



BusinessGenetics

BUSINESSGENETICS FOR SAP® BLUEPRINT INSTALLATION & TRAINING

TERM

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

INCLUSIONS

BUSINESSGENETICS FOR SAP® BLUEPRINT SERVICES

Services for BusinessGenetics for SAP® Blueprint included in price of tool

Virtual installation of BusinessGenetics for SAP® Blueprint consists of 2 days and includes the following:

- Install and license BusinessGenetics for SAP® Blueprint in Customer's environment
- Setting up for success
- Configuration of the BusinessGenetics for SAP® Blueprint
- Creation of new BusinessGenetics for SAP® Blueprint users
- Support escalation
- Questions and answers

BUSINESSGENETICS FOR SAP® BLUEPRINT USER TRAINING

Training for BusinessGenetics for SAP® Blueprint is Time and Material

Virtual user training on BusinessGenetics for SAP® Blueprint will cover the following:

- Overview of BusinessGenetics for SAP® Blueprint
- Setting up for success
- Overview of BusinessGenetics for SAP® Blueprint technology
- Moving data from W5S® (BusinessGenetics Modeler) to Solution Manager
- Best practices

At the end of the user training, the customer will have a general understanding of BusinessGenetics for SAP® Blueprint 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 SA® Blueprint Installation & Training:

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

EXCLUSIONS



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BUSINESSGENETICS FOR SAP® BLUEPRINT INSTALLATION & TRAINING

The following services are not included with the BusinessGenetics for SAP® Blueprint 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.