



BusinessGenetics

BUSINESSGENETICS FOR SAP® PROFILING INSTALLATION & TRAINING

TERM

BusinessGenetics for SAP® Profiling Service is offered as an additional service to the purchase of the BusinessGenetics for SAP® Profiling solution. The service offering will be performed virtually by trained BusinessGenetics employees as a Time and Material Service

INCLUSIONS

BUSINESSGENETICS FOR SAP® PROFILING SERVICES

Services for BusinessGenetics for SAP® Profiling all license types

Virtual installation of BusinessGenetics for SAP® Profiling includes the following:

- Providing the transports to the customer's SAP® technical resources.
- Support escalation
- Questions and answers

BusinessGenetics Services for the Time Limited BusinessGenetics for SAP® Profiling license type

- Modifying transport to gather Customer's requested information.
- Receive the zipped file from the customer
- Create standard and custom reports
- Return reports to the customer for analysis
- Service for Time Limited BusinessGenetics for SAP® Profiling license type is **Time and Material**

Customer-Provided Services for Time Limited BusinessGenetics for SAP® Profiling license type

- Customer's SAP® technical resources apply the transport to Solution Manger or SAP® Solution
- Customer's SAP® Technical resources downloads the scanned data from SAP® application server to a zip file and sends the file to the BusinessGenetics reporting team

BUSINESSGENETICS FOR SAP® PROFILER USER TRAINING

Training for BusinessGenetics for SAP® Profiling all license types included in price of tool.

Virtual user training on BusinessGenetics for SAP® Profiling consists of 4 hours and will cover the following:

- Overview of BusinessGenetics for SAP® Profiling
- Setting up for success
- Discussion on how the transport woks
 - Language
 - RFC connectivity to SAP® ERP satellite systems
 - Connectivity to SAP® Solution Manager
 - Files created



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BUSINESSGENETICS FOR SAP® PROFILING INSTALLATION & TRAINING

Training for Perpetual and Automated Execution BusinessGenetics for SAP® Profiling license types included in price of tool

Virtual user training on Perpetual and Automated Execution BusinessGenetics for SAP® Profiling consists of 12 hours and will cover the following:

- Modifying information requested by the transports
- Applying the transports
- Creating the reporting environment
- Running standard reports
- Creating new reports

At the end of the user training, the customer will have a general understanding of BusinessGenetics for SAP® Profiling and how to modify transports to create required data and to create and run reports.

EXPECTATIONS OF THE CUSTOMER

To maximize the efficacy of BusinessGenetics for SAP® Profiling Installation & Training:

- The Customer will assign an administrative contact person who will be the primary contact for the BusinessGenetics for SAP® Profiling Installation and training.
- The Client will attempt to gather all anticipated users of the BusinessGenetics for SAP® Profiling for the user training.
- The Customer will provide a meeting room and projector for the user training.

EXCLUSIONS

The following services are not included with the BusinessGenetics for SAP® Profiling Installation & Training:

- Resolution to any fault or problem resulting from Customer's internal environment such as but not limited to: firewall, security restrictions, network bandwidth, etc.
- Resolution to any fault or problem resulting from or to Customer's SAP® installation solution: including but not limited to SAP® Solution Manager, SAP® ERP system, SAP® Netweaver system.