

WE PERFORM SAP LOGISTICS

SWAN CLS

CUSTOMER LIFECYCLE SERVICE



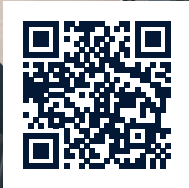
At SWAN, we take a long-term, service-oriented approach to projects. This is why the SWAN Customer Lifecycle Service (CLS) is involved in the customer project from the very beginning and is already actively involved in project phases such as testing, commissioning or ramp-up/hypercare. After go-live, the CLS team is available to customers and third-party customers with incident management day and night, 365 days a year.

SWAN also offers change request management, development services and customized training courses, also in cooperation with the SWAN Academy. For the further development of your system and logistics landscape, we offer our customers regular optimization workshops with your SWAN key account manager or project team. We compare your processes with other best-practice approaches and standard SAP solutions. The state of the art solutions resulting from the workshops make it easier for you to evaluate the ROI for your company. The SWAN project

team then works with your IT department to develop the necessary adjustments to the software solutions used and supports you in their implementation. We accompany the entire customization process and coordinate the design, testing, training, documentation and project management right through to commissioning.

“Our services respond individually to customer requirements and offer continuous support beyond the project duration. With our dedicated team of experts, we guarantee long-term success and adapt existing solutions flexibly to changing requirements.”

MICHAEL HEIDER
Director Customer Lifecycle Service



OUR SERVICE PORTFOLIO



24/7 SUPPORT

With our 24/7 support, we rely on personal contact with a SWAN CLS employee. This enables us to guarantee you fast response times within the scope of your SLA agreements and personal expert support.



CHANGE MANAGEMENT

We support you during the process to ensure smooth adaptation to system functionalities. Our services range from analysis/assessment and strategy development to the implementation of measures.



SUPPORT FOR RELEASE UPGRADES/PATCHES

We are happy to support you with release upgrades, patches or migrations with experienced consultants in order to enable the shortest and smoothest possible changeovers through intensive testing.



SAP EWM SERVICE FOR THIRD PARTY CUSTOMERS

At SWAN, the transition of the service to the maintenance phase is carried out according to ITIL standards. We can also take over the SAP EWM service from third-party customers according to the same tried-and-tested standards.



KEYUSER AND USER TRAINING

We support you before, during and after go-live with user and administrator training. We offer both SAP standard and customized training courses.



PERFORMANCE TASK FORCE

In the event of performance fluctuations, our SWAN team of experts takes care of eliminating the causes: for example, by means of system-specific health checks, consideration of the archiving/housekeeping concept, follow-up analyses and program code analyses.

