

PROVIDING COMPLETE VALUE WITH EDI MANAGED SERVICES FOR SAP



Questions to Consider:

Do you need help in supporting SAP applications, small projects or training?

Are you properly monitoring and maintaining your SAP infrastructure?

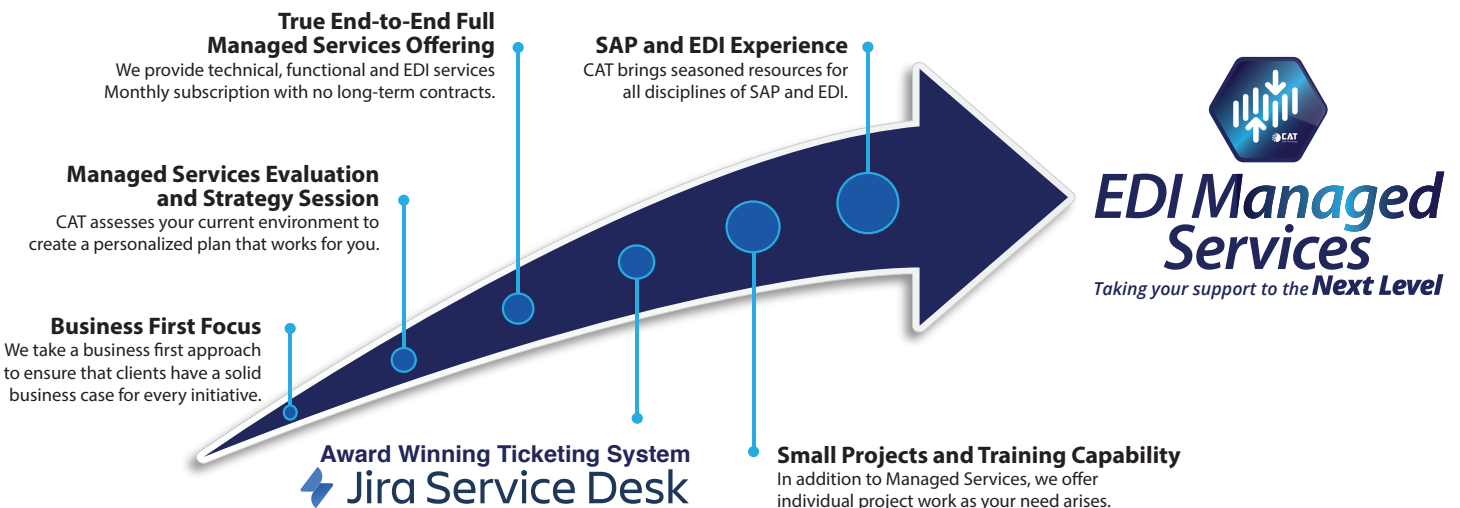
Are EDI Services included in your current Managed Services offering?

COMPREHENSIVE EDI SUPPORT

Get complete value with CAT's Electronic Data Interchange (EDI) Managed Services for SAP, a true turnkey solution. You can completely outsource EDI support to CAT, and our services are based on a monthly subscription with no long-term contract.

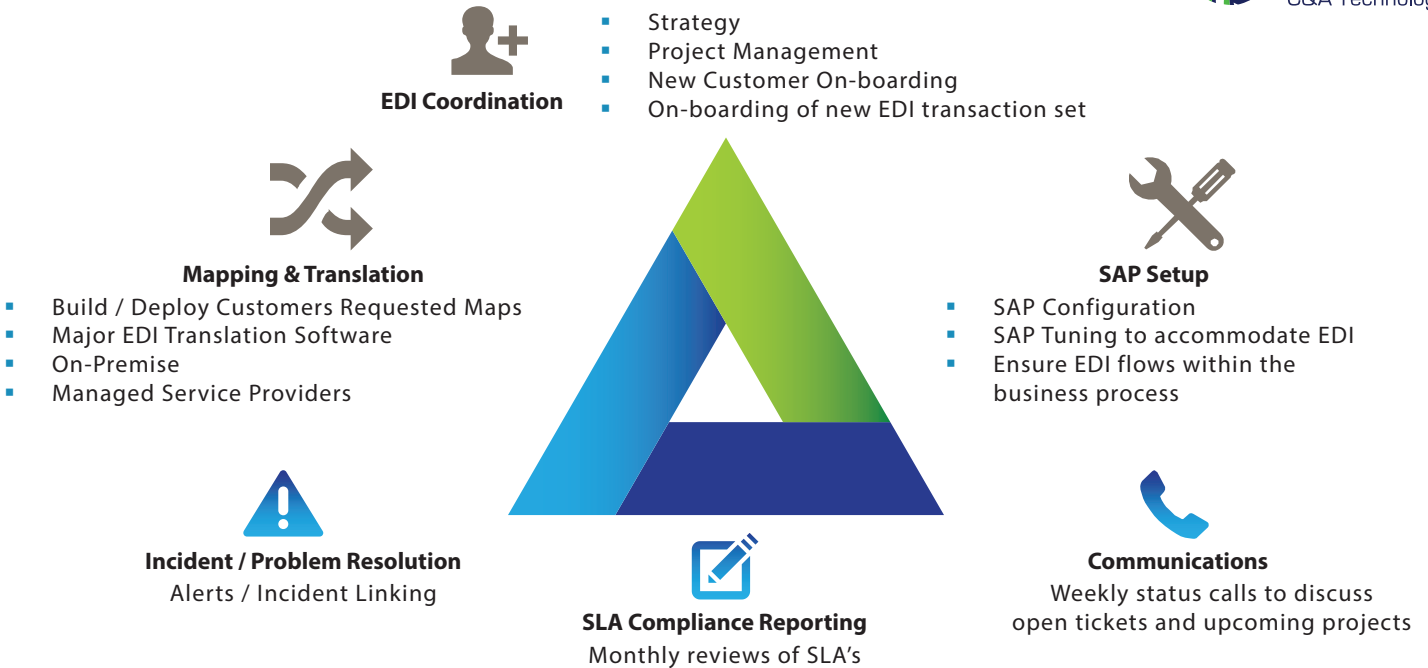
Our full-service EDI offering spans the entire process – from EDI on-boarding to EDI coordination, to translation and mapping, and SAP functional support. We handle everything for you to free up your valuable time to handle other critical aspects of your business.

WHAT CAT'S SAP EDI SERVICES PROVIDES




EDI Managed Services
*Taking your support to the **Next Level***

CAT's 3 PILLARS OF EDI SUPPORT



BENEFITS OF CAT'S EDI SERVICE OFFERING

- SAP System Administration** – We provide proactive scheduled maintenance to free up your IT staff. Our ad-hoc services let your team submit support tickets for one-off issues.
- Issue Management** – CAT uses JIRA Service Desk to manage and maintain support tickets, and provide real-time tracking and visibility on your most critical issues.
- Application Support** – We provide full application support for SAP, ranging from small projects to large implementations.
- EDI Managed Services** – CAT provides a turnkey solution for EDI ranging from new partner on-boarding and project management from our Coordination pillar. We also offer full mapping and translator support for the major on-premise translators.

CAT EDI SUPPORT LEVELS

| Priority | Description | Frequency |
|----------|---------------------------------|--------------|
| SEV1 | Production Down | 4 per month |
| SEV2 | Cannot Process EDI Transactions | 20 per month |
| SEV3 | Maintenance or New Transaction | 10 per month |

| Priority | First Response | Contact Frequency | Resolution Target |
|----------|----------------|-------------------|-------------------|
| SEV1 | 30 minutes | 30 minutes | 4 hours |
| SEV2 | 1 hour | 1 hour | 6 hours |
| SEV3 | 24 hours | 4 hours | |

CAT EDI COVERAGE

- Standard Coverage**
Monday to Friday, 7 AM to 7 PM EST
- After hours**
Monday to Friday 7 PM to 7 AM & Weekends
- Two-hour Response Time** on after-hours requests
- Excludes CAT Holidays**

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For more information on CAT's SAP solutions and services, visit:
www.catechnology.com

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