



HOSTING A TECHNICAL AND FUNCTIONAL OUTSOURCING SOLUTION FOR YOUR GROUP'S SAP APPLICATIONS

Your Group will enjoy operational hosting services perfectly suited to your requirements that ensure the optimal use of your SAP applications.

OUR HOSTING EXPERTISE

Our modular services are made up of four complementary levels of intervention (L):

L0 : Software license resale: as a VAR (Value-Added Reseller) and one of SAP's privileged partners, Viareport can be your sole contact for all your software license acquisitions. We also offer different funding solutions if required.

L1 : SAP application platform hosting: Your applications and databases are outsourced to our secure data center. This ensures their availability 24 hours a day, 7 days a week with a service guarantee of 99.9%.

L2 : Technical support: We provide you with technical support during the entire lifecycle of your SAP solution. Viareport will take care of the installation of all upgrades and patches. Our dedicated Help Desk provides you with Level 1 functional support. We guarantee a response and recovery time not exceeding four hours.

L3 : Partial or total functional administration: Our Help Desk provides a skills center dedicated to your application and its specific configuration to provide day-to-day assistance for all your needs. Simple interventions are included in our monthly flat-rate package while more complex issues are handled via a ticket system.

OUR TARGET AUDIENCE

Finance departments: consolidation accountants, accountants, management controllers, financial controllers or CFOs. IT departments: technical or functional administrators, project owners, system architects or IT directors.

OUR HELP DESK

Our Help Desk team, consisting of consultants who are IT systems and business specialists, provides continuous support to optimize your platform. Using Internet connection methods, our experts ensure the optimal operation of your platform.

REFERENCE :

Viareport consultants provided assistance during all of the phases in our SAP BFC operational reporting implementation project, from design to build, from acceptance tests to the import of historical data. With Viareport, we benefitted from a wide range of services combined in just one offering. Technical services, with the hosting of our IT and software platform; business services, with skilled Viareport consultants working on our configuration; and operational services, with the Viareport Help Desk, an effective administration unit which provides daily support.

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OUR STRENGTHS

- **Cost containment** : no hidden costs.
- **A dedicated team** : shorter deadlines for problem resolution or for your requests to customize the configuration.
- **Data integrity and confidentiality.**
- **Performance of your platform** : patches and version upgrades are installed as and when necessary.

AVAILABLE WITH THE ONLINE OFFERING

- **Vialease**, for managing lease financing.
- **Viatik**, for managing corporate legal information.
- **Rapprolive!**, for intercompany reconciliations.
- **Lock!**, for locking data.
- **Datalive!**, for auditing source data.
- **Notes to the financial statements.**