	Bexxid, Inc	Joplin, MO	CJG	Thu 3/14/2002 00:00	Bruc	17	WO#1722 Post goods issue	Add A	dd 👜 🛆	
		930 Resolved	Pxood Corp	St.Charles, IL	CJG	Thu 3/14/2002 00:00	Gopa	8 <u>7</u>	WO#2683 Freight condition	Add A	dd 🏨	
		92 In Process	Bexxid, Inc	Joplin, MO	CJG	Thu 3/14/2002 00:00	Gopa	8 24	WO#2647 Routes on a deliv	Add A	dd 👜 🤧	
		880 Resolved	Pxood Corp	St. Charles, IL	CJG	Mon 3/11/2002 00:00	Gopa	5 4	wo #2693 - med - Congigur	Add A	dd 🍯	
		87. Project Reqd	Dxxo	Contrand, NY	HXF	Mon 3/11/2002 00:00	Jim	0	wo #2595-M - Picker/Pull	Add A	dd 🐴 🌫 🛆	
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	Color-coded prompts alert Customer Service									Event Icons provide insta status on each ticket		
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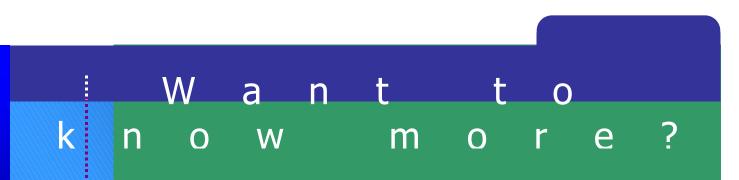


Outsourcing to Blue Marlin Systems is as easy as 1-2-3









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