

## Mission

Recognition as the most admired and successful provider of extended software maintenance solutions for organizations using SAP or Oracle

## Success Factors

- Deliver superior service for a fraction of the cost with no risk to the client
- Reinvent and extend the value of software maintenance
- Employ and retain the right people
- Grow profitably and litigation-free

# What we deliver

## Risk Management

No Sunset Policy | IP Protection | ISO 9001 Certified  
Onboarding | System Lifecycle Management  
Change Management | Safe Choice Business Partner

## Technology Advisory

Interoperability | Virtualization  
Cloud Migration | User Interface Support

## Tax, Regulatory, Security

Continuous Monitoring | Change Management  
Tailored Solutions per Client  
Advisories for Proactive Response to Security Threats

SAP

Oracle

Software Maintenance

# Our credentials

**98+%**  
Customer satisfaction

**315**  
Customers served

**Safe Choice**  
Growing, profitable,  
strong cash position,  
litigation-free

**19+ years**  
Avg experience  
of software  
engineers

**ISO**  
9001:2008  
certified for QMS

**33/9**  
Countries/  
languages  
supported

**24 x 7 x 365**  
Global coverage  
from 5 regional  
ops centers

# Why clients switch to us

**Not upgrading or planning to migrate**

**Reallocating IT costs to Innovate**

**Not realizing value from s/w vendor maintenance**

Degrading service, rising costs, forced upgrade, pushed to perform more self-service

**Near-term cost pressures, under duress**

**See little new relevant functionality**

## Software Maintenance



## Premier Software Maintenance Service

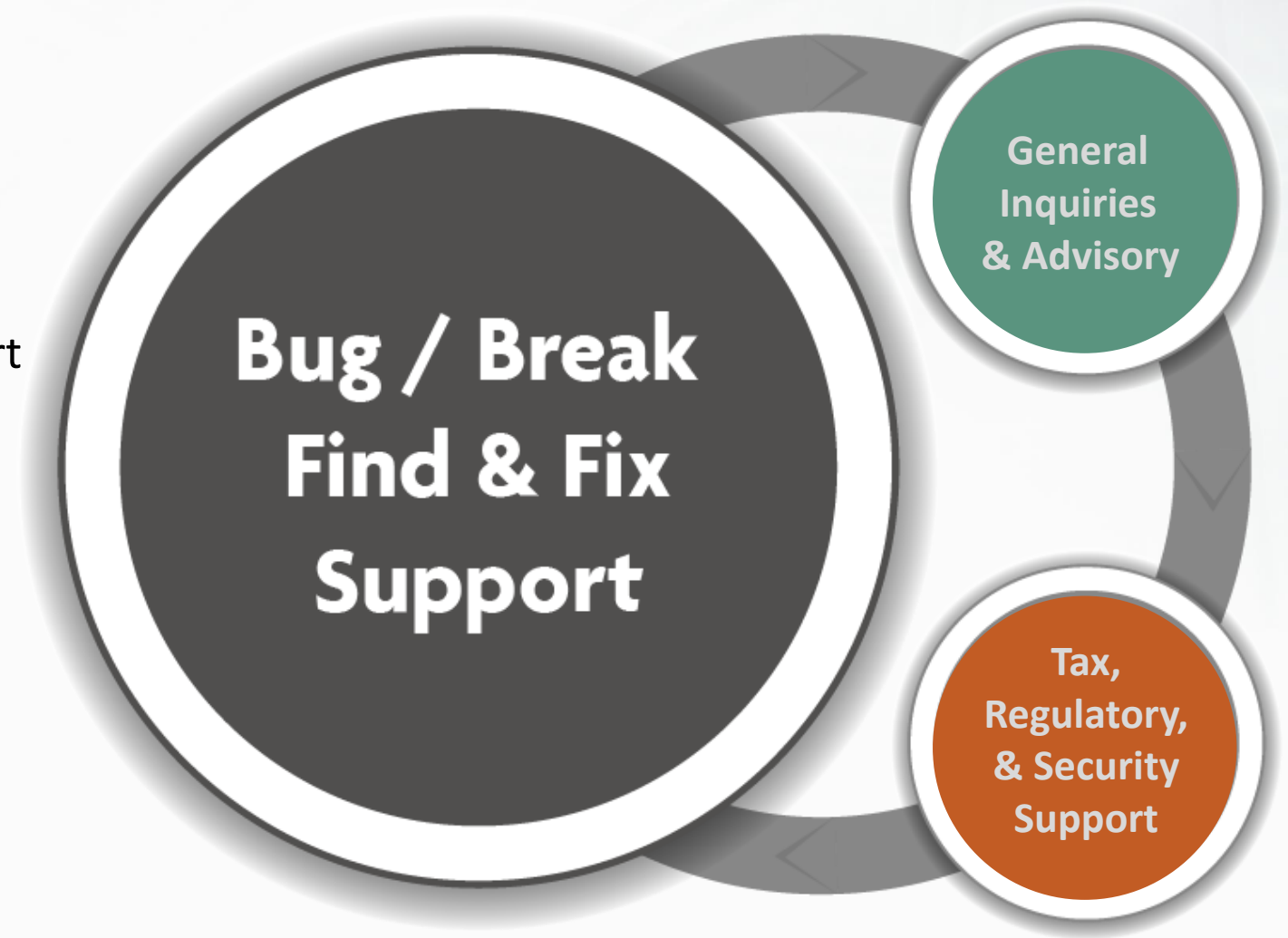
Superior service at a  
fraction of the cost

**Bug / Break  
Find & Fix  
Support**

**General  
Inquiries &  
Advisory**

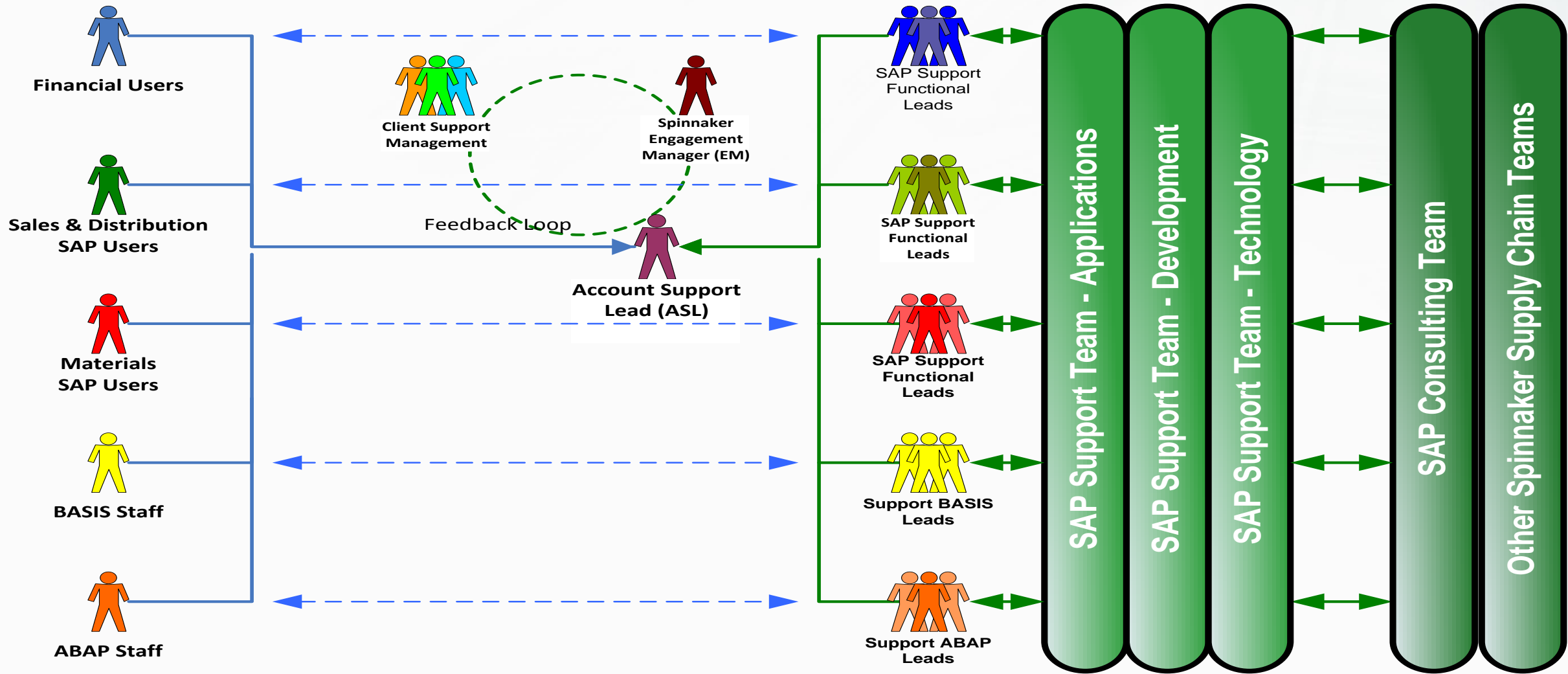
**Tax,  
Regulatory,  
& Security  
Support**

- Global coverage, 7 x 24 x 365 - *we're always available*
- Personalized service for even highly customized environments; No Sunset support guarantee – service as long YOU want it - *you're always covered*
- Higher responsiveness – faster problem resolution – *your system is up & running*
- 19+ years average expertise as the first responder – *solved right the first time*





**CLIENT USERS**      **CLIENT SUPPORT TEAM**      **SPINNAKER – CORE SAP SUPPORT TEAM**      **EXTENDED TEAM**



Role	Responsibilities
<p><b>Engagement Manager</b></p>	<ul style="list-style-type: none"> <li>• Primary point of contact for Spinnaker and client executives during the course of the support initiative</li> <li>• Ensures overall client satisfaction</li> <li>• Overall service quality assurance and success</li> <li>• Manage and coordinate enhancement tickets - analysis, design, development, testing and implementation</li> <li>• Procures and allocates additional Spinnaker resources as necessary</li> <li>• Develops and presents service delivery analytics/reports to client management team</li> <li>• Works with ASLs and Functional Leads to ensure service delivery and quality</li> </ul>
<p><b>Account Support Lead</b></p>	<ul style="list-style-type: none"> <li>• Closely coordinates with the client support leads and management</li> <li>• Client knowledge transfer to all team members</li> <li>• Closely manages and monitors ticket routing</li> <li>• Monitors ticket status to assure each is resolved according to SLA expectations</li> <li>• Escalates issues as necessary</li> <li>• Reviews and approves status reports</li> <li>• Consistently reports to the Engagement Manager</li> <li>• Periodically participates with the Engagement Manager in client management reviews</li> </ul>

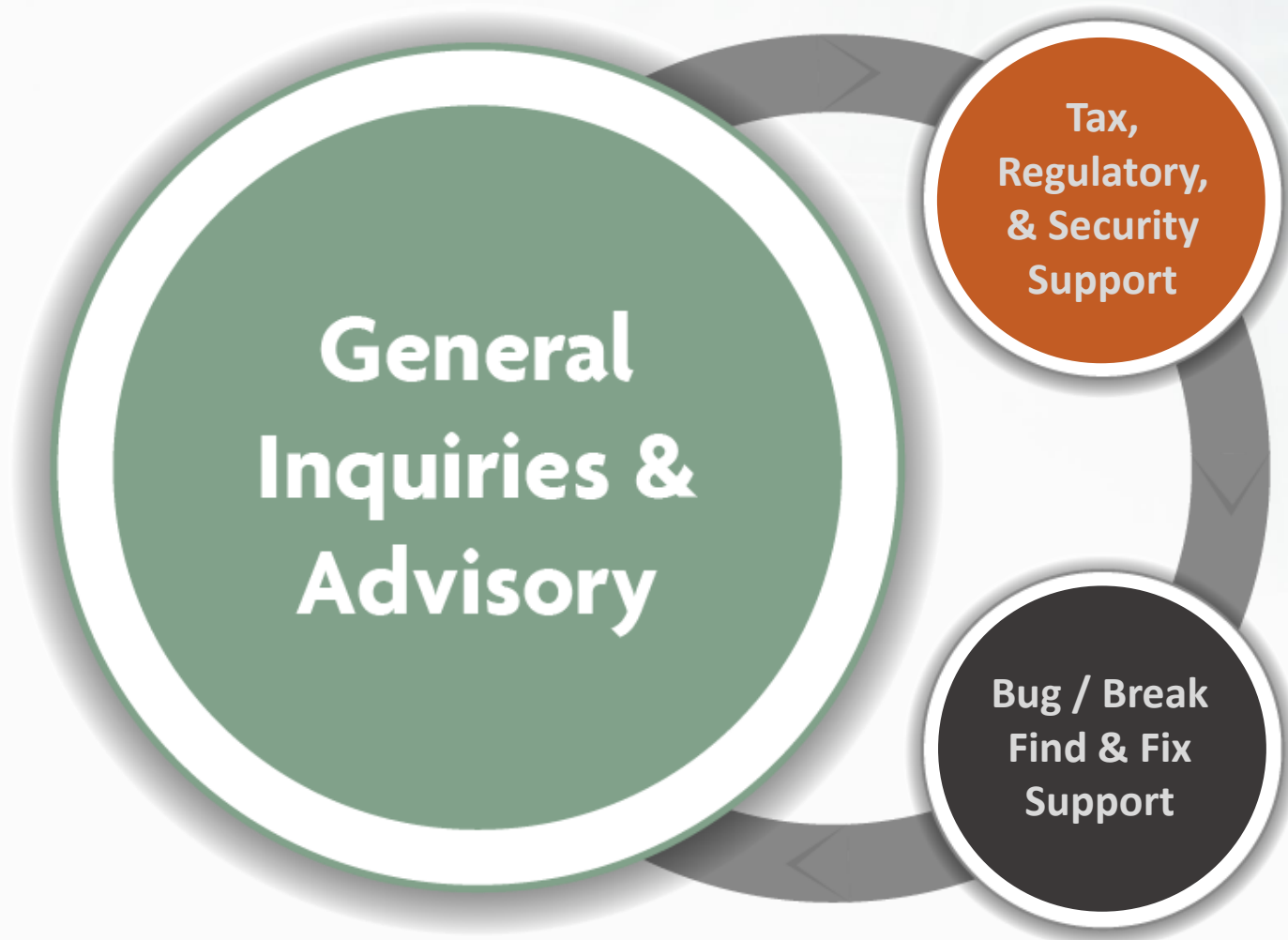
Role	Responsibilities
<p><b>Support Functional Leads</b></p>	<p>For their Assigned Area:</p> <ul style="list-style-type: none"> <li>• Regional dedicated SAP subject matter expert</li> <li>• Client knowledge transfer to subordinate team members</li> <li>• Advises users on SAP ‘best practices’</li> <li>• Provide in-depth knowledge of system either by business process, application or technical function</li> <li>• Leads ticket process analysis, solution design, development, testing, and deployment for area of responsibility</li> <li>• Ensures the application of appropriate Software Development Life Cycle (SDLC) and QA methodology based on ticket type</li> <li>• Consolidates and presents recommendations from support teams on ticket resolution</li> <li>• Leads application, development and technology teams on the completion of ticket work and product deliverables</li> <li>• Ticket handling issue escalation and resolution</li> </ul>
<p><b>SAP Support Teams (Application/Development/Basis)</b></p>	<p>For the assigned area:</p> <ul style="list-style-type: none"> <li>• Execute ticket resolution activities assigned by the Functional Lead</li> <li>• Perform all work according to SAP design/development standards</li> <li>• Apply the appropriate SDLC and/or QA methodology based on ticket type</li> <li>• Perform all work to SLA expectations</li> <li>• Escalate issues according to defined practices</li> </ul>

- Continuous monitoring to identify risks of non-compliance
- 390+ daily / 98,000+ annually updates analyzed
- Change management to develop and implement solutions to manage risks
- Specific solutions for each client, always safeguarding IP rights
- Advisory to enable proactive response to potential software security threats



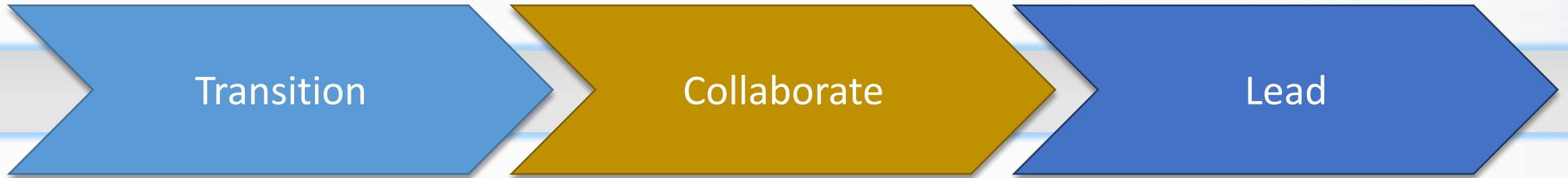
**Expert-level application and technology inquiry and advisory; critical components of premier software maintenance**

- Onboarding and transition management – *aligned from the outset, effective from day one*
- Oracle & SAP interoperability – *ensures that what you have will work with what you might have*
- Oracle & SAP virtualization – *you gain increased agility, less workload, and improved quality of service*
- Cloud migration & hybrid IT – *ensuring that your software can move where and when you decide to capitalize on technology advancements*



Support Program Features	Spinnaker Support	Oracle & SAP
24 x 7 x 365 Global Support Coverage	✓	✓
Break/Fix Services for Software Issues	✓	✓
Product Inquiry Support	✓	✓
Global Tax Updates, Regulatory Updates, and Security Alerts	✓	✓
Performance Optimization Support	✓	✓
Interoperability Support (Technology, Virtualization, Cloud)	✓	✓
Installation and Upgrade Advisory Support	✓	✓
System and Process Configuration Support	✓	✓
Extended Consulting Services	✓	✓
Extended Application and Technical Managed Services	✓	✓
ISO 9001:2008 Quality Management System Certified	✓	✓
No Sunset Support Guarantee	✓	
Minimum 50% Annual Maintenance Cost Savings	✓	
Guaranteed 30 Minute Response Time From a Senior Engineer	✓	
Maintenance Services for Customized Code	✓	
Dedicated Senior Support Engineer	✓	
Proactive Support Calls and Reporting	✓	
No Forced Patches, Enhancement Packs, or Upgrades	✓	

## A 3-Phase, Multi-stage Process for Success



- We have a structured Transition Methodology to ensure a smooth conversion to Spinnaker Support
- Structured to ensure a continuous transfer of knowledge to a client's process, practice, organization, AND technology
- Each phase duration and activities are customized to our clients' specific needs

# Transition

Preparation Activities	
<ul style="list-style-type: none"> <li>• Schedule onboarding conference call(s) – determine if regional calls and prep are required</li> <li>• Provide client advance guidance on software archival activities to be completed prior to cutover</li> <li>• Confirm client prerequisite information have been received prior to onboarding                             <ul style="list-style-type: none"> <li>– Identify internal resources to participate in onboarding call and process</li> <li>– Environment information</li> <li>– User locations and JIRA access requirements</li> <li>– Client system access requirements (security/login/connection process etc.)</li> <li>– Change Management processes</li> </ul> </li> </ul>	
Participants	Timing
<ul style="list-style-type: none"> <li>• Customer’s IT Management</li> <li>• Spinnaker Support Management</li> </ul>	<ul style="list-style-type: none"> <li>• Generally two weeks prior to onboarding meeting(s) – may require less advance preparation for non-complex environments – less than 4 hours prep time required</li> </ul>



Transition

**Onboarding Activities**

- Conduct onboarding conference call(s)
  - Review overall knowledge transfer process
  - Joint team introductions
  - Define support team roles and responsibilities
  - Review release/environment information
  - Review of supported modules and tax and reg requirements
  - Review Spinnaker Support services model
  - Review issue management processes and practices
  - Client and Spinnaker Support system access processes
  - The handling of Proprietary Information

**Participants**

- Customer
  - IT Management
  - IT Support Lead & Select Users
- Spinnaker Support
  - Support Services Management
  - Account Support Lead
  - Assigned Support Team Members

**Timing**

- Generally 1 -- 2 hours

Transition

**Knowledge Transfer Activities**

- During the Knowledge Transfer the Customer educates Spinnaker on processes and functions in scope:
  - Customer walks through and demonstrates an overview of all major software processes, unique functions, customizations, enhancements, integrations, localizations, special data or transactions, and other information required and in scope for Spinnaker
  - If required, Customer demonstrates their current ticket management system and user interactions needed for ticket completions For the purposes of Knowledge Transfer, Customer may begin entering related tickets into Spinnaker’s Ticketing Systems (JIRA)
  - Spinnaker becomes informed on appropriate standards for completing and reporting on user support activities

Participants	Timing
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<ul style="list-style-type: none"> <li>• Customer                             <ul style="list-style-type: none"> <li>– IT Support Lead &amp; Select Users</li> </ul> </li> <li>• Spinnaker Support                             <ul style="list-style-type: none"> <li>– Account Support Lead</li> <li>– Assigned Support Team Members</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance Customers: 1 -- 3 days</li> <li>• AMS/TMS Customers: 1 -- 2 weeks</li> </ul>
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Collaborate

<b>Collaboration Activities</b>	
<ul style="list-style-type: none"> <li>• Customer and Spinnaker jointly perform support tasks that are in scope and Spinnaker takes the lead on assigned support tickets under the supervision of the Customer:                             <ul style="list-style-type: none"> <li>– Customer begins assigning tickets/issues to Spinnaker team with guidance from Customer’s support team, and continued use of JIRA begins</li> <li>– Spinnaker begins to take the lead on issue resolution and/or maintenance fixes with background support or guidance from Customer’s support team, while completing the support-related documentation in JIRA system</li> <li>– Spinnaker ultimately completes support requirements and JIRA issue completion to meet Customer SLA standards - Spinnaker closes JIRA tickets based on customer acceptance together with appropriate resolution information – JIRA reporting based on agreed standards and timing</li> </ul> </li> </ul>	
<b>Participants</b>	<b>Timing</b>
<ul style="list-style-type: none"> <li>• Customer                             <ul style="list-style-type: none"> <li>– IT Support Lead &amp; Select Users</li> </ul> </li> <li>• Spinnaker Support                             <ul style="list-style-type: none"> <li>– Account Support Lead</li> <li>– Assigned Support Team Members</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance Customers: may be up to 12 weeks</li> <li>• AMS/TMS Customers: may be up to 12 weeks</li> </ul>



Lead Activities	
<ul style="list-style-type: none"> <li>• The full transfer of support activities has occurred and Spinnaker takes over Maintenance and/or AMS/TMS functions in scope at this point:                             <ul style="list-style-type: none"> <li>– Spinnaker resources are fully engaged and begin full time remote support activities independent of Customer’s internal support team</li> <li>– JIRA is active and aligned with Customer process expectations for issue management and reporting</li> <li>– Spinnaker’s Account Support Lead (ASL) reports performance results to Customer assigned management lead on monthly basis</li> <li>– ASL conducts proactive outreach to Customer to ensure Spinnaker Support remains aware of potential changes in the system and/or support environment</li> <li>– Periodic management reviews of Spinnaker Support performance are scheduled as required by the Customer</li> </ul> </li> </ul>	
Participants	Timing
<ul style="list-style-type: none"> <li>• Spinnaker Support                             <ul style="list-style-type: none"> <li>– Management (as needed)</li> <li>– Account Support Lead</li> <li>– Assigned Support Team Members</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Throughout the duration of the support agreement</li> </ul>

## Premier Software Maintenance Service

Tax, Legal and Regulatory  
Update Process

**Bug / Break  
Find & Fix  
Support**

**General  
Inquiries &  
Advisory**

**Tax,  
Regulatory,  
& Security  
Support**



- Detailed questionnaires & customer on-boarding
- Initial information is gathered in the Product Questionnaire, relative to the types of modules and locations that the Client operates within
- A more detailed Tax & Regulatory Questionnaire follows, that is specific to the Customer's business line and operating environment
- Discussions with the Customer's business personnel as required to customize tax & regulatory support requirements
- Data Compared to the Customer Scoping Documents to ensure Customer's need for the Updates



- Tax & Regulatory information is gathered and verified daily in several ways:
  - Through licensed research tools like **Research Institute of America (RIA)**, **International Bureau of Fiscal Documentation (IBFD)** and **Sabrix (VAT/GST/IVA)**
  - Various other reporting relationships - **Mondaq** and **Bureau of National Affairs (BNA)**
  - **Direct feeds** from governmental & regulatory agencies worldwide
  - Access to **Professional Law & Independent Audit Firm Data** –
    - **Baker McKenzie, KPMG, E&Y, D&T and PwC**
  - Daily independent research on hot topics and emerging issues
  - **Global Support Agreements** in place with **McGladrey and KPMG**
  - We maintain **Professional Relationships** with legal, regulatory and accounting firms on a global basis



- 6-Level Tax and Regulatory Validation Process:

1. T&R research team validation of change/notification
2. Spinnaker Tax and Regs will do across team validation code and configuration review.
3. T&R quality management team validation
4. Global accounting and law firms validation
5. Customer awareness and acceptance validation
6. Migration validation that all changes can be successfully migrated.

Once migrated into production system, Spinnaker Support continues to validate all migration changes and updates





- Development and Testing Process (process for developing solutions)
- Depending on the types of changes we do the following:
  - SAP Code Change – Spinnaker’s Tax and Regulatory Development Team will develop and validate the solution.
    - Once completed, Spinnaker Tax and Regulatory Team will work with customer for final validation
  - SAP Configuration Change – Spinnaker Support follows the configuration change management policies and procedures of the client.
  - Data or Process Required Change – Spinnaker Support will provide monthly bulletin updates with specific instructions that our clients are required to make, we will support you as needed



- Release Management Process (implementation of Tax and Regulatory updates)
  - Spinnaker adopts the **ITIL Release Management Approach**
  - All changes are bundled in monthly or annual cycles depending on the types of changes
  - All cycles are managed by Spinnaker Tax and Regulatory Project Managers
  - Full project plans are negotiated with our clients before development starts