

Premium support - around the clock

Professional services for the operation and optimisation of your SAP systems





The Corona crisis has mercilessly shown us how quickly and destructively our supposedly secure processes and daily routines can falter. Suddenly, in-house staff as well as external consultants drop out overnight - possibly with fatal consequences for the continuation of business operations and the availability of systems.

In cooperation with the partner Centrix Consulting, biX Consulting offers you an around-the-clock support for all relevant SAP systems and applications on working days from Monday to Friday (optionally also on weekends and public holidays). More than two dozen German- and English-speaking certified experts from both countries ("Follow-the-Sun-Principle") will support you at all times of the day and night on all questions and activities concerning your systems. You can reach our team either by telephone, e-mail or via Microsoft Teams. Besides this, our knowledge database and Q&A databases are available for you too.

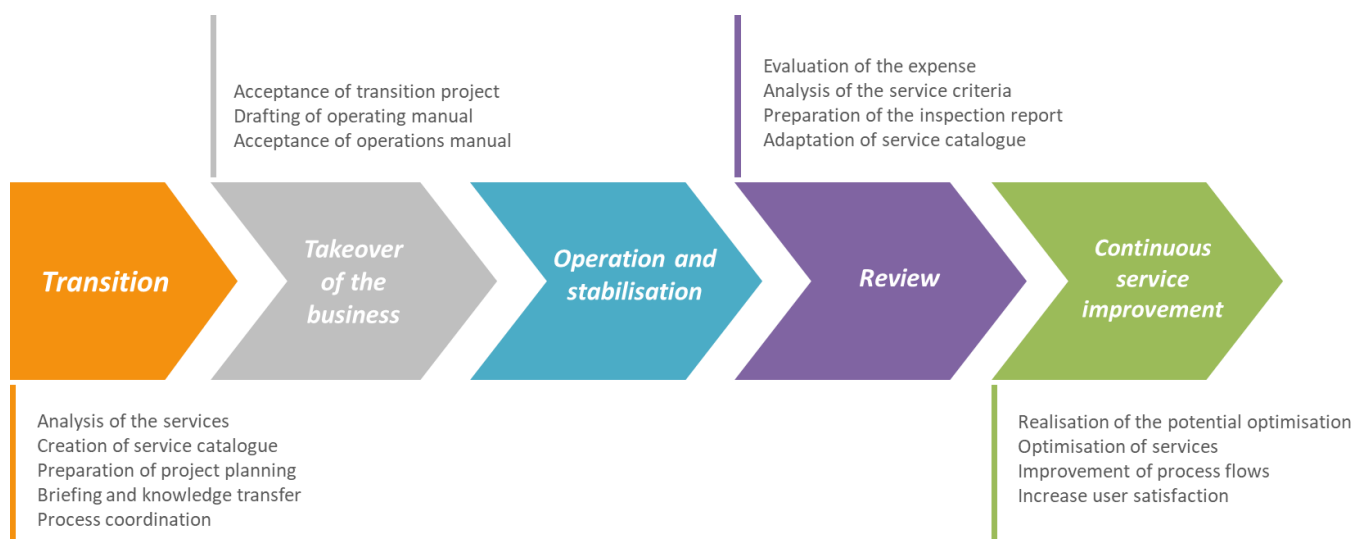
We are currently offering support services for the following products and tools:

- SAP BI/BO (Versionen 3.5 bis 7.5 BW/4 HANA)
- SAP Basis, On-premise und Cloud
- SAP ECC mit den Modulen FI, SD, MM, CO, WM, PP, QM), CRM
- SAP S/4 HANA
- SAP Solution Manager

Further products and solutions are available on request.

Strong performance, simple process.

With our well-proven processes, we make the availability management of your SAP systems simple and transparent - from the first request to the final binding performance.

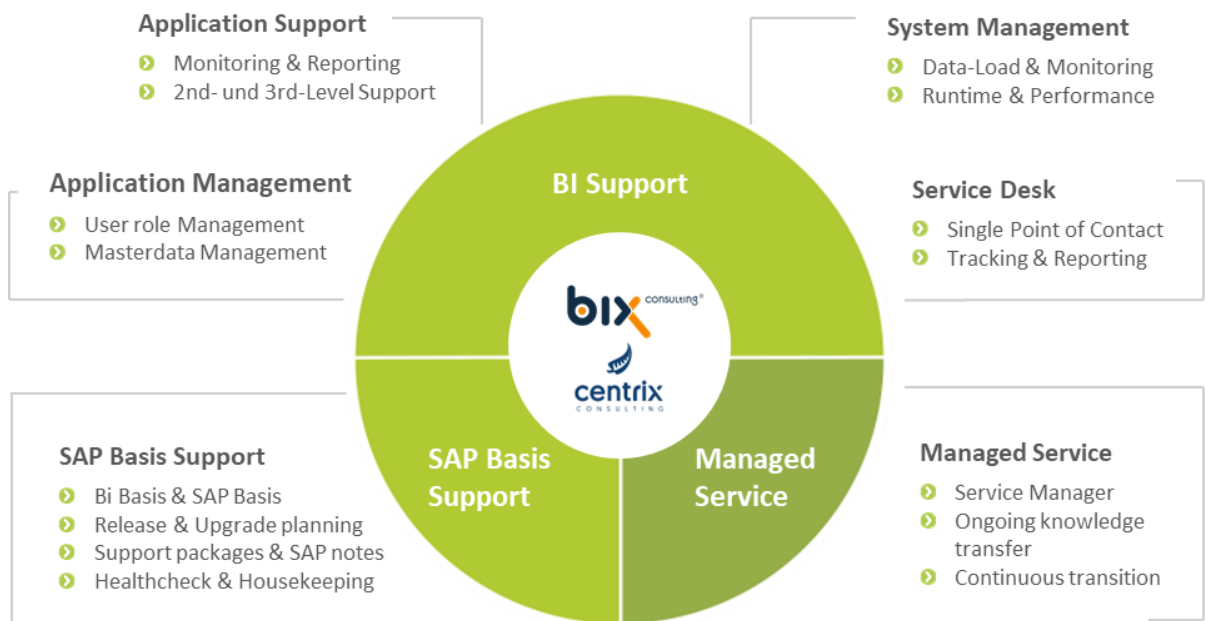




Individually tailored to you.

The support services can be individually tailored to your needs and business processes - regardless of whether you want to use the service permanently, only in the event of an escalation or temporarily, for example in the event of absences due to illness, accident or holidays.

During a short setup phase, all necessary aspects of the operation, such as access rights, tools that will be used, security-relevant criteria, privacy protection, e.g., are discussed and agreed upon. Within this process, all required coordination with the internal and external staff of your company is carried out in order to ensure a smooth process without confusion of competences and unclear responsibilities at a later stage.



Flexible terms, fixed prices



Services for continuous and proactive system monitoring are provided based on well-defined processes and fixed prices. In the event of malfunctions or system failures, all necessary service measures are carried out transparently and at pre-agreed conditions in consultation with the customer.



Über biX-Consulting

biX Consulting GmbH & Co. KG is a medium-sized consulting company with numerous branches in Germany and abroad offering customers many years of expertise and competence with business intelligence systems based on SAP®, Tableau, denodo as well as other software companies and their associated architectures, products and solutions.



We advise and support customers in our business units Consulting, Services and Solutions in a holistic 360° approach and offer all relevant services from a single source. biX stands for excellence in both "Business Integration" and "Business Intelligence" and thus describes our approach and our aspiration.

For biX Consulting, it is fundamental to fully understand the processes of its business partners. This makes it possible to implement high-quality and, above all, precisely fitting architectures and solutions with modern and proven technology. In our projects, we often work as a link between information technology and the business units along with their diverse processes. In this respect, biX Consulting advises customers across all sectors in Germany, Austria, Switzerland and the Benelux countries.

Über Centrix Consulting

At Centrix Consulting, the focus lies on services in the field of SAP technology (BASIS), SAP BI including SAP BPC and technical consulting for SAP customers and partners. We offer our services as on-site consulting and remote support.

For our 24/7 support we work together with SAP partners from Europe. We use the time difference between Europe and New Zealand to carry out system administration or support activities during the evening and night hours for our European customers, which include many well-known corporations and enterprises.

biX Consulting GmbH & Co. KG

Ratingen, München, Sofia

T +49 (0) 2102 875 46-00

F +49 (0) 2102 875 46-29

info@bix-consulting.de

www.bix-consulting.de

Centrix Holdings Ltd

Hamilton 3204 New Zealand

T +49 221 999 1450 (Büro Köln)

T +64 7853 3068

info@centrix-consulting.com

www.centrix-consulting.com