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January 9, 2009

BUSINESS OBJECTS SUPPORT BULLETIN

UPDATE ON SAP ENTERPRISE SUPPORT FOR BUSINESS OBJECTS

Dear Colleagues,

Effective January 1, 2009, new and renewing SAP Business Objects customers will be introduced to SAP Enterprise Support. Enterprise Support is a program designed to meet the needs of all SAP Business Objects customers. The foundation of Enterprise Support includes core features you have come to rely on, while the value added features now available will scale to meet the needs of our customers running complex mission critical implementations.

Find out more about Enterprise Support.

Information will be published to the SAP Service Marketplace as it becomes available. In the interim we encourage you to familiarize yourself with the program by reading the 'SAP Enterprise Support for Business Objects Customers' overview. Please reach out to your maintenance renewal account manager or account executive to understand more on what this means to your organization. Otherwise, please plan on hearing from our maintenance renewal account manager prior to the time of your renewal.

The introduction of Enterprise Support is another step in our continued commitment to providing world class support.

Regards,

Eric Wansong
Vice President, Customer Assurance
SAP Business Objects

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