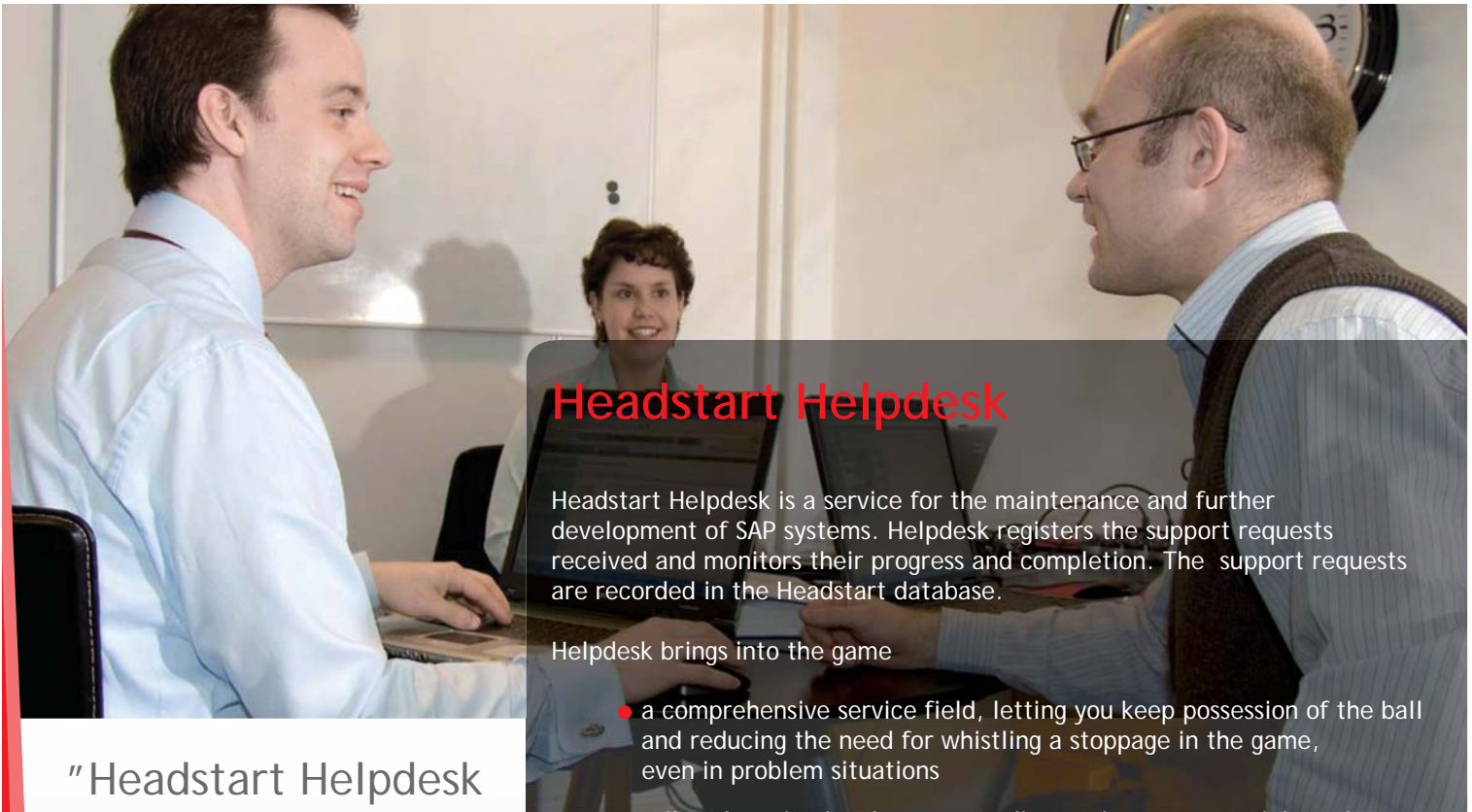


HEADSTART



Headstart Helpdesk

Headstart Helpdesk is a service for the maintenance and further development of SAP systems. Helpdesk registers the support requests received and monitors their progress and completion. The support requests are recorded in the Headstart database.

Helpdesk brings into the game

- a comprehensive service field, letting you keep possession of the ball and reducing the need for whistling a stoppage in the game, even in problem situations
- tailored service levels corresponding to the user's special needs
- a single point of contact channel, providing a simple and fast method of reporting support requests
- a report request classification system, allowing requests to be categorized as separate entities and the problems addressed and resolved in order of priority
- further development services grouped into logical entities, permitting several different development solutions at once
- documented solutions for each support request will be delivered to you and thereby increase your organization's knowledge level

"Headstart Helpdesk
- added strength
right across
the SAP field"

With Headstart Helpdesk on the job, the game goes on without extra time

The service offers users a clear and functional user support model, making the usability of the service top class. You may contact centralized Headstart Helpdesk either via the Internet, by email or telephone.

There are three service levels of Headstart Helpdesk user support services, from which the client can select the most suitable for his requirements. The pricing of the service levels is based on their content

- **The Gold** level is the most comprehensive in terms of service solutions. We move at lightning speed.
- **The Silver** level is a flexible service solution. We secure your rear.
- **The Bronze** level is the most economical service level. We pick up the threads.



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HEADSTART OY

Headstart Oy is one of the top SAP consultancy and IT coaching and project management companies in Finland. The Headstart services also include supply of SAP systems, version upgrades and versatile expert, training and partnership services.

The Headstart services are founded on diverse development of the client's procedures, as well as lightening of resource-heavy practices with the aid of information systems.

The Headstart expertise is totally at the client's disposal for the benefit of his business, as the Headstart operational culture is based on intensive teamwork and straightforward interaction with the client. Therefore, the client is always on top of the situation.

Stay a step ahead of the rest and augment your team with the top of the league, Headstart: access solid and functional IT solutions for all the areas of your company's operation. Headstart understands the challenges of your SAP projects, and above all, Headstart is in possession of the knowledge, skills, will and the culture of winning required to meet those challenges.

Boost your team with Headstart