



## What is KRYPT CONCIERGE

Most customers want to manage their post go-live support in-house or use the AMS team to handle everyday support issues. Since GTS, TM, IBP and EWM are niche areas, spot consulting, risk assessments, system assessments, system health checks are necessary for optimal functioning of the systems. To support these needs, Krypt offers knowledge via Krypt Concierge. With our knowledge, quality of work, value and experience has helped us to support our global customers with global trade regulations and compliance.

## What is included in the Complimentary Offering

- Business Case Development
- Risk assessments
- System assessments
- Proof of Concept
- System health checks
- Spot consulting
- Enhancement Design
- Functionality Design
- End User Training
- Super User Training
- Krypt Artificial Intelligence (KAI) Classification Audit

## KRYPT CONCIERGE SUPPORT

Choosing Krypt concierge support, you will be provided with the high-quality services. First, a yearly bank of hours that can be used for any consulting/development/support/workshop within a given year, starting with 100 hours/year and additional hours that can be added in the blocks of 50 hours/year at reduced rates. Any unused hours carry forward every month & need to be utilized before end of the year. If the allocated bank of hours gets consumed early in a year, there is always an option to add more hours based on the customer needs. Second, one dedicated point of contact for customers will be provided. Third, three different tiers will be provided for bank of hours to accommodate different customers with spot consulting needs. Fourth, we will provide suggestions on selecting hours based on our experience with customer/industry type and system complexity. We are ready to address issues and provide support irrespective of timezone via our team in North America , Europe and Asia Pacific.

Krypt is the leading SAP consulting partner for global trade and supply chain solutions. We have offices and experts around the globe ready and able to help you streamline your global trade and supply chain and optimize your business. Contact us today to find out how Krypt can help you save money and improve your business processes.