

SAP SUCCESSFACTORS GLOBAL SUPPORT SERVICES @USD 1 PEPM

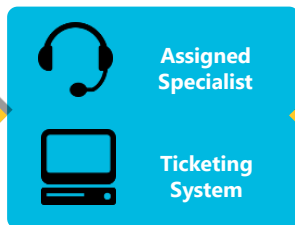
Neeyamo's support model increases your SuccessFactors adoption by resolving a wide range of technical and functional issues across all modules. Backed by on-demand SF experts and benchmarked processes, we deliver services with industry best resolution rates providing superior client experience.

A SNAPSHOT OF HOW WE DELIVER

CUSTOMERS (YOU)



RAISE A TICKET



Assigned specialist for ticket resolution

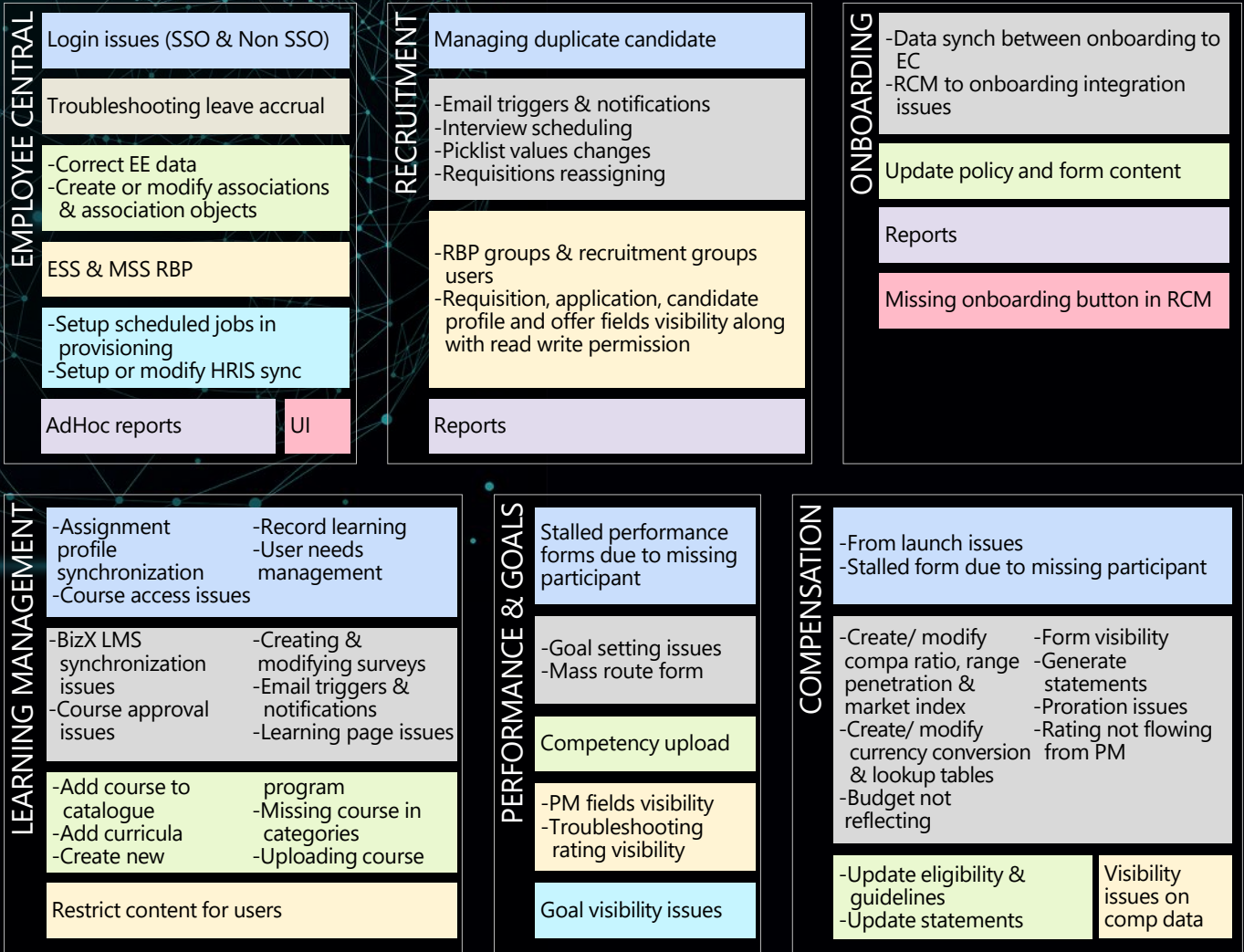
- 12x5 availability
- Collect service requests; Provide Request ID / Ticket
- Follow-up on service requests
- Provide status update to the customer

OUR SOLUTION SPECIALISTS RESOLVE IT



- All key resources are SuccessFactors certified (e.g., PM/ GM, Employee Central, LMS, RCM, Reporting, Dell Boomi, PI, etc.)
- We have GPHR, CIPD certified professionals in our functional specialist team
- Most of our team consists of HR MBAs with line experience in service delivery.
- For larger requests (projects) we typically assign a team to work with you from inception to closure

MAKE YOUR ONE DOLLAR GO FURTHER!



CATEGORIES OF ISSUES	Administrative	Business Rules	Configuration	Data	Permission	Provisioning	Reports	UI
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This scope includes all basic issues across modules. This can extend to custom issues as well based on client requirements.

WHAT DO YOU STAND TO GAIN WITH NEEYAMO?

- Purchase support services based on workforce requirements
- Flexible and scalable support model to keep your business stabilized during the expansion phase
- Expertise in HRO and SAP SuccessFactors making Neeyamo your partner for end-to-end SAP SuccessFactors support and extended services