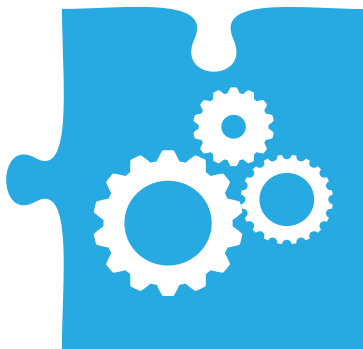


EIR SERVICES OFFERINGS



EIR SERVICES OFFERINGS

EIR's team of Talent Management and Compensation experts specialize in implementing and optimizing the SAP® SuccessFactors® Perform & Reward modules. EIR's purpose is to maximize the value of each client's SAP investment.



Implementation and Optimization Services

EIR provides comprehensive implementation services for Compensation, Variable Pay, and all Talent Management modules (Performance & Goals, Calibration, 360/Multi-Rater Review, Career and Succession Planning). When planning for a new implementation project, clients should plan for services to be provided over a 16-20-week time frame.

EIR Optimization services provide hands-on configuration assistance for existing SuccessFactors instances where updates or changes are needed.



www.eir-inc.com

Post Go-Live Support

Following the launch of the application by EIR, clients may wish to have EIR On-Call support during “live” cycles, in addition to SuccessFactors support options. Using a monthly retainer approach, clients subscribe to continued support services from EIR’s support team.

Go-Live Support typically entails:

- Troubleshooting issues
- Administrator life-line calls
- Providing advice/counsel on real-time scenarios



Administration Support



EIR’s Administration Support team helps with managing data, completing routine tasks, and keeping SuccessFactors current and updated throughout the ‘live’ cycle.

EIR can support you with:

- Loading data and updating tables
- Managing data issues and other non-configuration changes
- Triaging anomalies (Why isn’t this working the way I thought it would?)

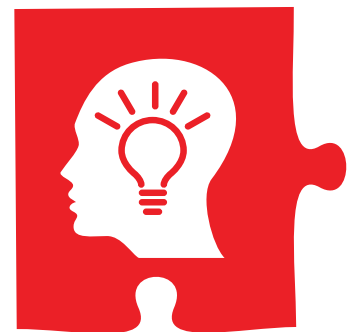
Administrative support is purchased in advance in time blocks per day for 4 hours per day in one week increments. EIR dedicates and assigns specific support team resources to ensure that the client’s needs are met.

Ask The Expert Service

Having access to SuccessFactors configuration experts can be invaluable for EIR existing clients. The Ask the Expert provides advice and counsel outside of a consulting engagement.

Our Client Administrators use Ask the Expert when:

- Client Administrators are making configuration changes and additional guidance and advice is needed or System Administrator training is required
- There is a need to better understand new features, functionality and configurations
- Assist with Proof of Concept configuration changes



During an Ask The Expert session, the Client Administrator completes the “hands-on” system work, guided by the EIR Expert. System provisioning access for EIR is not required. Ask the Expert sessions are scheduled in advance by the client with the EIR Expert, and are purchased based on the number of Ask The Expert sessions required.

