

## THE SUPPORT QUESTION

# After Go-Live, SAP Still Needs a Team

Business Suite 7 has a deadline, S/4HANA a release cadence and Business One a maintenance window. All three need hands after the project ends.



SAP customers rarely get to settle on one thing. SAP has committed to mainstream maintenance for Business Suite 7 core applications, which is where the SAP ERP Central Component sits, through the end of 2027, with optional extended maintenance through 2030 [1]. S/4HANA moved to a two-year release cycle from the 2023 release, with seven years of mainstream maintenance for each release and feature packs every six months in the first two years [2]. Business One carries at least five years of mainstream maintenance per release family, with version 10.0 listed through the end of 2026, a date SAP says can change [3]. Each platform asks for steady attention after go-live, and the first thing to settle is who will give it.

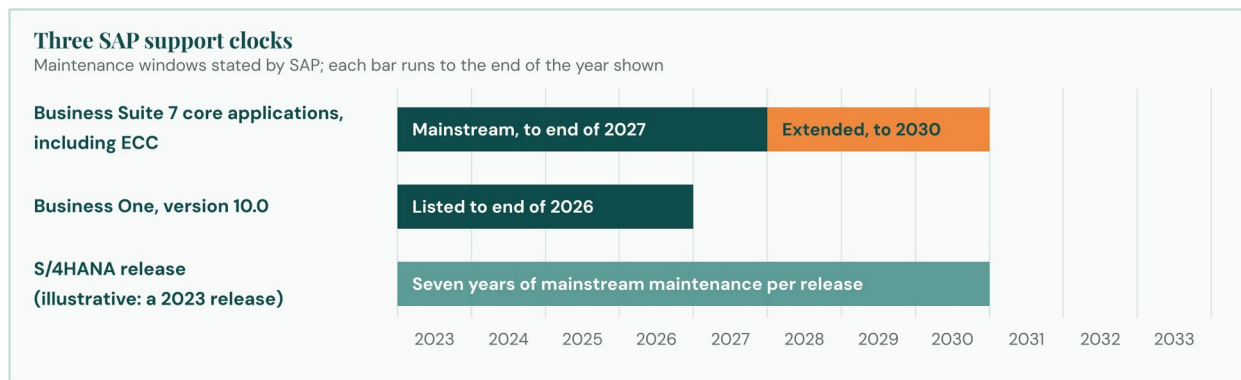


**Figure 1.** Maintenance windows on the three SAP platforms. Business Suite 7 dates are from [1], the extended-maintenance premium from [6] and Business One from [3]. The S/4HANA bar applies SAP's seven-year rule [2] to a 2023 release for illustration.

## 1. Support is ongoing work, not leftover work

A go-live closes the project. It does not close the workload. Tickets arrive, month-end still has to be closed, reports need adjusting, integrations change, and people join the business who have never seen the system. On SAP the load also follows the lifecycle: a Business Suite 7 estate needs stable running while the move to S/4HANA is planned, an S/4HANA estate has

feature packs and releases to absorb, and a Business One estate has its own release family to keep current. None of that fits inside an implementation contract, and the project team is rarely the right group to carry it.

## 2. Scarce skills, shared deadlines

Many companies are watching the same dates, which means they are shopping in the same small market. A 2021 Gartner survey found 64 percent of information technology executives naming talent shortage as the most significant barrier to adopting emerging technologies [4]. Finance, materials management and sales and distribution each need their own people. Keeping one permanent employee for every skill, for work that rises and falls, is hard to justify.

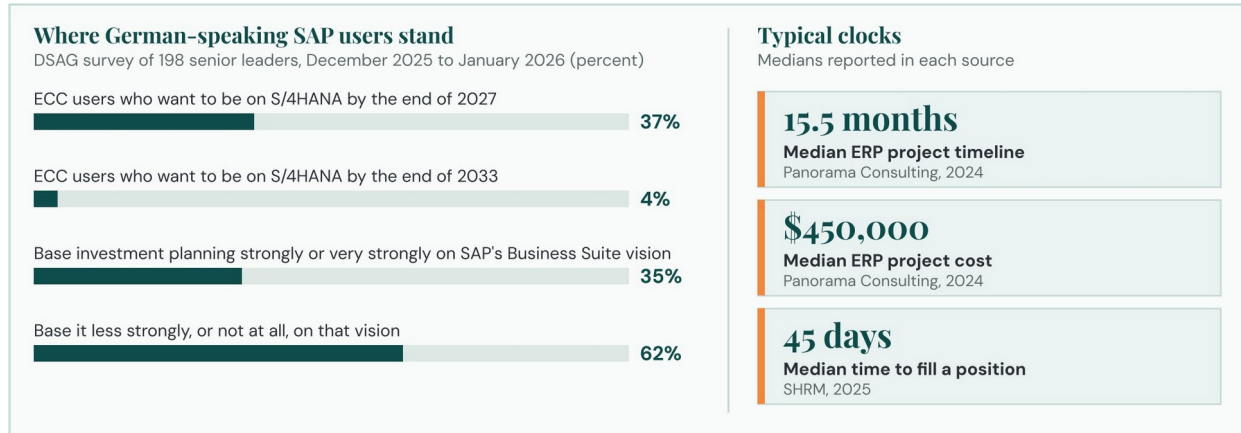


**Figure 2.** Left: DSAG survey of 198 senior leaders at German-speaking SAP users [6]. Right: median ERP project timeline and cost [8] and time to fill a position [7]. Panorama surveyed 131 organizations.

## 3. Why augmentation suits support work

Staff augmentation keeps the enterprise in charge of the system and adds outside professionals for the stretch that needs them. Deloitte's 2024 Global Outsourcing Survey found skilled talent and agility now sitting beside cost reduction as reasons to outsource, with 80 percent of executives planning to maintain or increase their investment in third-party services [5]. For SAP support that means a functional consultant for the close, a developer for the backlog, a data specialist ahead of a release. [Orpington Technologies' ERP staff augmentation](#) is built along these lines, placing certified consultants into client teams without the client taking on employment.

**Table 1. SAP support windows at a glance**

| Item                                                     | What the vendor states                                                                                                        | Source |
|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|--------|
| <b>Business Suite 7 core applications, including ECC</b> | Mainstream maintenance through the end of 2027, with optional extended maintenance through 2030.                              | [1]    |
| <b>Extended maintenance</b>                              | Costs a 2 percent premium until the end of 2030.                                                                              | [6]    |
| <b>S/4HANA</b>                                           | Two-year release cycle from 2023, seven years of mainstream maintenance per release, feature packs every six months at first. | [2]    |
| <b>Business One</b>                                      | At least five years of mainstream maintenance per release family; version 10.0 listed through the end of 2026.                | [3]    |

**Table 2. Four questions for any SAP support partner**

| Question to ask                                        | Why it matters                                                                          |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------|
| <b>Who employs and vets the consultant?</b>            | Keeps payroll and compliance off your books and puts credential checks in expert hands. |
| <b>Which SAP release has the consultant supported?</b> | The three behave differently, and experience on one does not transfer automatically.    |
| <b>What happens if the fit is wrong?</b>               | A replacement commitment turns a hiring mistake into a scheduling problem.              |
| <b>How soon can people start?</b>                      | Maintenance dates and release schedules do not wait for a recruiting cycle.             |

#### 4. Where Orpington Technologies fits

Held against those questions, Orpington Technologies answers most of them directly. Its consultants are credentialed by certified ERP practitioners, the same reviewers who audit implementations, and they stay on Orpington's payroll while working remotely under the client's direction. The roles cover functional work in finance, materials management, sales and distribution and human capital management, technical development, and program roles such as data migration and testing, on S/4HANA and Business One.

Three matched candidates arrive roughly four weeks after the engagement fee is confirmed, the monthly invoice is all-inclusive, and a 90-day replacement guarantee covers the fit risk. Orpington's own estimate puts the loaded cost of a direct hire at 1.25 to 1.4 times base salary once employer tax, benefits and compliance are counted. That makes it a strong choice for SAP support, and the details are at <https://www.orpingtontech.com/erp-staff-augmentation/>.

#### Sources & Further Reading

[1] [LeverX – “SAP ECC End of Support 2027 UK: What UK Businesses Need to Do Now”](#)

[2] [SAP News Center – “New SAP S/4HANA Release and Maintenance Strategy to Deliver Greater Innovation and Flexibility,” September 2022](#)

[3] [SAP Support – “Maintenance for SAP Business One”](#)

[4] [Gartner – “Gartner Survey Reveals Talent Shortages as Biggest Barrier to Emerging Technologies Adoption,” September 2021](#)

[5] [Deloitte – “Global Outsourcing Survey 2024”](#)

[6] [The Register – “Half of German-speaking SAP users set to blow past 2027 ECC support deadline,” February 2026](#)

[7] [SHRM – “2025 Recruiting Benchmarking”](#)

[8] [Panorama Consulting Group – “The 2024 ERP Report”](#)