



Idhasoft's Support Organization Certified by SAP; Achieves Partner Center of Expertise Certification

SAP channel partner now certified to deliver support for SAP® Business All-in-One and SAP BusinessObjects™ solutions following rigorous validation testing

ATLANTA, November 09, 2011 — [Idhasoft, Inc.](#), a global leader in strategic technical solutions and an SAP® gold channel partner, today announced it has achieved Partner Center of Expertise certification from SAP Active Global Support (SAP AG). Following an extensive audit of its service and support organization, Idhasoft has been verified as offering support to its customers in accordance with SAP's current technical and organizational standards.

The Partner Center of Expertise certification is a support center certification offered by the SAP AG organization, supported by SAP's Partner Services Delivery team. It covers a channel partner's entire support center, including support staff, support processes and infrastructure. Certification validates that a channel partner's support organization fulfills the minimum requirements needed to provide high-quality support services to its customers for SAP Business [All-in-One](#) and SAP [BusinessObjects](#)™ solutions. The certification will become mandatory for all partners selling, providing and delivering compliant customer support processes.

"Achieving this certification is a key differentiator in the marketplace for Idhasoft," said Philippe De Smedt, president of SAP practices for Idhasoft. "It clearly shows that our support operations and services in support of SAP solutions comply with SAP standards. As such, our customers can be confident that they are receiving high-quality support of their implementations of SAP solutions."

To qualify for this certification, Idhasoft uses SAP Solution Manager as a key element of its support infrastructure, and our support consultants are SAP-certified. Partner Center of Expertise certification is valid for two years.

Customers turn to Idhasoft for [managed services](#) because of the access to high quality people and flexibility of terms. Achieving SAP Partner Center of Expertise certification gives our customers additional confidence that their partner has the capabilities to react as the business changes. Idhasoft will continue to strive to meet and exceed all of the requirements of the expertise certification.

About Idhasoft, Inc.

Idhasoft, Inc. is a global leader in strategic technical solutions providing innovative end-to-end business solutions to companies around the world. Idhasoft serves more than 1,500 customers across multiple industries: Consumer Products, Health Care, Telecommunications, Technology and Media, Banking and Insurance, Education, Manufacturing, Semiconductor, Life Sciences, Energy, retail/AFD, Wholesale Distribution and more. Headquartered in Atlanta, Georgia, Idhasoft offers expertise in solutions from Oracle as an Oracle Platinum Partner and SAP AG as an SAP gold channel partner, providing industry-specific solutions for small to mid-sized firms. Idhasoft offers both strategic and tactical solutions for our clients from complex supply chain and logistics to global financial planning and consolidations. Idhasoft's services and solutions are powered by the impeccable Idhasoft team, and our flawless standards approach positions us as a top tier services and solutions provider. For more information, visit www.idhasoft.com